

University of Cape Coast

SAM JONAH LIBRARY



LIBRARY POLICY



RM1/AB/2021-2022/8A

**UNIVERSITY OF CAPE COAST LIBRARY SYSTEM
(UCCLS)**

LIBRARY POLICY

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LIBRARY POLICY

1.0 Introduction

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. The University of Cape Coast is now a full and independent university with the authority to confer its own degrees, diplomas and certificates by an Act of Parliament - University of Cape Coast Law, 1992 [PNDC Law 278]. The vision of the University is to be a university with worldwide acclaim that is strongly positioned for innovative teaching, research, outreach and professional development. In the quest to achieve the University's vision it is set up to be 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. The University is guided by these core values: Excellence, Empowerment, Equal opportunities and Ethical behaviour.

The UCC Library System (hereafter also referred to as the Library) encompasses the Sam Jonah Library and 31 other satellite libraries located in the colleges, faculties, schools, departments and halls. The UCC Library System is the information repository and bibliographic mainstay of UCC. The UCC Library System is envisioned 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. The mission of UCC Library System is to provide access to high-quality scholarly information resources and innovative services to meet the individual and collective needs of our university community. The library's values stem from its commitment to deliver real-time information resources to support teaching, learning, research and publication activities. This requires the staff to be more user-focused, innovative, flexible, professional and dynamic to position themselves to be abreast with all the academic programmes that are offered in the university. Central to the library in this regard are five core values that provide a guiding framework for the Library and its staff in the realization of its vision. The core values are teamwork and visionary leadership, user-focused, partnerships, professionalism and ethical considerations.

The UCC Library policy document purposely promulgated to serve as a formal document meant to guide the operations of the Library and concurrently ensure efficiency and consistency in this regard. The policy development process provides a good illustration of the usefulness of the step-by-step processes for drafting the Library policy document. The process makes it possible to present the complex processes of the policy development in a relatively simple manner. The University of Cape Coast Library policy was developed in a consultative manner with the outmost goal of producing a policy document emanating from the grassroots. The policy development process commenced at the departmental level where staff inputs were encouraged and received by three departmental sub-committees tasked to draft the policies of the three

departments in the Library. The reports of the departmental sub-committees were then forwarded to the University Librarian who consolidated them and presented the report to a meeting of the Management of the Library. Following deliberations on these reports at the management level, a final policy document was drafted and presented to the Library Board. The draft final policy document was presented to the Library Board by the University Librarian at a 2-day retreat. Deliberations of the presented policy document ensued culminating in a final library policy document to be presented to the Academic Board of the University.

The Library policy's scope extends to all students, academic staff and non-academic staff of the University of Cape Coast as well as outside persons and institutions who use the UCC Library System.

The UCC Library System policy as a document guiding the library as a growing organism is susceptible to some limitations. The constant changes occurring in the library and information space could result in new initiatives being implemented without policy statements backing them. This therefore requires the UCC Library System policy to be reviewed periodically. The Library policy also proved deficient in considering issues on risk assessment on external and internal threats that might occasion difficulties in the Library's operations.

2.0 Policy goal

The goal of the Library policy is to ensure efficiency and consistency in the operations, collection management, patrons and stakeholder relationship and the deployment of technology in the University Library system.

Key terms

Patrons: A person or organisation using the services, resources and facilities of the library.

Stakeholders: Any organisation, group or person who has vested interest in the library.

Stakeholders Relationship: The practice of forging mutually beneficially associations and connections with third party groups or individuals who have vested interests in the library.

Collection Management: The process whereby relevant materials are identified, selected, acquired, organised, managed and preserved so as to provide long term access.

Technology: The engagement of computers and other associated automation devices in the management of library operations.

3.0 Guiding principles

The policy shall be guided by the following principles:

- Protect the rights of users and staff.
- Collect diverse information materials reflecting different needs and views.
- Provide universal access to its collection.
- Ensure equity in access
- Ensure a user focused library service
- Appreciate and be amenable to the use of beneficial technologies in its operations and service delivery.
- Promote education, literacy and lifelong learning.
- Align its service delivery to people with special needs (PSN) in a user-friendly environment.
- Protect the confidentiality of users.
- Promote ethical behaviour among users and staff.
- Operate in a manner that preserves its information resources and facilities and sustain its services.

4.0 Objectives and Strategies

4.1 Policy Objective

To render diverse and innovative services to meet the unique information needs of library clients.

Strategies

- Facilitate the smooth admission of new users into the Library system through user education programmes.
- Market library services and resources to the University community and beyond.
- Convert instructional materials to accessible formats, including, but not limited to, digitized, large print, electronic screen-readable text, CCTV and Braille for people with special needs.
- Provide access to assistive technologies (e.g., JAWS, FM listening devices) including new devices that may become available with emerging technologies.
- Liaise with back-end sections to ensure that technical and IT support services are well translated into efficient user services.
- Establish innovative ways of surveying users and providing statistics on users to keep abreast with the changing needs of users.

