

THE OPEN UNIVERSITY OF TANZANIA



LIBRARY SERVICES POLICY AND OPERATIONAL PROCEDURES

JANUARY 2014

Table of Contents

PREFACE.....	4
ACKNOWLEDGEMENT	5
Acronyms.....	6
1.0 Introduction.....	7
1.1 Background.....	7
1.2. Situational Analysis	7
1.3 Rationale	9
1.4 OUT Library Vision, Mission, Functions and Values	9
1.4.1 Vision.....	9
1.4.2 Mission.....	10
1.4.3 Functions of the Open University of Tanzania Library	10
1.4.4 Values and Core Norms	10
1.5 Objectives	11
2.0 Policy Statements and Procedures	11
2.1 Collection Development.....	11
2.1.1 Current Situation.....	11
2.1.2 Objectives	12
2.1.3 Policy Statement	12
2.1.4 Procedures.....	12
2.1.5 Policy Statement	12
2.1.4 Procedures.....	12
2.1.7 Policy statement.....	13
2.1.8 Procedures.....	13
2.1.9 Policy Statement	13
2.1.10 Procedures.....	13
2.1.11 Policy Statement	14
2.1.12 Procedures.....	14
2.2 Organization of Library Resources.....	14
2.2.1 Current Situation.....	14
2.2.2 Objectives	14
2.2.3 Policy Statement	15
2.2.4 Procedures.....	15
2.3 Management/Organizational Structure	15
2.3.1 Current Situation.....	15
2.3.2 Objective.....	15
2.3.3 Policy Statement	15
2.3.4 Procedures.....	15
2.4. Integration of ICT in Research, Teaching and Learning	16
2.4.1 Current situation.....	16
2.4.2 Objectives	16
2.4.3 Policy Statements.....	16
2.4.4 Procedures.....	16

2.4.5 Policy Statement	17
2.4.6 Procedures.....	17
2.4.7 Policy statement.....	17
2.4.8 Procedures.....	17
2.5 Library Security	17
2.5.1 Current Situation.....	17
2.5.2 Objective	18
2.5.3 Policy Statements.....	18
2.5.4 Procedures.....	18
2.5.5 Policy statement.....	18
2.5.6 Procedures.....	18
2.5.7 Policy statement.....	18
2.5.8 Procedures.....	19
2.6 Services to Users.....	19
2.6.1 Current Situation.....	19
2.6.2 Objectives	19
2.6.3 Policy statement.....	19
2.6.4 Procedure	19
2.6.5 Policy statement.....	19
2.6.6 Procedures.....	20
2.6.7 Policy statement.....	20
2.6.8 Procedures.....	20
2.6.9 Policy statement.....	21
2.6.10 Procedure	21
2.7 Resource Mobilization	21
2.7.1 Current Situation.....	21
2.7.2 Objectives	21
2.7.3 Policy Statements.....	21
2.7.4 Procedures.....	21
3.0 Implementation Framework.....	22
4.0 Frequency of review of the policy	22

PREFACE

To improve library capacity and services has always been amongst the core objectives of the Five Years Rolling and Strategic Plans of the Open University of Tanzania. In order to achieve this objective the Library Unit which has now grown into the Directorate of Library Services has been undertaking a number of activities including projections for physical facilities, staffing, and collection development based on user population projections, and development of Online Public Access Catalogue (OPAC), Institutional Repository and e-resource collection. However, this is the first policy and operational procedures on library services developed by the Open University of Tanzania.

The OUT Library Policy is based on the recognition that the library and its users must keep up with the rapidly changing information environment and expanding information resource movements. This policy and operational procedures document is intended to guide the management of the library services and activities to meet the needs and desires of its users. Thus, the purpose of the Policy and operational procedures is to articulate the policy statements, procedures and strategies that the library will use to meet the global technological challenges in Information and Library service provision, within the context of mission and philosophical framework of the library and the OUT vision, mission and corporate charter.

