OPERATIONAL MANUAL

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DEFINITION OF TERMS

Academic Support (Liaison) Librarian

Librarian assigned to a college/hall to supervise a faculty and departmental libraries under the colleges/halls.

Deputy University Librarian — A person with oversight responsibility for the management issues of the ULS. Deputised for the University Librarian

Distance Learning Student — Students who may not always be physically present in the University and may require remote access

Electronic Support — Library services offered to clients/patrons electronically

Emergency — Any incident of significant magnitude that harms or has the potential to harm any person or damage property, thereby requiring immediate action to minimize the harm or damage.

E-resources — Any library information resource in non-print format

Head of Department — A person appointed with the responsibility for the management and operation of a library department.

Incident — Any unexpected event which may cause harm or damage to persons and property.

Institutional Repository — An online archive for intellectual and scholarly output of the University generated by faculty, staff, and students.

Inter Library Loan and Document Delivery

Service that obtains books, dissertations, government documents, audio-visual resources, and other physical materials **not owned or otherwise unavailable from ULS through** network of libraries, research centers, and other institutions.

Librarian (Profession) — A person who has the professional certification or qualification to work in a library, providing access to information and information literacy instructions.

Sandwich Students — Students who come to the system during the long vacation break.

Librarian (Rank)   A senior member of the Library with the same status as a professor

Library Administrator   Head of administrative unit within the University Library System.

Library Client   A person or organisation using the services, resources and facilities of the library.

Library Customer   A person, department or organisation who pays for the use of the services, facilities, and resources of a library.

Library Department   Basic administrative unit within the ULS. The department shall be organised around a particular service orientation or function of the library.

Library Patron   A person who supports or uses the services, facilities, and resources of a library.

Library Policy   Principles, rules, and guidelines adopted by the Library to guide its operations.

Library Section   A subdivision of a department responsible for executing specific functions of the Department.

Library Unit   A subdivision of a section responsible for executing specific function of the section. The difference between a section and unit is the number of functions performed.

Library User   Anybody who visits the library with the intent to use its facilities, resources, and services

Reference Support   Services provided to ensure the timely and speedy location and retrieval of information relevant to the information needs of patrons.

Research Support   Services, resources, and expertise targeted at the research needs of faculty and students.

Sam Jonah Library   The Main Library and Administrative Headquarters of University Library System

Satellite Libraries	Libraries in the various Colleges, Schools, Institutes, Departments, and Halls.
Security Equipment:	Includes but is not limited to: a. Closed Circuit Television (CCTV) Cameras b. Access and identification hardware and software c. Keys and locks d. Devices for detecting intruders (Biometric)
Security Services	Include but are not limited to: a. Approved access to buildings, room and facilities b. Monitoring of physical environment c. Providing a coordinated response to incidents d. Providing security as requested for events and/or where there is an identified risk e. Providing a central point of contact for security matters with external agencies
Service Animal	A dog that is individually trained to do work or perform tasks for a person with a disability.
University Librarian	A person with oversight responsibility for the management and operation of the University Library System.
University Library System (ULS) **The Library** **University Library**	Comprises the Sam Jonah Library, libraries in the various Colleges, Schools, Faculties, Schools, Institutes, The Departments and Halls.

Note: in this policy the terms 'Library user', 'patron', 'client' and 'customer' are used interchangeably.

Note: The terms 'the Library', 'University Library System' and 'University Library' may be used interchangeably.

LIST OF ACRONYMS

APCSS	-	Acquisition, Preservation and Curriculum Support Section
CARLIGH	-	Consortium of Academic and Research Libraries in Ghana
CAS	-	Current Awareness Service
CBPS	-	Cataloguing, Bindery and Photocopy Section
CCTV	-	Closed Circuit Television
DCMTS	-	Department of Collection Management and Technical Services
CoDE	-	College of Distance Education
DCS	-	Department of Clients Services
DHR	-	Directorate of Human Resource
DIU	-	Development Information Unit
DITRS	-	Department of Information Technology and Research Support
DLLS	-	Distance Learning Library Services
DRIC	-	Directorate of Research Innovation and Consultancy
ERDSIS	-	Electronic Resources, Digital Services and Information Literacy Section
FAO	-	Food and Agriculture Organisation
GLA	-	Ghana Library Association
HOD	-	Head of Department
ICT	-	Information and Communications Technology
IFLA	-	International Federation of Libraries and Associations and Institutions
ILL/DD	-	Inter Library Loan and Document Delivery
ILP	-	Information Literacy Programme
IT	-	Information Technology
LAO	-	Library Accounts Officer
LCMC	-	Library Core Management Committee
LITISS	-	Library Information Technology Infrastructure Support Section
LMC	-	Library Management Committee
LRSS	-	Learning and Research Support Section
OPAC	-	Open Public Access Catalogue
PDF	-	Portable Document Format
PSNS	-	Persons with Special Needs Section
QAS	-	Question and Answers Service
REFS	-	Reference Services
RS	-	Research Support
RSCS	-	Reader Services and Circulation Section
RSSSS	-	Reference Services and Student Support Section
SDI	-	Selective Dissemination of Information
SC	-	Special Collection
UCC	-	University of Cape Coast
UCLS	-	University of Cape Coast Library System
BDU	-	Business Development Unit
SLS	-	Satellite Libraries Section

UNIVERSITY OF CAPE COAST

BRIEF HISTORY

The University of Cape Coast (UCC) was established in October, 1962 as a University College and placed in a special relationship with the University of Ghana, Legon. On October 1, 1971, the College attained the status of a full and independent University, with the authority to confer its own degrees, diplomas and certificates by an Act of Parliament - The University of Cape Coast Act, 1971 [Act 390] and subsequently the University of Cape Coast Law, 1992 [PNDC Law 278].

There is currently a draft Bill to amend the University of Cape Coast Law, 1992 (PNDCL 278) which repealed the University of Cape Coast, Act 1971 (Act 390), the University of Cape Coast (Amendment) Law, 1990 (P.D.C.L. 241) and the University of Cape Coast (Interim Administration Committee) Law, 1990 (P.N.D.C.L. 243) which established the University as an institution of higher learning.

It was expected that, when the Bill is subsequently passed into law, the original mandate of the University will be reviewed to make room for the training of personnel in other disciplines to ensure that the focus of the University is widened. Besides the need to give legal backings to current practices in the University as well as ensuring consistency with the Constitution of Ghana, the passage of the Bill will also position the University to meet new challenges and demands of the Ghanaian Society and beyond and to keep pace with the developments in the higher education environment.

VISION

To be a University with a worldwide acclaim that is strongly positioned for innovative teaching, research, outreach and professional development.

MISSION

The University of Cape Coast is an equal opportunity University uniquely placed to provide quality education through the provision of comprehensive, liberal and professional programmes that challenge learners to be creative, innovative and responsible citizens.

CORE VALUES

Excellence: UCC seeks to pursue excellence through the creation of standards in teaching, intellectual inquiry, engagement and professional practice.

Empowerment: UCC offers opportunities to its employees and products in a manner that empowers them to be agents of change.

Equal Opportunities: UCC strives to provide equal opportunity and access to quality education and services to all categories of persons regardless of colour, creed, ethnicity, gender, social status and physical ability.

Ethical behaviour: UCC upholds acts of honesty and responsible behaviour and holds its members accountable for their actions and conduct in a way that promotes integrity of the person and the image of the University.

UNIVERSITY OF CAPE COAST LIBRARY

BRIEF HISTORY

The University of Cape Coast Library was established in 1962 with an initial collection of about 650 books. The books were transferred from the erstwhile Kumasi College of Arts and Education, now Kwame Nkrumah University of Science and Technology. The collection was first housed in one of the lecture rooms in the then Faculty of Arts. The UCC library system comprises the main library (Sam Jonah Library) and 31 other satellite libraries located in the colleges, faculties, schools, departments and halls. In April 1963, the Library was moved into a temporary building with a capacity for 40 readers and 20,000 volumes.

The Sam Jonah Library, University of Cape Coast is currently one of the largest academic libraries in Ghana. The collections are housed in a magnificent four-storey library complex at the heart of the University's new site. It has the capacity for holding 750,000 volumes excluding pamphlets and journal collections. The library can seat 2000 users at a time. It is the most frequently utilised facility in the University, with approximately 5000 visits per day. The library supports colleges, schools, faculties, departments and hall libraries.

VISION

To position the library to contribute to the academic and scholarly excellence of the University by providing world class information resources, facilities and innovative services that will advance teaching, learning and research.

MISSION

To provide access to high quality scholarly information resources and innovative services to meet the individual and collective needs of our University community.

CORE VALUES

The library's values stem from its commitment to deliver real-time information resources to support teaching, learning and research and publication activities. This requires the staff to be more user-focused, innovative, flexible, professional and dynamic so as to position themselves to be abreast with all the academic programmes that are offered in the University. The core values that provide the general guidelines for the realization of the vision are:

Teamwork and Visionary Leadership: We strive for excellence as a team through effective monitoring of operational activities while at the same time encouraging professional development through the acquisition of knowledge and skills.

User-Focused: The library staff develops information access tools to meet the specific requirements of the academic community. Innovation: Since the pillar of innovation in the library

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are the products and services, staff are given in-service training and motivated to be creative to support the mission of the University. The library fosters innovation and embraces change.

Partnerships: The Library management continued to pursue active partnership policy with the staff of the University as well as institutional members of the Consortium of Academic and Research Libraries in Ghana (CARLIGH) at the local level and other institutional libraries at the international level. As well as AFLIA and Ghana Library Association.

Professionalism: By setting very high standards in information services Library staff are approachable, reliable, efficient, effective, competent and responsive to the needs of clients.

Ethical Considerations: In the provision of information to all category of users the staff adheres strictly to all ethical considerations in the information profession, especially, by upholding and protecting the principles of intellectual property rights. The library believes that an environment of trust, respect, and integrity is core to success.`

There are robust menu of activities and delivery instruments with which staff delivers value-added services to the clients. The basic pre-requisite for delivering information support services to end-users and potential users is to make services accessible and easy to use, and the information provided should be relevant and delivered on timely basis.

LIBRARY ADMINISTRATION`

1.1 Preamble

The Library Policy covers the operations of the various Departments, Sections and Units of the University Library; namely Library Administration, Departments of Clients Services ,Collection Management and Technical Services, and Information Technology and Research Support.

1.2 Purpose of the Policy

The purpose of the policy is to ensure efficiency and consistency in the operations of the University Library System.

1.3 The Mandate of the University Library

The Library shall provide the requisite resources to support research, teaching and learning activities of, especially, senior and junior members as well as the University community and the wider public. In this regard, the Library shall be adequately stocked with teaching and learning materials including electronic resources for all users, including persons with disability (UCC Statues, 2016).