4.2 Policy Objective 2

To ensure the provision of the required information resources for the University's academic programmes and certify that these resources are managed, organized, conserved and preserved to facilitate quick and easy access to information.

Strategies

- Strengthen collaboration with faculty, subject specialists and University community regarding the recommendation of information resources in all formats to the Library.
- Simplify and streamline the procedures for recommending information resources to the Library.
- Establish and maintain effective relationships with both book vendors, publishers and electronic information resource providers.
- Establish and maintain a current library catalogue capable for providing access to the collection of the Library.
- Adopt current and emerging cataloguing and classification standards and schemes in the organization of the Library's varied information resources.
- Establish and innovate existing procedures for repairing multilateral, worn-out and damaged materials to prolong their use by clients.
- Establish clear guidelines for its reprographic services in a way that upholds the collaboration between authors, publishers and librarians.
- Establish and maintain procedures for acquiring, cataloguing, managing and showcasing rare, indigenous, special and development information.
- Establish clear procedures and protocols aimed at regulating and controlling the environment housing the Library's collection.

4.3 Policy Objective 3

Deploy technology in the provision of innovative learning and research environment that inspire interdisciplinary research.

Strategies

- Maintain and service properly, equipment and facilities under the library's control.
- 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.
- Provide scholarly information resources accessible to the students, academic and non-academic staff.
- Provide IT support and training for staff and patrons.
- Establish procedures for disseminating research output of the University to the global academic community and enhance the visibility of the University.

- Maintain a functional library website and OPAC workstations at all times.
- Develop backups for the Library's databases.
- Facilitate online chats with librarians and connect with clients through interactive platforms to offer library and information services.

4.4 Policy Objective 4

Ensure an efficient functioning Library System through effective governance and management system.

Strategies

- Restructuring of the organizational and managerial structure.
- Review of Library policies, manuals and procedures.
- Recruits qualified and competent staff to occupy library positions.
- Make available documents on University Acts, statutes, policies and procedures.
- Avail library staff to training and development programmes.
- Prudent financial management.
- Fundraising initiatives for special projects.
- Collaborate and partner with Colleges, Faculties, Department, Section, etc.
- Collaborate with library networks including Consortium of Academic and Research Libraries in Ghana (CARLIGH), Ghana Library Association (GLA), Department of Information Studies - University of Ghana, African Library & Information Associations and Institutions (AFLIA), etc.
- Coordination of the programme and activities of the three Departments of the Library System.
- Representation of the University Library on statutory boards and committees.
- Reporting the programmes and activities of the Library to appropriate boards and committees.
- Staff performance assessment and motivation.

5.0 Roles and Responsibilities

Primary Implementer

The primary implementer of the policy is the 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. In executing his/her mandate as primary implementer of the policy the university Librarian undertakes the following roles and responsibilities:

- 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.

Collaborators

The University Librarian as the main implementer of the policy works jointly and cooperates with a host of collaborators within and outside the Library System. These collaborators include:

Library Board

The Library Board shall supervise and direct the operations of the UCC Library System and shall be consulted by management of the Library on all matters regarding the running of the UCC Library System.

Colleges and Faculty

The UCC Library System shall collaborate with academic staff members in all Colleges and Faculties of the University in the identification, selection and acquisition of required information resources.

Professional Bodies

The UCC Library System shall collaborate with professional librarianship bodies such as Ghana Library Association (GLA) and Consortium of Academic and Research Libraries in Ghana (CARLIGH) to ensure the library services meet international benchmarks and are professionally and ethically rendered.

Graduate Students Association of Ghana (GRASAG) And Student Representative Council (SRC)

The Graduate Students Association of Ghana (GRASAG) and Student Representative Council (SRC) shall be consulted on matters regarding bibliographic instructions for students. They shall also be consulted on how to provide meaningful services and conducive learning environments for academic and research work.

Head of Library Administration (Library Administrator)

The Head of Library Administration shall be a Senior Assistant Registrar or an Assistant Registrar. The Head of Library Administration shall work jointly with the University Librarian on aspects of the policy that require coordination with central administration of the University and departments in University Library System.

Head of Library Accounts Unit (Library Accounts Officer)

The Head of the Library Accounts Unit preferably shall be an Assistant Accountant or higher. The University Librarian shall collaborate with the Library Accounts Officer on the fiscal and monetary implications of the Library policy.