The objectives of the OUT Library Policy and operational procedures include: to coordinate resource mobilization efforts; to ensure effective and efficient utilization of resources; to harmonize rules and regulations for the entire University Library system especially as the OUT Library develops into a system with libraries at different levels and disciplines; to ensure security and fair access to resources and to enable the networking in the electronic environment.

It is hoped that this document will serve as a blueprint and reference point of the OUT Library Services development and operations.

Prof. Tolly S. A. Mbwette
Vice Chancellor
Open University of Tanzania.

Dar-es-Salaam
January, 2014

ACKNOWLEDGEMENT

The preparation of this policy and operational procedures was only possible through contributions of a number of people in a form of funding, moral and material support, hard work and expertise. We wish to acknowledge the financial and material support provided by the Swedish people through Sida Capacity Building Development Programme and the Open University of Tanzania Management respectively. We also acknowledge the entire team which was led by Professor Elifas T. Bisanda (DVC (Academic) for the groundwork. The following are worth mentioning: Dr. Khatib Kazungu, Dr. Athumani S. Samzughi, Dr. Felician Mutasa, Ms Lilian Isowe and Mr. Nelson Msagati. We thank them all for their hard work and dedication.

We recognize with appreciation the contributions of the consultants: Professor Paul Manda and Professor Julitha Nawe for their expertise and technical contributions. We recognize the contribution of the team of OUT library staff which was led by Prof. Cornelia K. Muganda (the Director of Library Services) for working tirelessly to compile and complete this document. The following are worth mentioning: Dr. Khatib Kazungu, Dr. Athumani S. Samzughi, Mr. Nelson Msagati, Ms. Chausiku Mwinyimbegu, Mr. Azizi Kagugu, Ms. Julieth Norbert, Mr. Salatiel Chaula and Ms. Josephine Rupia.

Finally, we acknowledge the support and commitment of OUT participatory organs and management whose suggestions have improved the content and shape of this OUT Library Policy and Operational Procedure document.

Prof. Modest D. Varisanga
Deputy Vice Chancellor (LT&RS)
The Open University of Tanzania

Dar-es-Salaam
January, 2014

Acronyms

ADLBS	Associate Director of Library services
ASTU	Assistive Special Technology Unit
CCTV	Closed Circuit Television
COTURL	Consortium of Tanzania University and Research Libraries
DLS	Directorate of Library Services
DLBS	Director of Library services
DRTS	Department of Readers and Technical services
DD	Department of Documentation
DROS	Department of Regional and Outreach Services
DVC (Acad.)	Deputy Vice Chancellor (Academic)
DVC (LT&RS)	Deputy Vice Chancellor (Learning Technology and Regional Services)
DVC (RM)	Deputy Vice chancellor (Resource Management)
FASS	Faculty of Arts and Social Sciences
FBM	Faculty of Business Management
FED	Faculty of Education
FLW	Faculty of Law
FSTES	Faculty of Science, Technology and Environmental Studies
OERs	Open Education Resources
OUT	The Open University of Tanzania

1.0 Introduction

1.1 Background

In Tanzania massive expansion in secondary school enrolment is leading to large increases in undergraduates throughout the universities and colleges. Inability of conventional institutions of higher education to absorb all qualified applicants led to the establishment of The Open University of Tanzania (OUT). The Open University of Tanzania (OUT) was established by the Act of Parliament No. 17 of 1992 which was assented on the 28th December 1992. OUT was expected to be accessible to all those who qualify and aspire to attain university education including employees who could not study in conventional universities due to their career commitments. OUT started offering academic programmes on 19th January 1994 with a cumulative enrollment of 766 (699 males and 67 females) in undergraduate programmes which has by 2012/13 expanded to 43, 802 (11, 484 females and 32,318 males) .