1.4 Source Documents

This policy has been documented with reference to, and in alignment with the following documents:

- University of Cape Coast Act, 1992
- University Cape Coast Statutes, 2016
- Criteria for Appointments and Promotions of Senior Members, Vol. 54, No. 4
- Revised Unified Scheme of Service for Senior/Junior Staff
- University of Cape Coast Transport Policy
- Training and Development Policy
- University of Cape Coast Financial and Stores Regulations
- Transport Policy

1.5 Approval and Amendments

The Academic Board may approve the Library Policy on the recommendation of the Library Board. The University Librarian shall initiate the review of the policy, at least, every five years. Notwithstanding the periodic review, requests for addendums, amendments, and additions may be considered by the Library Board on the recommendation of the University Librarian in consultation with the Library Management.

1.6 Scope of Applications

The provisions of the policy may apply to all employees and students as well as external users of the University Library System (ULS).

1.7 Interpretation

Where there is doubt about the interpretation of any of the policy and regulations, the University Council, having taken appropriate advice, may act as the final arbiter in deciding on the interpretation.

1.8.Library Governance Structure
The governance structure of the Library shall be as follows:

1.8.1 Library Board
The Library Board shall supervise and direct the operations of the Library. The Board shall be composed as follows:

- Chairman elected by the Academic Board
- University Librarian (non-voting member)
- One senior member from each College
- One senior member representing the Directorate of Finance
- One representative of undergraduate students
- One representative of postgraduate students
- The Bookshop Manager
- Assistant/Senior Assistant Registrar (Library) –Secretary

In-attendance

- Deputy University Librarian
- Accounts Officer

Function: Subject to the directions of Academic Board, the Library Board shall supervise and direct the operations of the University Library System and such other matters as may be delegated to it (UCC Statutes, 2016, p.74).

1.8.2 Library Management Committee
The Library Management Committee (LMC) shall supervise and direct the day-to-day management and operations of the Library. The Library Management Committee (LMC) shall be composed as follows:

- University Librarian (Chairman)
- Deputy University Librarian
- Heads of Department
- Heads of Sections
- Heads of Units
- Library Accountant
- Senior Assistant/ Assistant Registrar (Library) –Secretary

Quorum: Fifty percent of the membership.

Function: Subject to the directions of the Library Board, supervise and direct the day to day management and operations of the Library and such other matters as may be delegated to it.

1.8.3 Library Core Management Committee
The Library Core Management Committee (LCMC) shall be composed as follows:

- University Librarian (Chairman)

- Deputy University Librarian
- Library Accountant
- Senior Assistant/ Assistant Registrar (Library) –Secretary

Quorum: Fifty percent of the membership.

Function: Responsible for making/taking financial, management and operational decisions of the Library. Such matters or decisions must be reported to the Library Management Committee (LMC) at their next meeting.

1.8.4 Library Appointments and Promotions Committee
The Library Appointments and Promotions Committee shall be composed as follows:

- University Librarian (Chairman)
- Deputy University Librarian
- Heads of Department
- Senior Assistant/ Assistant Registrar (Library) –Secretary

Where the position being applied for is above the rank of Senior Assistant Librarian, the Library shall invite person(s) of the rank of a professor with relevant content area to constitute the committee.

1.8.5 Adhoc Committees
There shall be adhoc committees, as and when necessary. Their composition and function shall be determined by the Library Board or University Librarian.

1.9.Principal Positions in the Library
1.9.1 University Librarian
The University Librarian is the academic, administrative, and professional head of the University Library System. The University Librarian is a position of full professorial status. Appointment or promotion to this position shall be made after a minimum of ten years' professional experience. The position may be limited to a PhD holder with internationally acknowledged contributions to scholarship.

The University Librarian shall be appointed according to the prescribed procedures and conditions in the University of Cape Coast Statutes 25.4.

Duties*: The University Librarian, as the Head of the University Library System, shall ensure that the Library fully and effectively carries out its functions, as spelt out in Statutes 25.1

- provide the requisite resources to support research, teaching and learning activities.
- ensure that the Libraries are stocked with learning materials and literature including electronic resources for all users, including persons with disability.
- formulate policies and guidelines and provide operational manuals for the effective management of the University Library System.
- develop a collection of scholarly information resources that support teaching, learning and research.

- develop and implement appropriate Library ICT infrastructure that promotes efficient Library and Information delivery.
- support curriculum development and information literacy instructions.
- supervise the day-to-day running of the University Library System.
- serve as the representative of the Library on University Statutory Boards and Committees.

1.9.2 Deputy University Librarian

There shall be a Deputy University Librarian who shall be deputy to and assist the University Librarian in the performance of his or her functions and shall act as the University Librarian in the absence of the University Librarian. The position may be available to persons with Deputy Librarian rank or Senior Assistant Librarian in an acting capacity (as stated in the statutes).

The Deputy University Librarian shall:
- manage staff
- coordinate activities in the departments, sections and units.
- coordinate professional programmes and activities.
- represent the Library on boards and committees.
- perform other duties assigned by the University Librarian

1.9.3 Head of Library Administration (Library Administrator)

The Head of Library Administration shall be a Senior Assistant Registrar or an Assistant Registrar.

Duties

The Library Administrator shall:
- liaise between the Library and the Central Administration on administrative related matters.
- implement and follow-up decisions taken by the Library Board.
- maintain Assets Register, plants, equipment, and buildings.
- prepare briefs, memos, and other papers for the University Librarian, as requested.
- monitor the movement of the Library's vehicles.
- present the recommendations of the Library to the appropriate bodies/individuals
- advise on the formulation and revision of the Library's policies.
- arrange, prepare, and publish the Library's brochures and other materials.
- publicise University policies and decisions to the library.
- serve as secretary to the Library Board, Library Management and other committees of the Library.
- perform other duties assigned by the University Librarian.

1.9.4 Head of Library Accounts Unit (Library Accounts Officer)

The Head of the Library Accounts Unit preferably shall be an Assistant Accountant or higher.

Duties

The Library Accounts Officer shall:
- be supervise and manage the Accounts of the Library.
- be custodian of accounting documents.
- ensure that special advance and imprest are properly distributed and accounted for.
- supervise the Library store
- prepare the annual budget for the Library.
- prepare periodic Accounts of the Library.

1.9.5 Head of Department (HOD)

The Departmental Head must be at the rank of a Deputy Librarian or Senior Assistant Librarian. The Head of Department shall be appointed by the Vice-Chancellor in consultation with the University Librarian. The conditions of service and tenure for the appointment of HOD shall be in accordance with the University of Cape Coast Statues 2016.

The appointment of a HOD, who is of the rank of Deputy Librarian, shall be for a period of three years at a time and the person shall be eligible for a further consecutive term only.

A Head, who is of the rank of Senior Assistant Librarian, shall be appointed for two years at a time and shall be eligible for re-appointment for a second consecutive term only. The appointment of a Head of Department shall not be renewed after he or she has served for two consecutive terms.

A person shall be eligible for reappointment as Head of Department only after two years have elapsed from the date he or she last held that office, unless there are demonstrable exceptional circumstances. Departmental Heads shall have oversight responsibilities for their respective departments and shall be accountable to the University Librarian.

The Head of Department shall:
- organise in-service programmes, maintain acceptable standards of service delivery, and ensure that adequate facilities are available for service delivery in their respective departments with the approval of the University Librarian.
- recommend to the Library Board, programmes, services as well as ways of promoting and enhancing the services in the Department in consultation with the University Librarian.
- supervise and maintain discipline in the Department.
- liaise with other departments in the Library and other libraries, industry, professional bodies, associations and similar bodies on matters affecting the Department after consultation with the University Librarian.
- supervise the operations of Sections/Units under the Department.
- consult with the University Librarian on matters affecting the Department and the University Library System.
- receive such allowances, perquisites, bonuses and emoluments as Council may prescribe, There shall be no specific salary attached to the post of Head of Department.

1.9.6 Heads of Sections
The Sectional Heads must be at the rank of Junior Assistant Librarian or higher. He/ she shall be appointed by the University Librarian in consultation with the Head of Department. Sectional Head shall have oversight responsibility for respective section and shall be accountable to the respective Departmental Head.

1.9.7 Head of Units
The Sectional Heads must be at the rank of a Junior Assistant Librarian, Chief Library Assistant or Principal Library Assistant. He/ she shall be appointed by the University Librarian in consultation with the Head of Department. Unit Head shall have oversight responsibilities for the respective Unit and shall be accountable to their respective Departmental Head.

1.10.Professional Positions in the Library
The following Professional positions shall be occupied by staff at the rank of Senior Assistant Librarian, Assistant Librarian and Junior Assistant Librarian.

1.10.1. Digital Services Librarian
The Digital Services Librarian shall assist in the coordination and provision of digital library resources. He/ She shall:
- supervise the digitalisation services, including the institutional repositories.
- manage the E-library services, including content management and user access to the Library website
- manage the library social media platforms (e.g. Facebook, twitter, etc).
- assist in managing e-reference services (e.g. online chats with the Librarian etc.)
- perform any other duties that may be assigned by the University Librarian.

1.10.2. E-resources Librarian
The Electronic Resources Librarian shall focus on longstanding hurdles to the transition of libraries from print collections to electronic or online information services. The E-resources librarian shall be responsible for managing the life cycle of electronic resources.
He/ she shall:
- manage access to electronic resources, including databases, e-journals, e-books and streaming media.
- investigate and troubleshoot access issues involving electronic resources and provide support to library users.
- communicate with library users and staff regarding trials, newly acquired resources, platform changes, service disruption and cancellations.
- provide training on the use of e-resources.
- collect, analyse, and report data regarding electronic resources usage.
- provide updates on library databases, e-resources, and products.
- organise and training on e-resources use.
- perform any other duties that may be assigned by the University Librarian.

1.10.3. Library Liaison Officer/ Academic Support Librarian

Liaison Officer or Academic Support Librarian shall help faculty members identify the vast array of resources, services, and facilities the library has for them and their students. The Liaison/ Academic Support Librarian shall provide support to staff and students on all matters relating to library services. They shall relay information between the Colleges and the Library in order to help develop a clear understanding of users' information needs and innovation requirement in service delivery.

Library Liaison Officer shall be assigned to the various colleges, halls and basic/senior high schools. He /She shall:
- supervise all faculty and departmental libraries under the colleges/halls/ schools.
- provide research support for the colleges/halls/basic/senior high schools.
- provide Information literacy instructions for faculties and departments under the colleges/halls.
- support the curriculum development of faculties and departments under the colleges.
- serve as a liaison between the Library and the colleges/halls.

