CLIENTS SERVICES DEPARTMENT

OPERATIONAL MANUAL

Preamble

The Clients services department facilitates access to instructional, informational, and pedagogical needs of the Library's clients. The Clients Services Department render diverse and innovative services to meet the unique needs of library users, and periodically evaluate its services and resources to stay relevant to the changing needs of users.

Sections under Clients Services Department

The Client Services Department consists of four Sections namely; Reference and Students Support Services, Reader and Circulation Services, Persons with Special Needs Section and Satellite Libraries.

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.

FUNCTIONS OF SECTIONS UNDER CLIENTS SERVICES DEPARTMENT

Reference and Students Support Section

Reference Services at the Library is the provision of professional and personal assistance by staff of the section to library clients in pursuit of information. The central reference desk is located on the ground floor as well as a reference desk on each of the floors of the library. These desks are ably managed by a team of reference staff who are always ready to assist users.

Reference and students support services includes all the activities performed by library staff to meet the information needs of any client, in person, by telephone, or via e-mail.

Mandates of the Section
The Section provides services that are geared towards meeting the information needs of all clients. These include to provide:
- answers to user queries
- 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)

- interlibrary loan and documents delivery (ILL/DD)
- assistance in selective dissemination of information (SDI)
  And also to:
- 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 a reference interview, as and when necessary and to ascertain the information needs of library clients.

Reader and Circulation Section

The Circulation Section is the major interface between the library and the users. It is the first point of call for every user. The circulation staff play a major role in readers' services because they easily know the needs of the users and what the library has. Circulation unit is the public relation section of the library, and circulation staff address very quick directional and referral assistance to clients'.

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

Mandates
The RSCS shall be responsible for:
- shelf management
- space management
- front desk services
- clients' Assistance
- Lending and checking in services
- reserve services
- baggage and security service
- circulation services
- Registration and clearance of users
- Notifying users on overdue records
- Monitoring damaged materials and routing them to the bindery unit for

Persons with Special Needs Section

The Section on Persons with Special Needs is established to provide library and information services to persons with special needs. Guided by the value of inclusiveness, this Section of the Library System seeks to address barriers faced by persons with special needs in their participation as equal members of society to promote equality.

Mandates of the section

Services rendered to persons with special needs are based on the unique needs of the individual which extend to a wide range of alternative and assistive technologies.

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 write out (interpret) students' responses to questions which is in braille before submission
- 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
- to coordinate and administer specialised services based on an individual's special needs.
- collaborates with Management of ATL FM for airtime to talk about issues concerning PSNs.
- embarks on outreach and enrolment drive trips to senior high schools.

SATELLITE LIBRARIES SECTION (SLS).

Satellite libraries are part of the University of Cape Coast Library System and are managed by the University Librarian. They are established to complement the information delivery services of the Main Library (Sam Jonah Library). These libraries are purposed 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 standards of the University Library System. All satellite libraries shall operate pursuant to the standards of the University Library policy.

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

All donations to the satellite libraries should conform to the Acquisition Policy of the University Library. Also, preservation of library materials in satellite libraries must conform to the preservation policy of the University Library as described above. Weeding at Satellite Libraries should be done in conformity with the general weeding policy of the University Library as described above.

MANAGEMENT STRUCTURE OF THE DEPARTMENT

The management structure of the department is as follows:

Head of department/clients' services librarian

Administrator

Readers and circulation services librarian

Reference and students support services librarian

Academic Support Librarians (Liaison Officers)

OPERATIONAL ACTIVITIES/PROGRAMMES

Head of department/clients services librarian (Senior Assistant Librarian)

Duties:

- Responsible for the general operations of all client-related services offered to clients
- Coordinates 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
- Responsible for the immediate communication between the Library and the user community
- Sets out annual targets
- Oversees the rendering of satisfactory reference and circulation services to clients
- Ensures an efficient system to receive complaints from clients or see to the addressing of same
- Carries out user surveys and regular statistics
- Develops an effective work schedule for staff regarding all operational hours of the Library
- Ensures an acceptable level of user satisfaction and clients' security

- Facilitate the smooth admission of new users into the library through user education programmes
- Carries out ready-marketing of library services and resources to the University community and beyond
- Performs any other duties assigned by the University Librarian.