The primary goal of any university library is to support teaching/learning, research and community service environment of its entire university system. It provides access to information needed and facilitate use of resources. Technological advances have raised expectations of library users for improved services. Increasingly universities are utilizing ICTs to enhance quality of education and success for graduates and also create and sustain a competitive environment for graduate education and research. Therefore OUT's Library needs to develop and manage a system that links its users with information resources, provides space where students, staff and other creators and users of knowledge can interact one-to-one or in-groups.

1.2. Situational Analysis

The OUT population, thus library service users has been expanding. OUT cumulative enrollment for undergraduate programmes has expanded from 766 (699 males and 67 females) in 1994 to 43, 802 (11, 484 females and 32,318 males) in 2012/13. Postgraduate enrolment increased from 97 (84 males and 13 females) in 2001 to 13,491 postgraduates (male-9,989 and female 3,502) in 2012/13. Enrolment in non-degree programmes also increased from 228 (194 males, 34 females) in 1996 to 23,347 (14,270 males, 9,077 females) in 2012/13. OUT also enrolls students from

other countries including Malawi, Uganda, Kenya, Namibia, India, Hungary, Burundi, Libya, Ethiopia, Saudi Arabia, Botswana and Lesotho. At present majority of students are Tanzania residents. The OUT staff body has also been expanding from 5 in 1994 to 698 in 2013.

The Open University of Tanzania operates through a network of Regional and Coordinating Centres spread throughout the United Republic of Tanzania and beyond (OUT, 2010). OUT Library system has established libraries in 14 regional and coordinating centres and at the headquarters.

OUT Library is collaborating with Tanzania Library Services Board (TLSB) whereby OUT students can use the Board's library facilities in Morogoro, Coast, Arusha, Tabora and Mara regions. In Zanzibar OUT is collaborating with Peoples' Library of Zanzibar. Given the current level of demand based on the number of users the available space especially in Regional Centres (RC) is not adequate. This is more acute when one considers increased pressure being placed on libraries to accommodate a wider range of resources and technologies. Despite a perception that there is a movement away from print media to digital media, usage levels at the OUT Library and the experiences of other university libraries in Tanzania confirm that the space demands on today's libraries are just as great (if not greater) than in the past.

The changing technological environment in the provision of library services in the universities implies bigger investment in ICT facilities and services. OUT Library users have access to e-journal databases subscribed through the Consortium of Tanzania University and Research Libraries (COTUL); free e-journals, free e-books and OERs. The University library uses 'Koha' which is open source software for managing library system. OUT has Institutional Repository (e-Print) covering journals published by OUT, theses, dissertations, and reports of OUT and OUT Policy Documents which are being digitized. The library is developing the Nyerere collection which is housed in East Africana. The library also has an information literacy programme which is available for students and staff.

The major sources of funding for OUT Library are the government, OUT and development partners. The budgetary allocations for library materials (books and journals) are inadequate.

Against this background one of the major issues facing the OUT Library Services currently is how to mobilize, sustain and diversify the sources of resources including funding.

The Directorate of Library Services is responsible for running library services. The OUT Directorate of Library Services (DLS) is headed by the Director of Library Services (DLBS) who reports to DVC-Learning Technologies and Regional Services (DVC- LT& RS). The DLBS is assisted by the Associate Director of Library Services (ADLBS) and three Heads of Department. The Library has three departments namely Readers and Technical Services (DRTS), Documentation (DD) and Regional and Outreach Services (DROS).

1.3 Rationale

Policy document is a formal document that is legally binding and provides a consistent logical framework for actions across different functions. A policy document is important for provision of coherent, efficient and effective services. OUT library services needs such a document to align its services to its mission and vision; and to that of the University at large.

The University-Wide Library Policy at OUT will guide OUT Library services in the course of performing its functions including:

- Coordination of resource mobilization
- Effective and efficient utilization of resources
- Rationalization of resource allocation
- Harmonization of rules and regulations for the entire University Library system to ensure security of resources and fair access to resources
- Establishing appropriate space for electronic and print resources.