1.10.4 Systems Librarian

The systems Librarian shall design, implement and maintain the integrated library information system, with a focus on the visibility, accessibility, sustainability and performance. He /she shall also automate the workflow and optimise operations of the University Library System
System Librarian shall:
- provide broad support, solution and standard for the Integrated Library Information Systems.
- design, implement and maintain the Library Management Systems.
- manage and support the Library's website and the E-library.
- manage and support the University Institutional Repositories (IR).
- manage and support library hardware and software that support library services and operations eg. KOHA, Dspace, EZProxy, LibGuide etc.
- manage and support Library servers and Networks.

1.10.5 Research Support Librarian

The Research Support Librarian shall develop, operate and make accessible to library users research support services available in the Library. He /She shall liaise with staff and students across colleges to provide expert guidance on the usage of available research support services as well as provide the services below:
- provide research support services including literature searches, research data management, scholarly publishing etc.
- provide information literacy instructions.
- manage the Research and Knowledge Commons.
- coordinate Library research activities and performance assessment.

1.10.6 Periodicals Librarian

The Periodicals Librarian shall be responsible for the processing, claiming, binding and processing all Library's serials and continuing resource publications acquired by the Library. He/She shall:

- manage the Library's periodicals collection.
- prepare budget for acquiring periodical collection.
- collaborate with Acquisition Librarian and E-Resources Librarian in the selection and acquisition of print and electronic periodicals.
- perform serials-related functions such as processing of newly-received materials, claiming missing and/ or damaged materials and withdrawal of out-of-date or discarded materials.
- supervise the binding and storage of older issues of periodicals
- develop and manage the newspaper index.

1.10.7 Reference Librarian

The Reference Librarian is responsible for identifying and interpreting user needs; providing reference, readers' advisory, computer database and referral services to Library patrons in-person or electronically; as well as assist users in material selection.   The Reference Librarian shall:

- identify and interpret user information needs and to provide services that meet these needs.
- assist Library users to locate and retrieve materials within and outside the library.
- perform routine procedures related to manual and automated inter library loan and other referral services.
- maintain familiarity with the library collections.
- assist in planning and implementing public relations activities.
- collect data for statistical analysit and reports.

1.10.8 Reader Services and Circulation Librarian

The Reader Services and Circulation Librarian shall be responsible for the management of library, collections and the proper functioning of circulation services. He/ She shall:

- supervise the operations of the circulation desk.
- supervise shelving of returned and used books
- ensure that Library policies are enforced.
- supervise and evaluate performance of staff of the section.
- provide periodic reports on the activities of the section
- ensure that the Library has a friendly and welcoming and conducive learning environment.
- promote and market library resources.
- organise Library user education activities

1.10.9 Distance Learning Librarian

The Distance Learning Librarian has the primary role to serve the information needs of Distance Education students, faculty and staff and also, act as the distance learning liaison for the Library. He/ she shall:

- provide library and information services to the distance students and staff.
- provide research support services for the students and staff on the distance mode.
- provide information literacy instructions through webinars for the distance students.

1.10.10 Special Collection Librarian

The Special Collection Librarian shall be responsible for the acquisition, sourcing, monitoring, negotiating and purchase of rare books or documents, which are either irreplaceable or unusually rare and valuable. He /she shall design and implement of innovative library services and instruction programmes that enhances access to and understanding of a broad range of rare books, manuscripts, archival, and digital materials.

He/she shall:

- supervise the periodicals, gallery, africana and development information units of the Library.
- identify materials in special collections appropriate for academic work.
- coordinate efforts to make special collections visible and accessible.
- administer and plan all aspects of the operations and care of the Library's special collections.
- prepare and coordinate exhibits, develop, and maintain the special collections.
- digitise the special collections in collaboration with the ICT Section.
- ensure safe environment, disaster planning and in-house conservation of special collections.

1.10.11 Acquisition Librarian

The Acquisition Librarian shall be responsible for the building and maintaining library collections in both print and non-print formats. He/She shall coordinate all the collection related activities by negotiating the contract terms and making the necessary payments.

The Acquisition Librarian shall:

- supervise and manage all routine activities in the daily operations of the Acquisition Section which include ordering, receiving and maintaining recommended books.
- establish and maintain effective relationship with book vendors, publishers and electronic information resources providers.
- generate system records and reports on library acquisitions.
- ensure that all library materials are preserved and well kept.
- undertake periodic evaluation of library stock.
- support curriculum development of the University.

1.10.12 Cataloguer

Cataloguer shall be in charge of the preparation of bibliographic and item records for cataloguing monographs, journals and other library materials. He/she shall perform original and copy cataloguing and adapt online records according to international standards and guidelines.

The cataloguer shall:

- categorise and classify library materials, including books, CDs, films, newspapers and electronic information resources.
- follow International library standards and guidelines E.g. Anglo-American Cataloguing Rules, Library of Congress Subject Standards, MARC 21 etc.
- ensure that all catalogued materials can be retrieved conveniently using international standards.
- perform original and copy cataloguing and adapt Online Public Access Catalogue. (OPAC).

- input details about new materials into Library Management System (KOHA).

1.11.0 Ranks in the Library
1.11.1 Librarian
For appointment or promotion to this rank, a candidate must:

- Satisfy the academic qualifications specified for the rank of a Deputy Librarian.
- Have worked for a minimum of two years in a University or analogous institution as Deputy Librarian.
- Have, at least, eight refereed publications since his/her last appointment as a Deputy Librarian or must have a total of 20 refereed publications.

The appointment shall be by tenure.

1.11.2 Deputy Librarian
For appointment or promotion to this rank, a candidate must:
- Satisfy the academic qualifications specified for Senior Assistant Librarian.
- Have been Senior Assistant Librarian for a minimum of four years in a University or analogous institution.
- Have, at least, seven refereed publications since his/her last appointment as Senior Assistant Librarian or must have a total of 12 refereed publications since appointment as Assistant Librarian.
- Provide evidence of any other research/professional activity.

The appointment shall be by tenure.

1.11.3 Senior Assistant Librarian
A candidate seeking appointment or promotion to this rank must:
- satisfy the academic qualifications specified for Assistant Librarian.
- have, at least, four years' post-qualification experience in an analogous institution of higher learning.
- have, at least, five refereed publications in Information Studies/Librarianship/ Information Science.

1.11.4 Assistant Librarian
A candidate seeking appointment or promotion to this rank must:
- Hold Ph.D. (Information Studies Librarianship Information Science, Information Technology and Information Management) or any equivalent qualification.
- Have post-qualification experience preferably in an analogous institution of higher learning and evidence of publication will be an advantage.

1.11.5 Junior Assistant Librarian
A candidate seeking appointment or promotion to this rank must:
- hold M.Phil. (Information Studies, Librarianship, Information Science, Information Management) or any equivalent qualification.
- take steps to obtain a Ph.D., at least, six years after appointment before he/she may be considered for upgrading to the next higher rank of Assistant Librarian.

Candidates who fail to move to the next rank will not be eligible to apply for renewal of contract appointment.

1.12.0 Senior and Junior Staff Appointments and Promotions

1.12.1 Chief Library Assistant
A candidate seeking appointment or promotion to this rank must:
- Hold a Bachelor's degree in Library/ Information Studies or other relevant qualification awarded by recognised University.
- be a confirmed officer with not less than 6 years continuous and satisfactory service as Principal Library Assistant in the University.

OR

- Have, at least, 15 years post qualification relevant working experience in an analogous institution and show clear evidence of ability to hold a schedule and have the ability to train staff.

Candidate must be computer literate

1.12.2 Principal Library Assistant
A candidate seeking appointment or promotion to this rank must:

- Hold Bachelor's degree in Library/ Information Studies or other relevant qualification awarded by a recognised University.
- Be a confirmed officer, with not less than 5 years continuous and satisfactory service as Senior Library Assistant in the University.

OR

- Have, at least, 9 years post qualification relevant working experience in an analogous institution.
- Show clear evidence of ability to hold a schedule and have the ability to train staff
- Be computer literate

1.12.3 Senior Library Assistant

A candidate seeking appointment or promotion to this rank must:

- Hold a Bachelor's degree in Library/ Information Studies or other relevant qualification awarded by a recognised University.
- Be a confirmed officer with, at least, 2 years continuous service as Library Assistant.

OR

- Be a tertiary Diploma holder with, at least, 4 years post qualification relevant working experience in an analogous institution.
- Be computer literate

1.12.4 Library Assistant

A candidate seeking appointment or promotion to this rank must hold:

- Bachelor degree in Library/ Information Studies or other relevant qualification awarded by a recognised University.

OR

- tertiary Diploma in Library/ Information Studies awarded by a recognised institution.

Applicants must be computer literate

Entry

Limited Competition/ Open Competition Bachelor Degree Holders will be placed on the Third Notch of the Salary Scale because of the superior qualification.

1.12.5 Junior Library Assistant Grade I

A candidate seeking appointment or promotion to this rank must:

- Hold the GCE O level 5 credits /SSSCE/WASSCE 6 passes in subjects including English Language and Mathematics.

OR

- be computer literate

- Have served satisfactorily as Junior Library Assistant Grade II for a minimum of 5 years in the University or a similar organisation.

Limited Competition

A Junior Library Assistant Grade I who attains the requisite qualification and experience may be promoted. Selection will be by interview.

Open Competition

Vacancies shall be advertised. Selection shall be by interview.

1.12.6 Junior Library Assistant Grade II
A candidate seeking appointment or promotion to this rank must:
- Hold the GCE 'O' level 5 credits / SSSCE/WASSCE/GBCE (information technology option) 6 passes in subjects including English Language and Mathematics.
- Be computer literate

1.12.7 Bindery Assistant I
A candidate seeking appointment or promotion to this rank must:
- Hold the GCE O level 5 credit/6 SSSCE/WASSCE passes in subjects including English Language and Mathematics.
- Hold the National Craftsman Certificate in the relevant area issued by the NVTI or by any other recognised institution.
- Be computer literate
- Have served satisfactorily as Bindery Assistant Grade II for a minimum of 5 years in the University or a similar organisation'

1.12.8 Bindery Assistant Grade II
A candidate seeking appointment or promotion to this rank must:
- Hold the GCE O level 5 credit/SSSCE/WASSCE 6 passes in subjects including English Language and Mathematics
- Obtain the Trade Test Grade II certificate (New Scheme) in the relevant area issued by the NVTI or by any other recognized institution.
- Be computer literate

1.12.9 Bindery Assistant Grade III
A candidate seeking appointment or promotion to this rank must:
- Hold the GCE 'O' level 5 credits/SSSCE/WASSCE 6 passes in subjects including English Language and Mathematics.
- Obtain the Trade Test Grade I certificate (New Scheme) in the relevant area issued by the NVTI or by any other recognized institution.
- Be computer literate

1.13. Staff Establishment
The Library, in line with the University, has approved establishment based on the approved national norms negotiated between the University and the Ministry of Education. This establishment can only be altered with the approval of the Vice-Chancellor.