Reference and Students Support Services Librarian (Assistant Librarian/Junior Assistant Librarian)

Duties:

- Assist the Head of Department in meeting the Departmental goals
- Represent the Reference and Student Support Services Section at Library Management Meetings
- Oversee the implementation of Reference and User Services for clients
- Coordinate the performance of duties assigned to staff of the Section

- Write Sectional Report

Readers and Circulation Services Librarian (Assistant Librarian/Junior Assistant Librarian)

Duties:

- Assist the Head of Department in meeting the Department's goals
- Represent the Circulation Section at Library Management meetings
- Oversee the implementation of Readers and Circulation Services and other related services for clients
- Coordinate the performance of duties assigned to staff of the Section
- Write Sectional Report

Academic Support Librarians (Liaison Officers)

Duties:

- There shall be Senior Members appointed as liaison librarians who shall coordinate to manage the activities of the various satellite libraries within the colleges, faculties, schools, Departments and halls etc.
- The Liaison Librarian shall periodically report to the University Librarian/Library Management on matters pertinent to the libraries and offer advice as needed.

- The liaison librarian shall have close collaboration with staff for the smooth running of libraries and shall be responsible for staff appraisal.
- There shall be a collaboration between the coordinator and administrators of various establishments of libraries for monitoring and supervision of library staff and their appraisal.

Sectional Head of Persons with Special Needs

Duties:

- Supervise the services rendered to persons with special needs.
- Provide periodic reports of the Unit.
- Supervise staff of the Unit.

Senior Staff (Chief/Principal/Senior Library Assistant)

Duties:

- Answer user queries
- Perform reference services
- Assist in the orientation of new staff, fresh students and visitors to the Section.
- Shelve books
- Assist users in the use of OPAC
- Ensure that the library environment is safe and conducive for learning
- Assist in charging and discharging of books
- Take part in the publicity or promotion of library services and resources
- Perform   other duties assigned by the Clients Services Librarian

- Sees to the adherence to library rules and regulations

Junior Staff (Junior Library Assistant)
- Help clients to locate information resources
- Take part in shelving of library books
- Carry out charging and discharging of books
- Assist in the orientation of new students

- Carry out checks to ensure clients are satisfied with the environment and address any challenge.
- Ensure that tables and chairs are in their proper place and not moved about by clients
- Carry out other duties assigned by the Clients Services Librarian

Junior Staff (Overseer)
- Provide custody for user's luggage
- Educate users on personal safety and security
- Inspect clients upon exiting the Library
- See to the lighting of the library and putting off the light during night duties.
- Ensures that water taps in the washrooms are duly closed after closing
- Responsible for checking in and checking out of the Library keys
- Check out possibilities for misplaced or forgotten items of clients
- Ensures that water, food, caps, etc., are not brought to the Library
- Ensures that materials that go out for photocopying etc. have been properly signed for
- Any other duties assigned by the Clients Services Librarian.

Resource Person at the Persons with Special Needs Section (Senior Staff)
Duties:
- Transcription of brailed examination and quiz scripts.
- Scanning and embossing of students' textbooks.
- Scanning and embossing quiz papers, examination papers and handouts.
- Fixing of equipment when the need arises.
- In charge of examinations at the Centre.
- Ensure that all quiz and examination scripts are transcribed and submitted on time.
- Supervise weekends and early hour quizzes.
- Assist clients in retrieving information from the Internet for students.
- Print out assignments for students who use the computer to type.
- Introduce new assistive technology to students.
- In charge of training students with visual impairment in ICT.

Other Senior Staff at the Persons with Special Needs Section

Duties:

- Supervise the smooth running of R-CAMAT Lab 2.
- Run training workshop for students with visual impairment.
- Introduce new assistive technology to students.
- Scan and emboss students' documents which may include textbooks and handouts.
- Record students' notes.
- Collect quizzes and examination papers from various venues.
- Assists students to get information on the Internet.
- Perform any other duty assigned by the sectional head.

Junior Staff at the Persons with Special Needs Section

- Be in-charge of equipment used at the Centre including computers, braille embossers, scanners and printer.
- Fix and repair faulty equipment when the need arises.
- Scan, edit and emboss students work.
- Collection of quizzes and examination papers from various venues.
- Supervise quizzes and examinations at the Centre.
- Submit quizzes and examination scripts for marking in their respective departments.
- Assist students to retrieve information from the Internet.
- Print out assignments for students who type.
- Perform other duties assigned by the sectional head

General Duties of Satellite Library Staff

- Regular shelving of books/materials
- Offer general reference services
- Ensure that daily newspapers are available for users
- Process new library materials
- Catalogue library materials
- Ensure the Library is conducive enough for use
- Report any mishaps to appropriate authorities for redress
- Manage libraries properly with professionalism