A University-wide library policy will provide conducive environment for the development and management of professional and effective library services.

1.4 OUT Library Vision, Mission, Functions and Values

1.4.1 Vision

To be a leading world class university library in the delivery of quality information services that support the growth and continued academic excellence of OUT both physically and virtually.

1.4.2 Mission

The Library aims to offer the highest quality services, to support effective teaching, learning, research and community services.

1.4.3 Functions of the Open University of Tanzania Library

The functions of the Open University of Tanzania Library are to:

- i. Support the mission of the University as a centre of excellence in knowledge and human capacity building through provision of relevant and timely information resources that enhances teaching, learning and community service.
- ii. Support research needs of internal and external researchers
- iii. Guide users in accessing relevant information efficiently
- iv. Develop, publicize and offer new services and facilities appropriate to changing environments.
- v. Deliver information in the most appropriate form, according to user needs.

1.4.4 Values and Core Norms

The functions of the Library will be guided by concern for timely provision of appropriate scholarly information resources that are core customer-centred. Specifically it is guided by the following core norms:

- i. User focused services
- ii. Consultative partnership with stakeholders
- iii. Personal development of its staff
- iv. Professionalism and social accountability
- v. Academic and research excellence
- vi. Embrace ICT in learning and governance
- vii. Transparency
- viii. Respect for and recognition of staff and student potentials
- ix. Trustworthiness
- x. Confidentiality
- xi. Collegiality

- xii. Integrity
- xiii. Efficiency and effectiveness
- xiv. Provision of unlimited access to multiple learning resources
- xv. Provision of equal opportunity
- xvi. Collaboration and teamwork

1.5 Objectives

The core objectives of the OUT Library Policy and Operational Procedures are to:

- i. Coordinate resource mobilization efforts, for efficient and effective utilization of resources.
- ii. Harmonize rules and regulations for the entire University Library System
- iii. Ensure security of resources and fair access to resources.
- iv. Facilitate collaboration and networking
- v. Balance resources acquisition and subscription
- vi. Plan for the future of library services

2.0 Policy Statements and Procedures

2.1 Collection Development

2.1.1 Current Situation

- i. The magnitude of collections needed per student is yet to be established
- ii. Weeding procedures are yet to be established
- iii. Guidelines for allocating reading and reference resources to Colleges, Regional and coordinating Centres are not yet developed.

2.1.2 Objectives

- i. To establish data on required reading and reference resources for each course offered at OUT
- ii. To promote equitable allocation of library resources to college, regional and coordinating centre libraries
- iii. To establish weeding procedures and criteria
- iv. To improve access to electronic copies of theses, dissertations and other publications of OUT.

2.1.3 Policy Statement

The Directorate of Library Services shall set selection criteria for collection development and avail it to the faculties, directorates and institutes.

2.1.4 Procedures

- i. Library will issue selection criteria to faculties six months prior to the commencement of a new academic year.
- ii. Library will scrutinize the lists of learning materials from faculties according to the set criteria.
- iii. Only the list of learning materials that meet the selection criteria shall be processed for acquisition.

2.1.5 Policy Statement

Faculties shall prepare and submit a list of recommended learning materials to the DLS according to set acquisition and selection procedures and criteria.

2.1.4 Procedures

- i. Faculties shall submit a list of recommended learning materials to the DLS three months prior to the commencement of the new academic year.
- ii. There shall be Collection Development Committees that will be responsible for the selection of library materials in every faculty, directorate and institutes.
- iii. The Directorate of Library Services (DLS) shall receive order requests from Faculties/Directorates.
- iv. The DRTS will review the request to make sure that it is complete (fund, location, selector name, etc)
- v. DRTS will check on-line acquisitions system to make sure that the items on the list are not going to arrive on one of the Library's existing orders.
- vi. If an unwanted duplicate arrives, the order request will be returned to the selector with the reason for cancellation.
- vii. The Director of Library services shall decide on the method of acquisition.