1.14. Communication Channels
The University has approved channels of communication and all staff of the Library must comply. All communications, both within and outside the University, must be channeled through the office of the University Librarian.

1.15. Staff Transfers
In the spirit of career mobility, consistency and flexibility, staff who have served a maximum of five years at a Department/Section/Unit/Satellite Library may be considered for transfer. In

exceptional cases, staff can be transferred or kept in a Department/Section/Unit/Satellite Library for less or more than the stated years

1.16. Vehicle Use

University vehicles may be used for only University-related business, and generally shall be provided for official trips only. Passengers shall be limited to University employees, students participating in authorised trips, and invited guests engaged in University-related activities.

When not in use, a University vehicle shall be secured and properly parked at the Transport Yard, University Librarian's residence or the Library forecourt. Personal use of University vehicles is prohibited unless permission has been sought. Parking of vehicles at the Driver's residence is prohibited, the driver may take the vehicle home to facilitate an early departure, but no personal use of the vehicle is allowed.

In special circumstances, a vehicle may be provided to an employee as a condition of employment. All such employment agreements shall specify the terms and conditions for the use of the vehicle.

1.17.1 Rental of Vehicles

Only University employees may drive the University vehicles that are available for rental.

1.17.2 Insurance Coverage/Road worthy

The Library Management shall ensure that vehicles have valid insurance and road worthy certificates.

1.17.3 Maintenance, Repairs, and Testing Requirements

The Library Management shall comply with University Maintenance Policy on vehicle use.

The University Librarian, faculty, or staff in charge of the trip shall make all reasonable efforts to prevent misuse of the vehicle, ensure the safety of the passengers and the care of the vehicle, and return the vehicle in a satisfactory state.

1.18. Training and Development

The Library shall apply the Training and Development Policy of the University. Staff shall be considered for training and development in areas relevant to the Library. Academic programmes that shall be considered for staff include Diploma, Bachelors, Master's, M.Phil., PhD in related or relevant fields

There shall be support for professional development programmes such as:
- visit/short-term attachments of staff to other relevant institutions to develop their skills, knowledge, and experience.
- participation in conferences, workshops, and seminars
- active involvement with professional bodies

1.19. Study Leave

The annual selection of staff for study leave shall be based on the available space provided by Training and Development Section.

1.20. Handing Over
Staff on leave or leaving the service of the University shall ensure proper handing over of functions and property to the University Librarian. Both the officer handing over and the officer taking over will sign the handing over notes.

An officer shall be held personally liable for any loss of University property which cannot be traced owing to failure to comply with the above regulations.

1.21 Facility Management
The Library shall ensure the maintenance of its facilities, equipment, and information resources through routine maintenance services.

1.22 Commercialisation
The Library shall adhere to the University's policy on the commercialisation of assets.

1.23 Records Management
The Library shall adhere to the records management policy of the University. Specifically, the Library shall ensure the confidentiality of the personal records either in print or electronic format of staff, students, and other library users. The Library shall provide backups for Library records.

1.24 Library Security
The University Library shall put in place measures to ensure the safety and security of the library users, staff, and facilities. The Library Administration shall coordinate all security services. This notwithstanding, staff and students are responsible for taking all reasonable precautions to ensure their personal safety. Library Management shall ensure:
- the availability of first aid facilities, smoke detectors, fire extinguishers and alarm
- the enforcement of library rules
- the training of staff and users on what to do in emergency situations
- publicised emergency numbers
- routine maintenance and regular checks

1.25 Rules and Regulations
Library clients are expected to conform to certain standards of conduct so they do not interfere with the use, enjoyment, comfort or convenience of the Library by others. The   following rules shall be observed by all users of the Library:

1.25.1 Unauthorised Removal, Theft, Failure to Return Library Materials
Unauthorised removal or the mutilation of Library materials is illegal. The unauthorised removal of materials includes evasion of check-out and inspection procedures. Deliberate or repeated failure to respond to recall or overdue notices.

1.25.2 Vandalism

Vandalism is the deliberate or malicious destruction or defacement of property. Anyone found to have vandalised the Library building, property, or equipment will be reported to the University Authorities.

1.25.3 General Rules
- silence must be observed in the Library.
- smoking is not permitted in the Library.
- users must dress decently and behave in a manner that will not be offensive to other Library users
- no food including all types of drinks and fruits shall be brought into the Library except at designated areas.
- readers' mobile phones must be switched off or kept silent while in the Library.
- users should treat Library materials, equipment and facilities with care and report any defect or damage to the Library staff.
- the Library shall not be responsible for the safe keeping and any loss/damages of belongings left in the Library premises.
- every person using the Library shall have due regard to the right of others to use the Library in accordance with the Policy and shall not interfere with their use of the Library.
- every person using the Library will comply with prescribed terms and conditions of use and all relevant University policies, procedures and codes of conduct.
- no person in the Library shall behave in a manner which is offensive to or unduly inconveniences other Library users or which causes or is likely to cause damage to any Library material or Library facility.
- rights to use the Library are non-transferable.
- on demand by a member of the Library staff, any person leaving the Library shall present for inspection at the Library exit any materials, bags or receptacles being removed from the Library.
- no person may reserve a seat in a public area.
- all articles brought into the Library shall be brought in at the sole risk of the person doing so. Articles left unattended for more than 10 minutes may be removed by the Library staff. items left in public areas at the time the Library closes will be cleared away by Library staff. The University and, in particular, the University Librarian and the Library staff, shall have no responsibility for personal belongings brought into the Library.

1.25.4 Computer Use Regulation
- priority shall be given to students engaged in academic and research work and on first come first served basis. In situations where demand for the library computers is high, each user shall be given a time limit not exceeding four hours.
- users shall not install or download any software or attempt to alter software configurations.
- users may save files or documents on a USB drive or cloud storage. Files saved to the hard drive shall be deleted on daily basis.
- the use of pen drives and other removable devices must be supervised by library staff.
- the use of library computers for watching movies, pornographic video and images, as well as playing and downloading any music videos and audio files is prohibited.

- library computers shall not be used to visit online chat rooms or social media sites such as facebook, twitter, etc.
- library staff may interrupt library clients using of computers for non-academic purposes. Such computers shall be assigned to other users.
- food and drinks are not permitted in all IT installations
- the Library welcomes the use of laptops and other personal computing equipment by students, faculty, and staff. Library students may connect personal equipment to the Library's wireless network, which is available on all floors of the Library. Library clients may not unplug any of the Library's equipment or electrical and Ethernet cables. Use of personal equipment, such as extension and power cords, must not pose a safety hazard for others.

1.25.5 Personal Security of Clients and Library Staff
Theft of property belonging to Library clients or personnel is a serious offense. Any theft or attempt to steal personal items shall be reported to the University authorities.

i. **Violent or Disruptive Clients**
It is the right of Library clients and personnel to expect a safe and quiet environment in which to pursue their research, work, and other library-related activities. Any person or persons acting in a violent or disruptive manner will be reported to the University authorities.

ii. **Sexual Harassment**
All forms of sexual harassment shall not be tolerated in the Library. The Library strictly adheres to all national and institutional laws on sexual abuse, domestic abuse and indecent assault.

iii. **Unathorised photography**

Recording, photographing, or filming persons in the library without prior consent from the University Librarian and from the person(s) being recorded, photographed, or filmed, amount to the invasion of the private space of individuals.

1.25.6 Fire
The danger of fire in the Library is a serious matter. Any violation of safety codes or smoking regulations shall be handled in an expeditious manner. Maintenance of fire safety equipment in the Library shall always be a regular activity, and must attract the interest of all clients and staff.

1.25.7 Injury/Illness Incidents
Library staff shall notify the Clients' Services, Librarian's Office, or the Library Administration of any injury or illness for the necessary action to be taken.

i. **First Aid Box**

There shall be a first Aid facility within the Library.

1.25.8 **Elevator(s)**

There is a service elevator for the exclusive use of Library staff and users. Elevator problems or malfunctions should be reported to the Clients' Services Librarian, or the Library Administration for the appropriate action to be taken.

1.25.9. **Emergency Exits**

There are emergency doors on each floor of the Library. These doors shall be left emergency-ready at all times. No one is permitted to use the Emergency door exits, except in the case of an actual emergency.

i. **Food and Drinks**

As food and drinks can cause damage to Library materials, furniture, and equipment, the policy of the Library restricts the consumption of food or drinks at designated areas. For library clients, the designated area for eating is the Library Snack Bar. Non-compliance should be reported to the Clients Services Librarian.

ii. **Smoking**

Smoking (even of smokeless tobacco), within the Library building, is prohibited. Non-compliance should be reported to the Clients Services Librarian.

iii. **Pets, Wheeled Conveyances**

Bringing bicycles, shopping carts, or other large wheeled conveyances inside library buildings is not allowed. Wheelchairs, strollers, and mobility devices are only permitted if they are used as transportation for, or as a mobility device by, persons with disability. Bicycles should be stored in designated areas.

Bringing any animal into the library is not allowed, except for service animals that are individually trained to work or perform tasks for an individual with a disability. Animals that are part of a library programme may be allowed in library facilities with the consent of University Librarian staff.

iv. **Weapons**

Carrying a firearm or dangerous weapon is not permitted. Employees of the Library and library users are prohibited from carrying and firearm, or dangerous weapon

1.26 **Wireless Networks ("Hot spots" or "WiFi")**

- WiFi users should be certain that their laptops and other devices are secure at all times and should never be left unattended in the Library, even for brief periods of time.
- all users are expected to use the Library's wireless access in a lawful and responsible manner, consistent with the purposes for which it is provided.
- misuse of Internet access will result in the loss of access to library services and resources.
- deliberate attempts to disrupt the operation or degrade the performance of computers or networks are prohibited.
- Library users are prohibited from using Library's wireless network to:
    a. digitally reproduce and distribute copyrighted materials.

b. degrade or disrupt equipment or system performance.
c. vandalise the data of any other user
d. gain unauthorised access to resources or entities.
e. invade the privacy of individuals.
f. violate national or local laws or regulations, including those regarding accessing, viewing, printing, and distributing pornography.

1.27 E-Resources usage

All library users must comply with copyright restrictions. Any violation of licensing terms and conditions by individual library users potentially jeopardises future campus access for all. In general, license agreements prohibit authorised users from the following:

- providing or sharing usernames and passwords with unauthorised users, including family, friends, etc. However, non-affiliated users may access most electronic resources from computer terminals on campus Library facility.
- downloading or printing the entire issues of e-journals and e-books or a large number of records from a database within a short period of time.
- creating large databases from bibliographic or other data files.
- systematically downloading licensed content, either manually or electronically, with specialised software or other automated tools.
- engaging in actions intended to circumvent or defeat access control mechanisms of the Library or information provider/publisher.
- transmitting, disseminating or otherwise making online content available to unauthorised users (i.e. sending to mailing lists or electronic bulletin boards)
- posting the publisher's version or PDF of an article to an open source website or institutional repository.
- using licensed resources for commercial purposes including reselling, redistributing or republishing licensed content.