- Shall present situational report on the library to the Academic Support Librarian
- Branch library personnel should report to the administrators/coordinators
- Perform other over side duties that may be assigned to them in the course of work

WORKFLOW AND PROCEDURE MANUAL OF THE CLIENT SERVICES DEPARTMENT

Introduction

All library staff are committed to providing the best possible services to our clients. Occasionally, clients may have questions or complaints which challenge even the best public service skills. Your greatest tools for meeting such challenges are courtesy, common sense, even-temperedness, and a sense of humour. Keep in mind that clients should always leave the Library feeling that their reasonable requests and/or complaints were taken into consideration and handled effectively. There may be times when you cannot help the client; however, if you offer alternatives or refer them to the appropriate person, then you have been helpful.

Guidelines to Reference interview/Addressing clients' enquiries

Often, the users may approach assistants with their enquiries, and it is incumbent on such personnel to address them satisfactorily. To do this,

- Conduct a brief interview
- Understand the information the client is looking for. Here, one has to listen very attentively and use reinforcing words to get what the client means. Try paraphrasing so that both of you will be on the same page.
- If the enquiry is about a simple direction, do this in very clear simple terms. However, if it is a rather detailed request, elect for a colleague to attend to such request to make it possible to attend to other clients.
- You should always be reassuring for the client to feel welcome, be open and go the extra mile to meet the client's satisfaction.

Procedure for Literature and Reference Searches

Clients can make literature and reference search request physically by visiting the Unit or electronically through the Library's online platforms (Website, Facebook, Twitter, email: E-

resources@ucc.edu.gh). A form designed to help clients make literature and reference searches request collects the following pieces of information:

- Thesis/project topic – Literature searches
- Break down of topic – Literature searches
- Name of author - reference searches
- Year of publication - reference searches
- Subject area - reference searches

In general, all requests should be responded to within 7 working days. Clients should be notified on the outcome of their request through a phone call or e-mail. Articles may be delivered electronically through e-mails or on an external storage medium such as hard drives or pen drives.

Response to Unfulfilled Request

The section shall notify clients with reasons, by email if the request is unfulfilled.

A request may be unfulfilled for the following reasons:

- The recipient library may not have the requested resource
- Libraries cannot loan materials (print) that their clients currently have checked out or are in high demand
- Libraries often do not loan currently published materials
- Libraries often do not loan rare, valuable or irreplaceable materials
- Libraries often do not loan materials that are fragile, prone to damage or require special handling and/or storage conditions

Guidelines for Charging and discharging of Library Materials

Charging/checking-out/issue out/lending is when books are given out to students to use outside the Library premises for an agreed period. Discharging/checking-in/receiving, on the other hand, is done when a user is returning a borrowed book.

Staff Shall:

- Request for Student's ID Card
- Ensure that the book (s) are on open shelf (that is, books whose Call Marks are not preceded by **SR** and **R**)
- Ensure that the book(s) are in good condition for borrowing

- Enter student's registration number into the KOHA Library Integrated Management Software
- Select **'Check out'** on the borrower's portal
- Scan the barcode of the book to ensure that the book(s) are properly captured by the KOHA system and click 'enter' or 'check out'.
- Ensure that the book is borrowed or lent out to the client for the appropriate period (two (2) weeks for students).
- When satisfied, stamp the due or return date on the date label inside the book.
- Finally, print out the borrowing slip to the client.

Discharging/Checking -in of books,
- Scan the barcode of the book(s) into the check-in part of the KOHA System
- Check whether the book(s) are overdue
- Charge overdue fine to students if the book(s) are overdue
- Check whether the book is/are in good shape i.e. not damaged or mutilated by the student.

Directing users to locate books/materials

Students who want a specific category of books should be directed to the specific shelves. For instance, a student may be directed to the First Floor where Books on Humanities and Arts are located. The Online Public Access Catalogue (OPAC) is used to search for books and other information resources available in the Library. Books can be searched with the Author's name, Book Title or ISBN. Students who are not familiar with the classification of books with the Call Marks are assisted to locate them easily, example QD 31 for Chemistry and HB 171 for Macro-economics.

Shelving

Library Assistants' responsibility every morning is to shelve books that students have used and left on the tables the previous day and night. Assistants are allocated to various sections for shelving.