- viii. DRTS to check order request in on-line database to confirm information on order request, to learn if item is part of a series, to add ordering information that may have been omitted from order request.
- ix. The DRTS may check Books-In-Print and other sources to make sure that the item is available, at what price, and from what source.
- x. DRTS to scrutinize compile and send through the DLBS the list to the Procurement Management Unit (PMU).
- xi. Procurement Management Unit (PMU) shall procure learning materials
- xii. Upon receipt, the “on order” status is changed to “in process” as the material is passed to Cataloging.
- xiii. DRTS will receive item and invoice; check to make sure that the correct item was supplied and arrange for return of incorrect items.
- xiv. DRTS shall update on-line acquisitions system with receipt information; forward item for cataloging and note in on-line system.

2.1.7 Policy statement

Library shall promote equity in the distribution of library resources to Headquarters, College, Regional, Internal and External Coordinating Centres libraries.

2.1.8 Procedures

- i. DLS shall develop and regularly review guidelines for allocating books and other resources to HQ, College, Regional, Internal and External Coordinating Centres libraries.
- ii. The OUT HQ Library will retain at least a copy of every title received.
- iii. The distribution of learning materials in the RCs will be based on the number of students of a particular course at a particular time.
- iv. Up to date information on students’ enrolment should be made available to the library.
- v. The DLBS will ensure that, at least each centre receives a copy of books acquired by the library before any other centre gets an extra copy
- vi. Centres in remote areas may be given priority.

2.1.9 Policy Statement

The Library shall acquire learning materials through donation, gifts, complementary and legal deposit.

2.1.10 Procedures

- i. The library welcomes gifts but accepts them with the understanding that it has the right to handle or dispose of them in the best interest of the institution.
- ii. The library will determine the classification, housing and circulation guidelines relating to all gift items.

- iii. A book plate to identify the donor may be placed in gift books as appropriate.
- iv. In the acknowledgment of gifts, attention will be called to management recognition of such contributions from the donor.
- v. DD shall appoint a staff member responsible for collecting Government publications every two months.

2.1.11 Policy Statement

Library shall develop operational procedures and guidelines for weeding.

2.1.12 Procedures

- i. Stock taking for the library resources shall be conducted once every 5 years.
- ii. The Stock-taking exercise shall inform the need for weeding
- iii. DLBS will propose to DVCs of the needs for weeding
- iv. DVC (LT& RS) in consultation with DVC (AC) will form a team which will comprise of the following: subject specialists (faculties, colleges' representatives), library staff, store personnel and chief internal auditor.
- v. Library shall set guidelines that shall be followed during the weeding process.
- vi. Weeding procedures will be guided by weeding criteria which are "MUSTI":
 - M- Misleading or factually inaccurate
 - U- Ugly (worn-out)
 - S- Superseded by a new edition or a better source
 - T- Trivial (no discernable literary or scientific merit)
 - I - Irrelevant to the needs and interests of the community/ or which preaches hatred in the society.

2.2 Organization of Library Resources

2.2.1 Current Situation

- i. Cataloguing and classification of library information resources is done at the HQ library.
- ii. Data entry is done at HQ library.
- iii. DLS has up-to-date tools for cataloguing and classifying resources
- iv. DLS has up-to-date Library Management Information System (LIBMIS) and Institutional Repository (e-print)
- v. Quality control team has been formed at the HQ Library

2.2.2 Objectives

The purpose of organizing library resources is to:

- i. Improve access to resources
- ii. Ease networking with other libraries
- iii. Improve marketing of resources

2.2.3 Policy Statement

All library materials/resources shall be catalogued and classified centrally, using Dewey Decimal Classification Scheme

2.2.4 Procedures

- i. The library shall prepare accession list of acquired learning materials/resources.
- ii. Classification of library materials/resources shall follow standard guidelines available in the DLS.
- iii. Cataloguing of library materials/resources shall follow standard guidelines available in the DLS.
- iv. Call number labeling of learning materials /resources shall follow libeling guidelines available in DLS.
- v. The DLS shall ensure that library databases are up-dated regularly.