Procurement Officer

The Procurement Unit or its proxy acting as the Library's procurement officer shall be externally consulted on matters regarding procurement. The Procurement Officer shall collaborate with the University Librarian and Library Accounts Officer in acquiring stationary, equipment and other requisitions needed by the Library within the ambit of applicable procurement laws.

6.0 Monitoring and Evaluation

This indicates how the overall progress of the policy and its objectives will be monitored and accessed on regular basis at decentralized levels of the Library. Monitoring and evaluation will be undertaken at the Central Administration, Library Board, Library Management, Departmental, Sectional and Units levels.

6.1 Central Administration Level Monitoring

At the Central Administration level, monitoring and evaluation of the policy will be undertaken by the Academic Board and the Directorate of Academic Planning and Quality Assurance (DAPQA). Monitoring and evaluation of the policy will be facilitated by the following:

- Statistics on the population and use of the OPAC.
- Statistics on the usage of electronic resources (Databases, Past Questions and E-Books platforms)
- Statistics on charging and discharging of information resources.
- Statistics on usage of the Library.
- Statistics on bookings of discussion and seminar rooms.
- Statistics on usage of subscribed specialised software such as Turnitin.

Monitoring and evaluation will be undertaken once a year.

6.2 Library Board Level Monitoring

At the Library Board level monitoring of the policy will be achieved mainly through different types of statistics. These include:

- Statistics on the population and use of the OPAC.
- Statistics on the usage of electronic resources (Databases, Past Questions and eBooks platforms).
- Statistics on charging and discharging of information resources.
- Statistics on usage of the Library.
- Statistics on bookings of discussion and seminar rooms.
- Statistics on usage of subscribed specialised software such as Turnitin.

Monitoring and evaluation will be undertaken thrice a year.

6.3 Library Management Level Monitoring

At the Library Management level monitoring and evaluation of the policy will be undertaken mainly through different types of statistics. These include:

- Statistics on the population and use of the OPAC.
- Statistics on the usage of electronic resources (Databases, Past Questions and eBooks platforms).
- Statistics on charging and discharging of information resources.
- Statistics on usage of the Library.
- Statistics on bookings of discussion and seminar rooms.
- Statistics on usage of subscribed specialised software such as Turnitin.

Monitoring and evaluation will be undertaken thrice a year.

6.4 Departmental Level Monitoring

Monitoring and evaluation at the departmental level will involve the use of statistics:

- on the use of different modules (acquisition, cataloguing, circulation and serials) of the KOHA Integrated Library System.
- on the usage of electronic resources (Databases, Past Questions and eBooks platforms).
- on bookings of discussion and seminar rooms.
- on usage of subscribed specialised software such as Turnitin.

Monitoring and evaluation will be undertaken quarterly.

6.5 Sectional Level Monitoring

Monitoring and assessment at sectional level will involve the use of statistics:

- Statistics on the use of different modules (acquisition, cataloguing, circulation and serials) of the KOHA Integrated Library System.
- Statistics on the usage of electronic resources (Databases, Past Questions and eBooks platforms).
- Statistics on bookings of discussion and seminar rooms.
- Statistics on usage of subscribed specialised software such as Turnitin.

Monitoring and evaluation will be undertaken quarterly.

6.6 Unit Level Monitoring

Monitoring and evaluation at the unit level will involve the use of statistics:

- on the population and usage of Past Questions and Institutional Repository platforms.
- on visitations to special units such Scholarly Communication Unit, Gallery, Africana and Ghana Collections.
- Statistics on the output of reprographic and bindery services.

Monitoring and evaluation will be undertaken quarterly.

Data Collection and Research

The various statistics identified at the different levels above will be sourced from system data, user and staff surveys, interviews, observation check list and source documents (registers and visitation logs).

7.0 Resource Implications

The roll out and implementation of the Library Policy document and the strategies therein has resource implications and will require financial, technical and logistical resources. The University of Cape Coast will be the primary provider of the required resources through its budgetary allocations and other operational funds to the Library. Additional resource support can be sourced by the Library from donors, internally generated funds, development partners, funding agencies and philanthropies.

8.0 Review of the Policy

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.

Annexes

Annex 1: Glossary of Terms

Below are the operational definitions of key terms:

Deputy University Librarian	A person with oversight responsibility for the management issues of the ULS. Deputised for the University Librarian
Electronic Support	Library services offered to clients/patrons electronically
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.
Librarian (Profession)	A person who has the professional certification or qualification to work in a <u>library</u> , providing access to information and information literacy instructions.
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 Department	Basic administrative unit within the ULS. The department shall be organised around a particular service orientation or function of the library.
Library Patron/user	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.
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.
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.

Annex 2: 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
Training and Development Policy
University of Cape Coast Financial and Stores Regulations
Ghana Library Association (GLA) Constitution
Consortium of Academic and Research Libraries in Ghana (CARLIGH) Constitution