Shelve-reading and weeding

Books are arranged systematically according to the Call Marks/Class numbers on each shelf during vacation. Weeding is done whereby worn-out books are removed from the bindery for repairs. To do this, Staff shall…

- Sort library materials according to their subject areas
- Arrange the materials by their class or call mark
- Place books on shelves in their corresponding positions
- After the used books have all been taken back into the shelves, assistants must then take time to ensure that books on the shelves logically follow each other. For instance, HB 171.B34 will come before HB171.D34. This is called shelve reading.
- Again, assistants are also duty-bound to take out worn-out materials whose continuous existence and usage rather weaken the materials.

Recording of worn-out books to the Bindery

Worn-out books that have been taken from the shelves should be recorded in a specific book allocated for binding. The recorded entry include Author's name, Book Title and Accession Number. Coordinate with the Bindery Section to send the materials which are appropriate for rebinding. For materials which are deemed irreparable, discard them, subject to the approval of the Acquisitions Librarian.

Student Orientation

Fresh students come in batches to learn about the Library, its resources and operations to use the Library to address their information needs. This is done by:

- Briefing clients on services provided by the Library
- Providing accurate briefing and duties performed by Library assistants at various sections
- Exposing users to Rules and Regulations to be obeyed or followed by the clients of the Library.

Updating past questions

Library staff in charge of past questions work closely with the examination unit to populate the collection. At the end of every semester examination period, library staff shall pick up copies made available for the library from the Examination Unit. These past examination questions are then sent to the Library's Internet Technology (IT) Unit for scanning, after which the hard copies are

processed and added to update the existing stock. Past questions are shelved according to their various faculties and departments. Students who use the questions papers often leave them on the table or put them on the wrong shelves. Assistants are to pick and rearrange them on the allocated shelves.

Guidelines for Library Staff's Response to Clients with Complaints
- Remain calm, receptive, and non-judgmental, but be aware of your surroundings!
- Listen carefully to the client's question, request, or complaint by practising active listening.
- Pause, breathe deeply, and think before responding.
- Speak in a relaxed and low tone. Repeat and paraphrase what the client has said as concisely as possible. If the complaint is reasonable or legitimate, attempt to resolve the problem, but only if you have the authority to do so. If you do not have the authority, refer the client to your supervisor. If the complaint is against another staff member, attempt to help resolve the problem.
- If there is a justifiable need to make an exception and you have the proper authority, make one. Please note that abusive, demanding behaviour on the client is not an appropriate justification to make an exception.
- If the request or complaint is against Library policy, thereby making an exception impossible, explain the policy clearly by giving a succinct explanation of its rationale. Then, if available, show a written copy of the policy to the client.
- Be pleasantly calm and firm. Do not argue. Stick to the issue and do not get side-tracked by peripheral arguments.
- If possible, offer alternatives that do not violate policy and outline the choices.
- If necessary, ask another staff member to corroborate your explanation and be prepared to act in support of your colleagues. If necessary or possible, refer the client immediately to your supervisor. Keep in mind that personal styles may vary and one staff member may be able to resolve a situation that another staff member could not.
- If your supervisor or the appropriate library administrator is not available, you may suggest that the complaint be made in writing. If the client wishes to make a complaint in writing, direct the client to the relevant person. Be sure to inform your

supervisor about these incidents so that the supervisor will have the necessary details when the client writes.

- If you work on weekends or evenings and your supervisor is not available, give the client the supervisor's name and the hours when he or she can be reached. Notify your supervisor in an email, phone call, or message that a problem arose, state the problem and that the client was given the name of a supervisor to contact.

- If the client's behaviour becomes disruptive and interferes with the ability of others to use the Library or with library operations, follow the procedures outlined in the applicable sections of this manual.

Enforcing rules and regulations

All library staff acting under the supervision or authority of Library Management (Senior members and Sectional Heads) are empowered to stop any activity in the Library which runs contrary to the provisions of this policy.

The University Library Board/Committee 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. Assistants are therefore duty-bound to look out for such offenders to whip them in line to make the Library conducive for the next user. Very difficult clients are to be handled with dexterity.