2.3 Management/Organizational Structure

2.3.1 Current Situation

- i. The Directorate of Library Services Organizational Structure is embedded in the OUT organizational structure.
- ii. The Directorate of Library Services is headed by the Director of Library Services who reports to DVC-Learning Technologies and Regional Services.
- iii. Director of Library Services is assisted by the Associate Director of Library services and three Heads of Department.
- iv. The Directorate of Library Services has a library Board which plays an advisory role to the DLS.

2.3.2 Objective

To ensure efficient and effective management of library services provision.

2.3.3 Policy Statement

The Directorate of Library Services shall operate as an integrated system of Libraries.

2.3.4 Procedures

- i. There shall be Director of Library Services (DLBS) who shall be responsible for the overall management of the OUT library system.
- ii. There shall be an Associate Director of Library Services (ADLBS) who shall be responsible for day to day running of the library system.
- iii. There shall be three departments namely Readers and Technical Services (DRTS), Documentation (DD) and Regional and Outreach Services (DROS).

- iv. There shall be Regional Centre Librarians who will be responsible for the day to day running of libraries at Colleges, Regional Centres, Internal and External Coordinating Centres.
- v. The Directorate of Library Services shall have a Library Board to advise on the running of Library services.

2.4. Integration of ICT in Research, Teaching and Learning

2.4.1 Current situation

- i. Most library books are available in print format
- ii. 50% of the OUT research publications are not yet available online
- iii. Unreliable power supply and bandwidth
- iv. The DLS is collaborating with other COTUL members for subscription to the e-resources
- v. The DLS identifies links/sites with relevant resources and publicize them to users

2.4.2 Objectives

- i. To promote the use of ICT in Research, Teaching and Learning.
- ii. To digitize selected library materials
- iii. To acquire electronic copies of all OUT publications

2.4.3 Policy Statements

The library shall embrace the use of ICT in Research, Teaching and Learning.

2.4.4 Procedures

- i. DLS shall subscribe to relevant electronic journals and databases.
- ii. DLS shall establish guidelines for e-journals and eBooks subscription.
- iii. Director of Library Services to liaise with faculty deans, directors and COTUL to identify relevant electronic resources for subscription - both free and commercial databases (i.e. e-journal databases, electronic books etc).
- iv. DLS to request for quotations from the suppliers
- v. Director of Library Services to form a negotiating team composed of library staff and a University Lawyer for purchasing access license/ agreement.
- vi. DLS to purchase access licenses to commercial databases, e-books and e-journals to the library via direct or consortia purchasing.
- vii. Head of Readers and Technical Services to inform users on the availability of electronic resources
- viii. Director of Library Services to liaise with the Director of Research and Postgraduate Studies to ensure that post graduate students comply with the regulation of submitting soft copy of thesis/ dissertation for inclusion in the Institutional Repository.

- ix. Director of Library Services to liaise with the Director of Research and Postgraduate Studies to ensure that the soft copies of all OUT publications (i.e. Huria Journal, Law Journal, JIPE) are submitted to the library for inclusion in the Institutional Repository.
- x. Head Readers and Technical Services to maintain web pages, weblogs, subject gateways, web portals or virtual libraries with creating links to e-resources available online or offline.
- xi. DLS will educate and train users to develop their information literacy skills in order to easily and effectively locate, filter, retrieve and synthesize information from e- resources.

2.4.5 Policy Statement

The Library shall identify ICT requirements for library workstations

2.4.6 Procedures

- i. There shall be a System Administrator dedicated to the Library Services.
- ii. The System Administrator in collaboration with the ADLBS will be responsible for ICT matters in the library.
- iii. ADLBS shall present ICT matters in the Library Board and IEMT Board.
- iv. Director of Library Services to liaise with the Director of IEMT to ensure that Regional Centres are connected to reliable internet with improved bandwidth.
- v. Directorate of Library Services in liaison with the Director of IEMT to select and acquire ICTs equipment for the Library.
- vi. Regional Librarians shall be represented in the ICT sub-committees at Colleges, Regional and Coordinating Centres when formed.