1.28 Privacy

The Library is committed to preserving the privacy of all users. The library seeks to ensure that personal information of clients is kept strictly confidential by applying very high ethical standards. Users on their part are enjoined to ensure basic personal security measures and respect other's right to privacy to prevent any form of harassment.

However, for security reasons CCTV cameras have been installed in the Library. All information collected by the CCTV camera shall be disclosed for criminal prosecution purposes.

1.29 Sanctions

All library users shall adhere to National, Institutional and International copyright laws in duplicating library materials.

Violators of this Library rules and regulations may be subjected to one or more of the following sanctions:
A. Admonition
B. Temporary or permanent suspension of library privileges
C. Fine, dismissal and prosecution

D.Legal Restraints

1.30 Appeals
Appeals to sanctions shall be handled through the existing University grievance and appeals policy**.**

1.31 Enforcing rules and regulations
All library staff acting under the supervision or authority of the University Librarian are empowered to stop any activity in the Library which run contrary to the provisions of this document.

 The Library Board has the discretion to make special rules as deemed appropriate for the proper management of the Library. There is the tendency for users to go contrary to rules of engagement. Library staff are therefore, duty-bound to look out for such offenders to comply in order to make the Library conducive for users. Non co-operative clients are to be handled with professionalism.

ii. Disclaimer
The Library will not be responsible for any information (e.g., credit card number) that is compromised, or any damage caused to a user's hardware or software due to electrical surges, security issues or consequences caused by viruses or hacking.

The Library shall also not be responsible for the theft or damage of items belonging to library users either within or outside the library.

Library users should, therefore, be responsible for the safe keeping of their items.

1.32 Collaboration with Other Libraries in Ghana
The Library shall join Library Networks and Associations including the Consortium of Academic and Research Libraries in Ghana (CARLIGH). This affords the Library opportunity to collaborate with other academic libraries in the provision of electronic resources for the University community. As the Library and CARLIGH continue to explore collaborative efforts, subscriptions shall continue to reflect the academic priorities and institutional needs. Other partners include Ghana Library Association, International Federation of Libraries and Associations (IFLA), Africa Libraries Association (AfLIA) and Committee of University Librarians and their Deputies (CULD).

1.33 LIBRARY ACCOUNTS UNIT
The Accounts Unit of the Library handles the Accounting activities of the Library; staff of the Unit operates under the supervision of the Director of Finance of the University. The Unit ensures that all department, section and unit heads of the Library go by the principles and modalities governing the usage of public funds allocated to the Library. The following are extracts from the Financial and Stores Regulations.

1.34   Spending Officer

A spending officer is any officer having direct monetary or financial responsibilities connected with or arising from his/her official duties. Prespending Officer for the Library is the University Librarian.

i. Duties of Spending Officer:

Spending Officer shall:

- Ensure that all monies collected are fully accounted for to the Finance Officer.
- Ensure that payment made from imprest accounts are legitimately charged to the funds of the Library and that such payments are fully advised by him/her.
- Report any cases of irregularities to the Director of Finance and the Director of Internal Audit and send a copy of such to the Vice-Chancellor.

ii. Liability of Spending Officer:

> If the Spending Officer without proper care authorises expenditure in excess of an approved threshold. He/She shall be held responsible.

Duties of the Head of Library Accounts Unit (Library Accounts Officer):

The Library Accounts Officer shall perform the following duties.

i. General Responsibilities

He /she shall:

- account for all monies/revenues collected.
- bank such monies daily into an appropriate bank accounts; All monies banked are to be supported by duplicate pay-in-slips.
- shall not make payments of any kind from monies collected, but shall account for such monies in full.
- prepare annual budget of the Library in accordance with the Director of Finance directives on the budget policies for the ensuing year or longer period, as may be determined by the University Council.
- inform on behalf of the Library Board the annual budget approved for various Departments within the Library the approved votes, grants and appreciation authorised for the operations and general purpose.
- arrange for the collection of grants, donations and gifts on behalf of the Library and issue official receipts for all monies received.
- make on behalf of the Library such payments, disbursements, or investments as may be properly authorised.
- ensure safe custody and proper disposition of all University funds, assets and liabilities
- invest monies in such a manner as may be approved by the Library Board.
- ensure that the Library does not invest in Government Securities.
- ensure that proper records of accounts and all properties are kept in such a manner as Library governing board may require.
- report to the Library Board any case of failure to maintain the financial and other value records of the Library in the form required.
- ensure that expenditures are approved solely by authorised officers.

- ensure that the University Librarian does not exceed specified limits of approved expenditure and not approve expenditure relating to personal interest (e.g. Travel and Transport).
- ensure that an effective system of control reporting is practiced.
- prepare monthly expenditure control report to the University Librarian.

1.35   Rules Governing Travel
i. Rules Governing Travel within Ghana

Prior approval shall be sought from the University Librarian for official journey made by members of staff.

On return from an official journey, a member of staff shall put in claims to the University Librarian stating the mileage, nature of the official duties performed, the number of nights spent on duty.

Where both boarding and lodging are provided, the allowances will be subject to two-third (2/3) abatement. Where either boarding or lodging is provided, one-third (1/3) abatement will apply.

Kilometer claims for journeys in town shall not be paid, where full details are not given on the revenue side of the form.

Claims for payment of transport expenses shall be submitted not later than one month after the journey is made. No payment shall be made in respect of claims submitted after the lapse of one month unless satisfactory reasons are given for the delay.

ii. Rules Governing Travels Outside Ghana

Prior approval shall be sought from the Vice-Chancellor through the University Librarian for official travel outside Ghana. Subsistence allowance to members of staff who go abroad on official University business shall be paid according to existing per diem rate approved by the University Council.

1.36   Imprest Account

An imprest is a sum of cash advanced to an officer to make payments which are otherwise inconvenient to disburse through the normal payment procedures.

Application of Imprest
Application to keep a petty cash account or standing imprest shall be made by the University Librarian to the Library's Account Officer (LAO)

Application of an increase in the amount of a current imprest may be submitted to the Registrar. Each application shall, however be considered on its merit.

ii. Imprest Register

> All imprest holders shall keep a Register showing the amount received as imprest and how it has been used. The Register shall be forwarded to the Director of Internal Audit for examination whenever the imprest is being recouped or retired.

iii. Recoupment and Retirement of Imprest

> Imprest holders may recoup their imprest from time to time when the amount is almost or completely exhausted.
>
> In recouping the imprest, they shall submit all receipts and vouchers to the Library Accounts Officer to be submitted to Director of Internal Audit for examination before a voucher is prepared for the reimbursement required.
>
> All the standing imprest shall be retired on or before the last day of the University Financial year. Imprest shall be retired before a new/fresh imprest is issued at the commencement of the ending financial year.

1.37   Special Advance

Special advance granted for purposes other than research shall be accounted for in full within one month or when the service has been performed, whichever is earlier.

Application for Special Advance shall be considered where:
- Credit facilities are not obtainable from the supplier of the goods or services.
- Items or services are urgently required and can only be paid for by cash.
- Special advance shall only be used for the purpose for which approval was given, change of purpose will constitute misconduct.
- Supported by not less than three Pro-forma invoices from VAT Registered supplier and shall give details of the amount required and the purpose for which it is required are given.

1.38   Procurement Procedures

Every Unit or section within the Library shall prepare a procurement plan.

Procurement plan should be prepared based on its annual budget not later than 30th September each year.

The Library Accounts Officer (LAO) shall prepare a comprehensive procurement plan for the Library which shall be approved by the Library Board.

1.39 Asset Register

All Departments, Sections, and Units within the Library shall maintain an Asset Register in which shall be recorded all furniture, equipment, plant and machinery in their charge.

The Asset Register shall contain the following details:
- description of the items or assets
- date of receipt of the assets
- source of supply

- quantity and value of item received
- remarks column stating conditions of the equipment
- location of assets
- serial number, if any
- the University Estate Sections identification mark

1.40   Business Development Unit (BDU)

The Library shall establish a Business Development Unit to coordinate all income generating activities and provide assistance to Library users by packaging information resources and services.

i. Mandate

The unit shall:
- supervise income generation activities of the Library
- provide easy access to scholarly information for academic work
- prolong the longevity of resources
- make the library a preferred destination for all information support services related to teaching, learning , research and community service

The BDU shall work under the direct supervision of the University Librarian.

Sources of Funds to the University Library

The main sources of funds to the library are:
- academic facility user fees (AFUF)
- library user fee paid by library users
- donations/ grants
- internally generated funds

2.0 DEPARTMENT OF CLIENTS SERVICES (DCS)

The Department of Clients Services consists of four sections: Reference and Students Support, Reader Services and Circulation, Persons with Special Needs, and Satellite Libraries. An important component of DCS is faculty liaisons. This component includes direct contact with the respective academic departments and individual Academic Librarians to promote awareness of library, collections and services.

2.0.1 Vision

To become the driving force in ensuring accessibility, inclusiveness, and satisfaction in the Library's information provision to all persons with varied information needs.

2.0.2 Mission

To commit the human and material resources of the Library to the utmost satisfaction of clients in all areas of their information needs.

2.0.3 Mandate

The Department seeks to render diverse and innovative services to meet the unique information needs of library clients, and periodically evaluate its resources and services to remain relevant to the changing needs of users.

Job Description of the Head of Department (Clients Services Librarian)

The Head of Department shall undertake the following:
- supervise the general operations of all client-related services offered to clients
- collaborates with other sections which render services directly to clients
- liaise with Heads of Back-end sections to ensure that technical services are well translated into efficient user services
- provide for the immediate communication between the Library and the user community
- oversee the rendering of satisfactory reference and circulation services to the clients
- ensure an efficient system to receive complaints from clients.
- conduct user surveys and provide regular statistics on users
- develop an effective work schedule for staff regarding all operational hours of the Library
- ensure an acceptable level of user satisfaction and clients' security
- facilitate the smooth admission of new users into the Library through user education programmes
- marketing of Library services and resources to the University community and beyond
- perform any other duties assigned by the University Librarian.

2.1   REFERENCE SERVICES AND STUDENT SUPPORT SECTION (RSSSS)

Reference Services and Student Support Section provides personal assistance to library clients in pursuit of information. The Reference and Student Support services are defined as all the activities performed by a library staff to meet the information needs of any client, whether in person, by telephone, or via e-mail.