2.4.7 Policy statement

Library shall establish links with other libraries and documentation centres for resource sharing.

2.4.8 Procedures

- i. The DLS shall participate in consortia to facilitate resource sharing
- ii. The DLS shall take advantage of the existing links established by the university.
- iii. The DLS shall provide interlibrary loan services to users according to existing guidelines.

2.5 Library Security

2.5.1 Current Situation

- i. Existence of CCTV cameras to monitor the security of library facilities and users
- ii. Absence of an electronic barcode system for control of book movement outside the library
- iii. Security against fire is inadequate

- iv. Staff, students and other users have not been trained on how to handle fire incidents.
- v. Special collections are securely stored in a closed access room (special reserves)
- vi. Library areas are not fumigated regularly.
- vii. There is a need for temperature control in areas housing special collections and equipment.

2.5.2 Objective

Improve the security of library collections and facilities against fire, theft, pests and environmental degradation.

2.5.3 Policy Statements

OUT shall take security measures to promote the security of library collections and facilities against fire, theft, pests and environmental degradation.

2.5.4 Procedures

- i. The library shall install electronic devices for detection of unauthorized movement of reading and learning resources.
- ii. All library areas shall be monitored using CCTV cameras to deter mutilation, break-ins, and misuse of books and other library resources
- iii. Library areas shall be fumigated quarterly
- iv. Fire safety devices such as fire extinguishers and smoke detectors, shall be installed in all library facilities.
- v. Fire drills shall be conducted regularly for library staff and users.
- vi. Equipment to control temperature will be installed in areas housing special collections and equipment.

2.5.5 Policy statement

There shall be procedures for reporting theft and loss of library and personal properties.

2.5.6 Procedures

- i. Loss and theft of library property must be immediately reported to the DLBS and DVC (RM).
- ii. Library users shall take care of their properties. However, there shall be guidelines for reporting theft and loss.

2.5.7 Policy statement

Library users shall adhere to library user rules and guidelines. Misconduct in the library will not be tolerated.

2.5.8 Procedures

- i. The library will prepare and enforce user rules and guidelines which will stipulate what constitute misconduct and steps for handling a misconduct person.
- ii. The library shall install electronic devices for detection of unauthorized movement of reading and learning resources.
- iii. All library areas shall be monitored using CCTV cameras to deter mutilation, break-ins, and misuse of books and other library resources

2.6 Services to Users

2.6.1 Current Situation

- i. At present there are only short loan services for students and external users.
- ii. There are no set regulations and rules for lending books to OUT staff
- iii. There are no guidelines/criteria for monitoring and evaluation of library services provision at the centres.
- iv. There are no procedures for serving users in remote RCs and external Coordinating Centres e.g Rwanda, Kenya; Uganda and Namibia

2.6.2 Objectives

- i. Improve monitoring and evaluation of library services provision at the centres.
- ii. Improve library loan services by extending them to students and external users
- iii. Improve information literacy skills of all library users in the centres.
- iv. Improving library services for people with special needs.

2.6.3 Policy statement

There shall be regular monitoring and evaluation of the quality of library services provided in the Headquarters, Colleges, Regional, Internal and External Coordinating Centres Libraries.

2.6.4 Procedure

- i. Library shall prepare criteria/guidelines for monitoring and evaluation of the quality of services provided.
- ii. Criteria and guidelines shall be applicable to the whole OUT library system.
- iii. Library management shall pay regular visits to College, Regional, Internal and External Coordinating Centres Libraries to monitor and evaluate the quality of services provided.

2.6.5 Policy statement

Library users shall be allowed to use and borrow materials from any library within the system according to the set borrowing and lending procedures and guidelines.