2.1.1 Mandate

The Section provides services that are geared towards meeting the information needs of all clients. These include:

- answer questions from library users
- advise users in the selection and use of appropriate tools and information sources.
- assist in the evaluation of information resources and sources
- keep reference usage statistics
- develop the reference collection.
- conduct reference interview, as and when necessary, to ascertain the information needs of library clients.
- reference assistance to library clients
- literature search for library clients.
- orientation/library user education
- current awareness services (CAS)
- questions and answers services (QAS)
- referral services (RS)
- inter library loan and documents delivery (ILL/DD)
- selective dissemination of information (SDI)

2.2 READERS SERVICES AND CIRCULATION SECTION (RSCS)

The RSCS is responsible for creating the right environment for the library clients.

2.2.1 Mandate
The RSCS shall be responsible for:
- shelf management
- space management
- front desk services
- clients' Assistance
- book lending services
- reserve services
- baggage and security services
- circulation services

2.2.2 Circulation Services
All books from the Regular collection, may be checked out. Residents of the University Community are welcome to use books and facilities in the Library. One of the Library's primary functions is to provide easy access to information for the university community. The library users include:
- students
- academic staff
- administrative staff
- part-time faculty/staff
- retired staff
- spouses or dependents of staff
- alumni
- clients not affiliated with the University.

All citizens will be accorded the privilege of using materials in the Library; however, not all citizens may check out materials.

Persons requiring borrowing service shall check out materials using their own identification, except under rare situations, with the express (written) approval from the Clients Services Librarian. The Library, reserves the right to recall any or all materials checked-out, despite the borrowing period or renewal privileges of the client, if it is judged to be limiting to the information needs of the university community.

2.2.3 Lending/ Borrowing of Library Materials

The borrowing service is rendered to **only** registered users of the library.
- undergraduate students may borrow a maximum of six (6) books/items at a time.
- graduate students may borrow a maximum of eight (8) books/items at a time. The duration for borrowing is **two weeks** for students. After the two weeks elapse, the item could be renewed for another two weeks if a request for the item has not been placed. After this, the borrower shall be barred from renewing the same item.
- in order for external borrowers to enjoy borrowing services, they need to be introduced by a staff of the University who will serve as a guarantor.
- clients categorised as *other* may borrow a maximum of five (5) books/items at a time.
- academic staff may borrow a maximum of ten (10) books/items at a time for a semester. Senior members (faculty, Research and Senior Members administrative) may, however, borrow materials for a semester duration.
- Borrowing depends on the availability of the books/materials

i. Fines

Fines are accrued at one cedi (₵1.00) per day for a period of twenty-one (21) days, after which the item is charged to the LOST status. Once a book is charged to the LOST status, a processing service fee of ₵10.00 is assessed if the book is returned. If the book is not returned, the client will be charged ₵10.00 processing fee and three times the current cost of the book. If a client fails to return an item on recall, such a client will be liable to pay a fine of five (5) Ghana cedis per day until it is returned.

ii. Bindery Fee

If a book is returned in such a damaged condition (at the time of check-out, the Library staff will note any damage to the item and flag it for repair or rebinding upon its return rebound, bindery charge will be levied the user.

iii. Holds/Recalls

Holds and recalls are traditional requests in which a client is added to a waiting list for an item currently charged to another client. A HOLD REQUEST reserves the item for a client upon its return. A RECALL REQUEST prompts a notice to a client requesting that a charged item be returned. Clients who have an item checked-out which has a HOLD placed on it will be unable to renew the item. Clients who have an item checked-out that have a RECALL placed on it will be sent a notice requesting that they return the item.

2.2.4 Renewal
Items may be renewed only once, provided there is **no** request for the item.

2.2.5 Circulation of Reference Materials & Periodicals:
Reference and periodical materials are not circulated. In "exceptional circumstances," Academic staff may be granted a twenty-four (24) hour loan of reference books or periodicals to show a class or to make copies in a University departmental office. Permission to circulate these materials will be done with the express approval from the Clients Services Librarian.

2.2.6 Reserves
The Library maintains a collection of course-related, high-demand, high-risk and, at the University Librarian's discretion materials that are segregated, often temporarily, from the general collection and usually assigned restrictive loan periods so as to ensure greater availability to clients (excluding non-affiliated clients), who may have need of the materials within a limited time period. Certain items are also placed on Reserve from the circulating stacks that are not strictly course-related. All materials placed on "reserve" are kept in a special section, indicated by the sign **"RESERVED".**

The Library reserves the right to accept or refuse any reprographic/duplication request that will involve a violation of copyright law. The following information outlines what the Library can and cannot do in placing copies of material on reserve:

- items to be placed on Reserve should include the appropriate full citations.
- instructors should make copies of only materials that are already owned legally by either the Library or the instructor.
- articles that are available online in full-text through the databases subscribed to by the Library can be placed on Electronic Reserve.
- non-circulating materials from specialised service areas are not placed on Reserve. They should remain in the area where they are usually housed: Reference, Special collections, Periodicals Section, DIU or Africana Units.
- the material should contain a notice of copyright.

2.2.7 Open Public Access Computers
The Library has public access computer workstations located throughout the building. The computers and equipment are available for use by library clients. Public access computer workstations are configured for web access to library catalogue, databases and resources. Installation of application software is not permitted on these workstations.

2.2.8 Non-affiliated Clients (Special Permits)
The Library shall create records for, and provide borrowing privileges to members of the community who are not affiliated with the University. Special permit cards will be issued to anyone meeting such a criterion. Such external users will pay an annual library user dues of one hundred Ghana Cedis only (GHs 100). This amount shall be subject to review.

2.2.9 Inter Library Loan & Document Delivery (ILL/DD)
The ILL/DD is the process by which a library requests materials from, or supplies materials to, another library. The ILL/DD service is available to library clients. Interlibrary loan between UCC

Library System and other partner libraries shall involve books in circulation and electronic resources. Other restricted materials may be exchanged, subject to the express approval of the Clients Services Librarian (Head of Department).

2.2.10 Library Orientation and Bibliographic Instruction
The Library offers orientation and library instruction to all individual clients, classes, and groups that request these services. Library orientation is designed to introduce new, existing or potential clients to the collections, facilities and services of the Library. Library instruction is designed to promote information literacy by teaching library clients the organisation and structure of information and the variety of research methodologies employed to access relevant information in an effective, efficient, and timely manner; thus, providing a foundation for contemporary and lifelong learning.

2.2.11 Confidentiality
The Library shall respect the privacy and confidentiality of Library clients. All personal records of Library clients shall be treated with absolute confidentiality.

2.2.12 Clearance
All students and staff shall be required to obtain a Library clearance note before they leave the institution on completion of their programme and termination of service.

2.2.13 Shelving
The Library Assistants' responsibility every morning is to shelve books that library users have used and left on the table the previous day and night. Assistants are allocated to various sections for shelving.

2.2.14 Shelve-reading and Weeding
Books are arranged systematically according to the Call Marks/Class Numbers on each shelf during vacation seasons. Weeding is done when worn-out books are removed to the Bindery Unit for repairs.

2.2.15 Restrictions at Some Designated Service Areas
Some service areas of the Library have been created to address the peculiar needs of some categories of clientele. These places are for the exclusive use of such clients and no one else except upon the express permission of the Clients Services Librarian and University Librarian. Some of these include:
- Senior members commons for **only** Senior Members (lecturers, registrars/research fellows etc).
- Research commons for graduate students and faculty members
- Graduate study area for **only** graduate students

2.3 PERSONS WITH SPECIAL NEEDS SECTION (PSNS)

The PSNS shall provide library and information services to persons with special needs. The section asserts that education is a basic human right, and all persons must be included in accessing library services. The section strongly respects the inherent dignity and worth of all persons with special

needs, and is committed to promoting their human rights by responsively supporting equal access to areas of academic, social, and professional life.

2.3.1 Mandate

The PSNS shall:
- scan print materials and record texts for persons with special needs
- submit transcribed scripts to lecturers at the department
- braille lessons: Technical staff (resource persons) shall teach students who are sighted and interested in learning Braille the basic skills in the writing and reading of Braille.
- braille quizzes and examination papers: Resource Persons use Perkins Brailler (a device in writing braille) to braille questions (quizzes and examinations) when there is no electricity.
- transcribe assignments, quizzes, and examination scripts: Resource Persons use pen to write out (interpret) students' responses to questions which is in braille before submitting to lecturers for assessment.
- maintain Perkins Braille and embossers
- invigilate quizzes and exams
- assist in research work and assignments.
- provide orientation and mobility: Fresh students, after the general orientation by academic section.
- convert instructional materials to accessible formats, including but not limited to, digitised, large print, electronic screen-readable text, CCTV and Braille.
- assist with academic registration
- collaborate with lecturers in assisting students with special needs
- coordinate and administer specialised services based on an individual's special needs.
- collaborates with Management of ATL FM for airtime to talk on special needs issues.
- embarks on outreach and enrolment drive trips to senior high schools.
- it provides access to assistive technologies (e.g. JAWS, FM listening devices) including new devices that may become available with emerging technology.

2.4.   SATELLITE LIBRARIES SECTION (SLS)

The Satellite libraries are part of the University Library System. The satellite libraries are managed by the University Librarian. They are established to complement the information delivery services of the Sam Jonah Library at various levels. They are supposed to assist students and staff with required information resources in various academic disciplines/programmes studied in the University. All satellite libraries shall operate pursuant to the standards of the University Library policy.

2.4.1 Mandate

The SLS shall provide
- information literacy instructions
- references services
- research support services
- provide information resources to support academic programmes at various colleges.

2.4.2   Collection Management

All holdings of satellite libraries are part of the central bibliographic database of the University Library, such as the Online Public Access Catalogue. Information resources in satellite libraries are based on the academic disciplines of the various departments/faculties/schools/institutions/ colleges/Halls.

2.4.3 Collection Development

Satellite libraries shall build their collections through purchases and donations from both internal/external donors. The Libraries need to periodically update their collections to meet and information needs of the departmental users.

2.4.4 Acquisition of Library Materials

The acquisition of satellite libraries are based on the requirements of lecturers, students and information needs of the establishments. Information resources shall however be purchased in consultation with the Acquisition Librarian at the Sam Jonah Library.

2.4.5   Donations/Gifts

All donations to the satellite libraries shall conform to the acquisition policy of the University Library.

2.4.6   Preservation of Library Materials

Preservation of library materials in satellite libraries shall conform to the Preservation policy of the University Library, as described above.

2.4.7   Weeding of Library Materials

Weeding at the Satellite libraries shall be done in conformity with the general weeding policy of the University Library, as described in 3.1.10.

2.4.8   Criteria for establishing a Statelite Library

A proposal to establish a satellite library shall have the approval of the University Librarian. A Satellite library shall be established in collaboration with the University Library. The following criteria shall be considered:
- information needs analysis: Target clientele and their information needs
- space for the present and future growth.
- accessibility to library users.
- networked and computerised systems:
- projected growth of libraries to meet changing times

i. **Enough Physical Space for:**
- users (seating space)
- staff
- processing of books and storage area.
- library collections
- present and future growth.

ii. Facilities/conditions required in the Satellite libraries
- libraries should be furnished with comfortable and maximum seats for users and staff
- libraries should be well ventilated (wide windows, fans and air conditions).
- staff should be provided with a computer, barcode scanners, accession stamps, owner stamps and printers
- internet connectivity to access electronic resources.
- libraries should have well developed physical/ electronic collections
- collections should be based on the subject characteristics of users.
- libraries should establish clear acquisitions profile in which the collection target and the allocations to the individual subject areas are clearly defined.
- library collections should be updated frequently
- periodic weeding of library collections.
- It infrastructure to access E-library services

iii. Staffing
Statelite Libraries shall be managed by professionals and para-professionals.

2.4.9   Duties of Satellite Library Staff
The Library staff are the link between user needs and the Library collections. Staff of satellite libraries shall perform the following duties:
- shelve books/materials regularly
- offer general reference services
- ensure that daily newspapers are available for users
- process and catalogue new library materials
- ensure that the Library is conducive enough for use
- report any mishaps to appropriate authorities for redress
- manage libraries professionally
- present situational reports on the library to the Academic Support Librarian
- report to the administrators/coordinators/ Heads of Department
- perform other duties that may be assigned them by the University Librarian.

2.4.10 Academic Support Librarians (Liaison Officers)
- there shall be Liaison Librarians who shall collaborate to manage the activities of the various satellite libraries within the colleges, faculties, schools, departments and halls.
- the Liaison Librarian shall periodically report to the Clients Services Librarian and University Librarian on matters pertinent to the libraries and offer advice, as needed.
- the Liaison Librarians shall have close collaboration with staff for the smooth running of libraries and shall be responsible for staff appraisal.
- there shall be collaboration between the coordinator and administrators of various establishments of libraries in the monitoring, supervision, and appraisal of Library staff.

The Library staff of the Satellite libraries shall be administratively responsible to the Head of the Department, Faculty, School, Centre or Institute in which the Library was established. However, staff are professionally responsible to the University Librarian.

3.0 DEPARTMENT OF COLLECTION MANAGEMENT AND TECHNICAL SERVICES (DCMTS)

The Department of Collection Management and Technical Services is a division of the Library responsible for the development and management of library collections as well as technical services of the Library. The Department has four (4) Sections and five (5) Units. The sections are Acquisition, Preservation and Curriculum Support, Cataloguing, Bindery and Photocopying Section, Periodicals Section, and Special Collection Section. The Cataloguing, Bindery and Photocopying Section has two units: Bindery Unit and Photocopying Unit. The Special Collection Section also has three units: the Gallery Unit, Africana Unit and the Development Information Unit.

3.0.1 Vision

To be a Department that will ensure effective collection development and management activities through upholding internationally accepted guidelines and standards that will make available and accessible materials with relevant information.

3.0.2 Mission

To acquire, process, preserve and disseminate information sources in line with prevailing international standards that will promote quick access and exchange of current, authoritative and, accurate information.

3.0.3 Mandate

The DCMTS shall:
- ensure that major stake holders of the Library are involved in the selection of books and electronic resources of the Library.
- ensure balance of information resources for all academic programmes offered by the University
- effectively manage and preserve the library's information resources
- provide accurate and timely information resources
- facilitate quick and easy access to library materials.
- cater for the longevity of information sources.

Job Description of the Head of Collection Management and Technical Services

Head of DCMTS shall:
- supervise all sectional heads of the Department.
- establish and maintain effective relationship with book vendors, publishers and electronic information resources providers.
- work closely with the faculty, subject specialists and the University community to purchase appropriate resources in all formats for academic work.
- undertake periodic evaluation of stock.
- write departmental reports.
- undertake staff appraisal (yearly performance).
- represent the Department at Library Management Committee.
- perform any other duties that may be assigned by the University Librarian.

3.1 BINDERY UNIT
The Bindery Unit handles the in-house repairs and reinforcement of library books and periodicals to ensure longevity of these materials.

3.1.1 Mandate

The Bindery Unit shall:
- assist in the preservation of materials of the Library.
- perform the in-house treatment of mutilated, worn out and damaged materials to ensure the longevity of library materials. However, if the damaged materials cannot be repaired in-house, due to the lack of equipment, then the Head of the Department together with the Head of the Bindery Unit in consultation with the University Librarian shall determine whether the item should be sent to a commercial binder.
- render commercial services for a fee as a way of generating funds internally for the Library.

3.2 PHOTOCOPYING UNIT
The Photocopying Unit provides reprographic services to the Library users.

3.2.1 Mandate
The Photocopying Unit shall:
- ensure that photocopying activities are performed in a cost-efficient and reliable manner.
- apply international standards of copyright regulations in the performance of photocopying activities.
- do regular maintenance services by using the right maintenance kit.
- render an account on all monies accrued.

iii. Photocopying Restrictions
The following may **NOT** be photocopied under any of the following circumstance:
- fragile, brittle, faded or damaged documents.
- items too large for the surface of the photocopier.
- items restricted by the copyright law and contractual agreement.
- unpublished theses, dissertations, and manuscripts.

Clients are entirely responsible for any copyright infringement resulting directly or indirectly from their own actions.

iv. Official Works
Official photocopy works shall be done and accounted for separately from commercial works. Debit Note shall be issued for subsequent payment.

3.3   PERIODICALS SECTION
The Periodicals Section is responsible for the management of information materials produce periodically at regular intervals such materials include newspapers, journals, magazines, newsletters etc.

3.3.1 Mandate

The Section shall:
- recommend for acquisition periodicals that are highly demanded by library clients
- receive, process, organise and display publications that fall under the term 'PERIODICALS' for easy access and retrieval. They include magazines, journals, newspapers, annuals, memoirs, transactions, reviews, bulletins, proceedings, newsletters, reports, abstracts and indexes etc.
- procurement of multiple copies of materials based on high demand and constant use of periodicals. Nonetheless, greater emphasis shall be placed on the acquisition of unique materials rather than multiple copies of the same title.
- make arrangements for reprints and subsequent editions where material is lost, worn out, moldy, is likely to be in demand by users and has been substantially revised.

3.3.2 Resource Sharing
When materials cannot be found in the Sam Jonah Library, other institutions can be relied upon through Inter-library Loan.

3.3.3 Gifts
The Library welcomes gifts of print periodicals, provided they are consistent with the instructional and research needs of the University. The established general criteria of serials selection are also applicable to gifts. In addition, the following specific conditions are taken into consideration. The Library shall accept:
- back issues of journals and other serial publications if they will fill a gap in present holdings. The Library reserves the right to decide whether or not a back issue of the gift subscription will be maintained.
- gifts if there is assurance by the donor for the continuation of the subscription.

The Library shall not accept:
- incomplete volumes and old issues of miscellaneous serial publications.
- gifts which duplicate the Library holdings. The library reserves the right to accept, reject, and dispose of gifts of serial publications on the basis of its needs and administrative considerations.

3.4 SPECIAL COLLECTION SECTION
The SCS is responsible for the management of collection of information resources the library considers to be special or rare. The Special Collection Section of the Library is made up of three units: the Gallery, Africana and Development Information Units. The usage of the collection of the section is restricted within the Library.

3.5 Gallery Unit
The Gallery Unit acquires and manages items that a considered to be of historical, monumental and achievements of the University.

3.5.1 Mandate
 The Gallery Unit shall:

1. collect, preserve and exhibit relevant souvenirs, paraphernalia, past and present physical and human resources of the University.
2. showcase the achievements of the University including pictures, trophies and inventions.
3. showcase special publications of the University

3.6 Africana Unit
The Africana Unit serves as the reservoir for books and other materials authored by Africans and about Africa including Ghana.

3.6.1 Mandate
The Africana Unit shall:
- assist in the collection and documentation of materials dealing with indigenous knowledge
- preserve books and materials on political, economic, cultural and social issues in relation to Africa which are written by either African or foreign writers.
- keep books written by Ghanaians and about Ghana.
- act as a depository for publications published in Ghana under the Book and Newspaper Registration Act of 1963 (Act193).
- provide information on the usage statistics of its collections to be used to inform purchasing and renewal decisions.

3.7   Development Information Unit (DIU)
3.7.1 Mandate

The DIU shall:
- keep World Bank Publications and other information on developments either electronically, (on Internet, CDs, Videos) or physically (printed materials).
- provide access to current statistics, literature, and reports on development work in Ghana and the world.

3.8 ACQUISITION, PRESERVATION, AND CURRICULUM SUPPORT SECTION (APCSS)

APCSS shall ensure that relevant materials containing scholarly information resources are procured. In the process, the Section shall take into consideration the programmes offered by the University and adopt measures that will ensure the longevity of all information resources acquired. The University Library operates a hybrid library system. Therefore, shall acquire both print and electronic information.

3.8.1   Mandate
APCSS shall:
- ensure that all books and electronic information sources acquired are those that will provide the information needs of library users.
- ensure that procurement rules are adhered to.
- acquire, conserve and preserve all information materials in a manner that will ensure their longevity.

- acquire print and electronic information resources for all programmes offered by the University.
- collaborate with the Clients' Services Department in the stock revision activities.
- ensure consistent and balanced growth of the collection of the library.
- facilitate decision-making as far as management of the library collections are concerned .

3.8.2 Participant in the Selection of Library Information Resources

The Library collection shall mirror the mission statements of the Library and the University. Therefore, the selection of print and non-print resources shall be a shared responsibility of the University Librarian and the stakeholders.

The selection activity shall be guided by the University's commitment to maintaining higher standards of academic freedom in the pursuit of teaching, learning, and research. Neither physical or electronic information resource shall be excluded from the collection because of frankness of language, controversial content, political, moral, sexual, economics, religious, gender, race, and political affiliation of the authors.

3.8.3   Forms of Acquisition

The following are the various forms by which information resources shall be acquired:

a. **Purchase**

Books, periodicals, government publications, and other information materials shall be purchased from publishers and vendors.

b. **Donations**

Organisations, publishers, authors, and individuals can donate materials to the Library. A letter of acknowledgement shall be written to all donors. If a philanthropist is thinking of donating materials to the Library, he/she shall contact the Acquisition, Preservation and Curriculum support Section. The Library reserves the right to accept, reject, and dispose any item donated to the Library.

c. **Exchange**

The Library may exchange information resources with other institutions or organisations.

d. **Interlibrary Loan or Documentary Delivery (ILL/DD)**

The Library borrows book(s) and electronic materials of another library for the user and arranges for its return. However, with document delivery, materials for this service are usually duplicated and sent by snail or electronic mail to the recipient. The University Library, shall have agreements to borrow materials from other libraries on behalf of her clients.

e. **Legal Deposit**

In accordance with the Book and Newspaper Registration Act1961 (ACT73), publishers in Ghana are expected to deposit a copy of their publications in the Library. The Sam Jonah Library also serves as one of the depository libraries for the World Bank and Food and Agriculture Organisation (FAO).