2.6.6 Procedures

- i. Lending services shall be governed by size of collection and demand for materials requested.
- ii. Borrowing library materials by students, staff and external users will be guided by the following procedures:

a) For Students

1. Loan service will be provided to valid Open University Students.
2. Use of Driving Licenses, ATM cards, vote cards and the like will not be accepted.
3. All library books shall be read within the University premises.
4. Students will be allowed to borrow from general collections not more than three books at a time for photocopying within the University premises.
5. To photocopy outside the University premises, special permission shall be obtained from the Librarian/ DRC.
6. Borrowed books should be returned to the library before 08:00PM on the same day (at HQ) and before 3:30PM in the Regional/ Coordinating Centres.
7. Not more than three theses/dissertations or books from special collections/ special reserve should be lent to a student at a time.
8. Theses/dissertations and books from special collections/ special reserve are not to be photocopied outside the university premises.
9. All borrowed items should be documented and both student and staff should sign upon borrowing/lending and returning.

b) For Staff

1. Loan service will be provided to valid (currently employed) Open University Staff.
2. Use of Driving Licenses, ATM cards, vote cards and the like will not be accepted.
3. OUT staff will be allowed to borrow from general collections not more than five books at a time.
4. Borrowed books should be returned to the library within 7 days.
5. Not more than three theses/dissertations or books from special collections/ special reserve should be lent to staff at a time and should be returned on the same day.
6. All borrowed items should be documented and both borrower and library staff should sign upon borrowing/lending and returning.

c) For external users

Visiting researchers and members of other universities are allowed to use the library at the discretion of DVC (LT&RS), DLBS, DRCs and College/Centre coordinators.

2.6.7 Policy statement

The Library shall conduct information Literacy training to its users on a regular basis

2.6.8 Procedures

- i. The Library shall conduct library tour and information literacy training to new students, staff and external users.

- ii. The library shall regularly provide orientation and information literacy training to staff and students at HQ, College, Regional, Internal and External Coordinating Centres Libraries.
- iii. All users shall be oriented to rules and regulations for library users.

2.6.9 Policy statement

Library shall ensure access to library services for people with special needs.

2.6.10 Procedure

- i. The DLS shall liaise with Assistive Special Technology Unit (ASTU) to identify library service needs for people with special needs.
- ii. Library premises should be user friendly for people with special needs.
- iii. Reading and learning resources and facilities such as Braille machines, audio/visual and other ICT materials should be made available.
- iv. There should be some consideration for people with special needs in the lending procedures.

2.7 Resource Mobilization

2.7.1 Current Situation

- i. Library resources and services are financed through government subvention, OUT own sources and financial support from development partners.
- ii. Funding is inadequate
- iii. Limited resource mobilization capacity

2.7.2 Objectives

- i. Diversify funding sources for library services
- ii. Improve resource mobilization skills and capacity.
- iii. Identify and acquire equipment and facilities for Regional centres libraries.

2.7.3 Policy Statements

Library shall mobilize resources from various sources such as OUT, development partners, individuals and own sources.

2.7.4 Procedures

- i. The library shall diversify sources of funding
- ii. Library shall prepare and present its budget to OUT management.
- iii. Director of library services shall apply for fund from OUT to support Library Services at HQ, College, Regional, Internal and External Coordinating Centres Libraries.
- iv. The library shall identify and make an inventory of possible supporters - development partners/individuals.
- v. The library through the University management shall write to supporters - development partners/individuals for support to library services.

- vi. With approval from the OUT management the library shall raise funds from its own sources.

3.0 Implementation Framework

1. Implementation of Library Policy and Operational Procedures will be effected through the existing OUT institutional set up but taking into account changes resulting from developments in information technology and resources.
2. The implementation requires collective responsibility and accountability by all OUT library service providers and Users.

4.0 Frequency of review of the policy

The Library Policy and Operational Procedures document will be reviewed after every 5 years.