3.8.4 Items that the Library does not Actively Acquire

The Library does not actively collect materials championing political movements and materials on courses and programmes not offered at the University. The exception of the above may be made if an instructional or research purpose can be demonstrated, and if the purchase is approved by the University Librarian.

3.8.5 Conservation and Preservation

The Library shall hold the integrity of original collection through the activities of environmental control as well as the use of suitable housing and comprehensive conservation practices. The University Library shall ensure the following:
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- *Direct preservation or curative preservation:* - The Library intervenes to ensure that documents which are destroyed or about to lose their value are restored to their original or close to their original value.
- *Indirect preservation or preventive preservation:* Suitable environment should be provided to minimise deterioration.
- *Substitution preservation:* Transfer information from the damaged medium to another medium.

3.8.6 Curriculum Support

The Section shall constantly liaise with the Colleges, Faculties and Department to acquire materials for programmes and courses.

3.8.7 Selection Factors

The following shall be considered when acquiring print and electronic materials:
- relevance of the material to the University.
- comprehensiveness of the material.
- frequent review of the material content
- reputation and the authoritativeness of the author and publisher
- potential for use or no need.
- level of usage of the information sources.
- usefulness in respect to other materials in the collection.
- currency of the material.
- value of the material.
- ability to obtain the material through other means such as electronic access, inter-library lending, etc.
- scarcity of the material.
- preference is usually given to electronic materials that can be accessed remotely whenever possible and practical.
  strength of existing subject coverage in the collection.
- cost and projected availability of funds
- scope of audience

3.8.8 Procurement and Public Private Partnership

Book vendors who sell books to the Library must register with the Procurement Unit of the University. All book acquisition shall first be approved by the Procurement Advisory Committee (PAC). In addition, all books purchased are to be inspected by the Audit Unit of the University before processing.

3.8.9 Usage Statistics

The Library shall collect and analyse meaningful statistics on the usage of print and electronic resources. Usage for print collections shall be determined by examining a combination of check outs, renewals, and in-house uses. In the case of electronic resources, a combination of full text retrievals and abstracts viewed will be considered (for abstracts and index resources), or abstracts viewed alone (for full text resources). The usage statistics shall be used to inform purchasing and renewal decisions in conjunction with the Library's overall assessment of its services and collection.

The APCS in collaboration with the Clients Services Department shall on a quarterly basis produce the rate at which library clients use library materials.

3.8.10 Weeding

Apart from rare book, the Library needs to weed out to maintain current, active and useful collection that will reflect its goals and the curriculum. The following factors shall be taken into consideration when weeding out from the total collection.
- removal of the programme from the university's curriculum
- poor condition of the material
- new publications in the subject area
- obsolescence of the content of the document
- availability of superseded editions

Weeding of library books shall be authorised by the University Librarian.

3.9   CATALOGUING, BINDERY AND PHOTOCOPYING SECTION (CBPS)

CBPS performs the technical services of the library. It has three divisions: Cataloguing, Bindery and Photocopying.

CATALOGUING

The Cataloguing Unit is basically responsible for organising books/materials for easy retrieval.

3.9.1 Mandate

The Cataloguing Unit shall:
- classify library books by using Library of Congress Classification Scheme and other classification tools like the Library of Congress Subject Headings (LCSH), Library of Congress Schedules and Subject Dictionaries.
- establish and maintain an up-to-date library catalogue which will provides access to the information resources that the Library has acquired over the years.
- create and provide easy finding aids for the clients.

- work retrospectively through the cataloguing of already existing documents which have not been captured in the current operating system. This activity is expected to form part of the Section's operations until all records are fully captured into the current operating system.
- train staff on new developments in cataloguing to ensure that staff are acquainted with the requisite knowledge to be very effective in their field of work.
- do original cataloguing when the cataloguing record of an item in hand cannot be located or has not been already imputed by another library. Original cataloguing should be done by professionals who have obtained adequate training in original cataloguing.
- check whether the class mark written or affixed on the spine of the book are correct before the books are finally dispersed to their actual shelves to be used by clients.

4.0 DEPARTMENT OF INFORMATION TECHNOLOGY AND RESEARCH SUPPORT (DITRS)

The Department is responsible for managing the Information Technological infrastructure of the Library for optimal functioning of all its services and resources. The department works in collaboration with the Directorate of ICT and conforms to the ICT policy of the University. The Department comprises four (4) sections: Library Information Technology Infrastructure Support Section, Learning and Research Support Section, Electronic Resources Management/Digital Services and Information Literacy Section and Distance Library Services Section.

4.0.1 Vision

To use technological innovations to support academic work, scholarly research, and services of the library to meet global standards.

4.0.2 Mission

To enhance scholarly pursuit of knowledge by providing quality and timely access to needed information using technology.

4.0.3 Mandate

The Department shall provide an innovative learning and research environment equipped with technological resources and facilities that inspire interdisciplinary research. DITRS shall:

- strengthen the Library's priority towards the University's research activities
- promote and support user independence through the provision of needed ICT infrastructure.
- provide a conducive learning space for academic and research work.
- make relevant scholarly information resources accessible to the students, Academic and non-academic staff.
- provide IT support and training for staff and patrons.

Job Description of the Head of DITRS

The HOD shall:

- be responsible and accountable for setting and advancing the vision of the Department in line with the Library's strategic plans and direction.
- attend Library Management meetings and contribute to the overall leadership and management of the Library.
- develop and sustain appropriate structures for management, consultation, decision making and communication with staff.
- create and exploit new opportunities for knowledge transfer activity in order to secure additional income streams and new areas of teaching and/or research
- ensure all staff have access to the necessary support to enable them to contribute fully and develop their skills and experience in the department
- promote a culture of excellence, co-operation, and respect both within and beyond the department
- make effective use of all staffing resources and seek opportunities for collaboration with others beyond the department.

- take responsibility for devolved budgets and comply with University financial regulations
- ensure that Library equipment/facilities under the department´s control are properly maintained and serviced, as required.
- comply with auditing, quality assurance, and risk management procedures both internal and external.
- Perform any other duties assigned by the University Librarian

4.1 LIBRARY INFORMATION TECHNOLOGY INFRASTRUCTURE SUPPORT SECTION (LITISS)

LITISS shall be responsible for providing Information and Communication Technology support for the Library. This shall include the provision and maintenance of computers, scanners, printers, photocopiers, network administration, bandwidth management, software development, digitisation services, Library website and content management.

4.1.1 Mandate
The LITISS shall:
- support procurement of appropriate ICT equipment
- maintain Library website and OPAC workstations.
- maintain and function ICT infrastructure
- manage electronic resources of the library- electronic databases to users within and outside of the campus.
- provide communication and feedback platforms to support electronic reference services.
- online Public Access Catalogue (OPAC)
- manage Library Website
- update ICT Asset Register at the end of every semester
- offer wireless network access ("hotspots" or "WIFI") throughout the building for library clients
- develop backups for the Library databases

4.2 RESEARCH SUPPORT SECTION (RSS)

Learning and research support are paramount in fulfilling the research needs of academics and research staff, students, and the general public. RSS shall help to build scholarly communication within the academic community. The Section will engage with the research community to support and promote innovative learning and high quality research that attracts global visibility.

The Section shall work closely with the Directorate of Research, Innovation and Consultancy (DRIC) as a University wide research unit.

4.2.1 Mandate
The RSS shall:
- provide learning space for research purpose (Learning Commons)
- collaborate and connect students and faculty members on research projects.
- provide research data/outputs management.
- provide training on information literacy skills

- assist in identifying scholarly publishing avenues.
- offer assistance on open access and intellectual property.
- assist in metadata, archiving and digitisation.
- provide scholarly information to support research works.

4.3. ELECTRONIC RESOURCES, DIGITAL SERVICES AND INFORMATION LITERACY SECTION (ERDSILS)

ERDSILS shall ensure the availability, management, dissemination, access and marketing of electronic and digitised resources of the library.

4.3.1 Mandate
To ensure the availability, management, dissemination, access and marketing of electronic and digitised resources of the library.

The ERDSILS shall provides:
- information literacy instructions on the effective use of electronic resources and search strategies.
- information literacy instructions on reference, plagiarism and data management tools such as Mendeley, Zotero, Turnitin, SPSS, etc.
- literature and reference searches
- printing and photocpying services
- computers for academic use
- usage statistics of electronic databases
- ILL when sufficiently been determined that a book, journal article or any other informational resource is not owned by the Library and can be found in a partner library.
- ILL/DD requests and literature searches performed in a month shall be kept on a sectional hard drive for future references. Documents or files shall be stored in folders, indicating the month and year in which the ILL/DD requests and literature searches were made.

4.3.2 Information Literacy Instructions
The Section, in collaboration with the Clients Services Department, shall organise orientation services for fresh graduate and undergraduate students.
The Section liaises with Academic and Research Support Librarians assigned to the various colleges to periodically offer information literacy instructions or bibliographic instructions in the form of workshops and seminars to faculty and graduate students.
These notwithstanding, it is the responsibility of every library staff to educate clients on how information resources of the Library can be accessed and utilized.

4.4 DISTANCE LEARNING LIBRARY SERVICES SECTION (DLLS)
The Distance Learning Library Services Section shall provide electronic information services to the Distance Learning students and the academic staff of the College of Distance Education (CoDE). DLLS shall offer innovative resources and seek to meet the unique information needs of the Distance Learning community.

4.4.1 Mandate

The DLLS shall:
- provide access to electronic information resources
- provide research support services for students and faculty on the Distance Education mode.
- create collaborative learning environments for students and the faculty.
- conduct literature searches for Distance Education students and faculty.
- provide information literacy instructions for students and faculty on the Distance education model.
- connect with students through interactive platforms (WhatsApp, E-mails, SMS, Facebook, and twitter) to offer library and information services.
- offer assistance on open access, intellectual property and publishing.
- provide orientation programmes for fresh students.
- Facilitate online chats with librarians (reference assistance and instructions/Ask a librarian)
- provide Selective Dissemination of Information (SDI).S
- provide training/workshops for postgraduate students.
- update students on available resources and services for a successful programme.
- aid distance learning students and faculty to register for online off-campus access to electronic resources such as databases online journals.
- work closely with the College of Distance Education to achieve its mandate.
- work with relevant partners and stakeholders to set up physical libraries at the various branches of the College. This will give Distance Learners residing in such branches an additional option to access the online/ E-Library.