Restrictions at some designated service areas

Some service areas of the Library have been so created to address the peculiar needs of some categories of clientele. Such places are for the exclusive use of such clients and no one else except upon the express permission of the Client Services Librarian/University Librarian. Some of these include:

- Senior Members Section for only Senior Members (lecturers, registrars/research fellows etc).
- Graduate Study Area for only Masters and PhD students
- Law Library for only Law students

Students' clearance

Students' clearance is done to give students the pass to be able to graduate. It is essential to ascertain that students do not have in their possession, any library material. This may be done manually or electronically. In doing this manually,

- Request to see the user's clearance form and Identity Card.
- Check that details on the clearance form correspond to those on the user's Identity card.
- Check the Library's database (the KOHA Library Integrated Management Software) as well as all other borrowing records to ascertain if the user has no library material in his or her possession. *On the KOHA, do the following;*
  - Enter the student's ID Number
  - Search to ascertain if the student has some library books yet to be returned.
- When satisfied, restrict the student from all borrowing rights.
- Finally, certify on student's clearance form as being eligible to graduate. Write 'NIL', provide the date and append your signature accordingly in the portion on the form allocated to the library. Authenticate the date and the signature with the library stamp.
- When the system indicates that the user has a library document in possession, draw his or her attention and arrange for the document to be brought before continuing the clearance process.

With regards to E-clearance, it is at two levels – the Library Clearance at the internal level and Library Clearance at the University Level. To clear students electronically,

- To commence E-clearance at the Library Level, request for Final Year Students' Database from the Students Record of ICT Directorate
- With the document, proceed to check the Library's database (the KOHA Library Integrated Management Software) as well as all other borrowing records **against the OFFICIAL FINAL YEAR DATABASE** to ascertain if a user has no library material in his or her possession. *On the KOHA, do the following;*
  - Enter the student's ID Number
  - Search to ascertain if a student has some library books yet to be returned.
  - Note down students who have library books yet to be returned.
  - Restrict every student's borrowing rights, (whether an overdue culprit or not).

- To proceed with the Library Clearance at the University Level, proceed to give the list of overdue culprits to persons authorized to do the E-clearance at the university level (University Librarian, Deputy University Librarian, Clients Services Librarian, Assistant Registrar, Reference Services Librarian, Circulation Librarian etc). Such authorized persons shall further clear **non-overdue students** for graduation.
- Regarding overdue culprits, draw the attention of such students to their overdue status. Arrange for the document to be brought with penalties paid before continuing the E-clearance process at the university level.

Note: In the case of any misunderstanding regarding the true whereabouts of a document, refer the situation to the Sectional Head.

Duties of Overseers

Opening and Closing protocol

The Library is often opened by the cleaners very early in the morning. As such, switching on the lights and other opening protocols will be done to some extent. The following are further done to keep the Library open:

- The earliest reporting overseer shall ascertain from the cleaner who took the key as to where the key has been placed and take custody of it and later hand it over to the head overseer of the afternoon or next shift.

- The fans, air conditioners and other lights may be switched on accordingly by overseers.

- When the Library is due for closing, users are signalled via the Library Bell and the central alarm. Washroom taps which may still be running are turned off.

- Overseers should be on the lookout for the misplaced or forgotten items of clients.

- Afterwards, fans, lights, air conditioners among others are to be switched off.
- The main door and the metal gate and the keys are then sent to the Security Section at the Foya.

Baggage Room

These duties are performed by overseers. Overseers shall:

- Sort out and arrange the tags in the morning accordingly.
- Upon opening of the Library, the overseer will start collecting the bags of clients and tag accordingly.
- In collecting bags from clients, alert them to take out all valuables and remind them of our disclaimer.
- Tie tags to heavier bags and place them on the wooden table or carpeted floor
- Hang lighter bags on wooden handle
- Issue out the corresponding bag tag to clients accordingly.
- In the reverse, a client shall show and hand over the tag to staff, based on which the bag will be retrieved for him or her.
- In the situation of a misplaced tag, the staff should quickly refer the client to the Shift Leader who shall do the necessary interrogation to ascertain the truth or otherwise. When certain of the claim of ownership of the bag whose tag is lost, the shift leader shall refer the client to the accountant to pay the replacement fee. The bag can then be given to the client. Such instances shall be documented in the shift handing over book.
- Where a bag is not picked after final closing protocol, such bag shall be kept reported to the shift leader who will also alert the next shift leader to act to ensure the bag is given to the rightful owner. Such instances shall be documented in the shift handing over book.

Gatekeeping

There shall be an overseer stationed at the exit gate of the Library who shall perform the following functions:

- Ensure that the security system has been switched on
- Monitor that un-borrowed books are not sneaked out by checking the materials students are sending out.
- Examine that non-borrowable books are not wrongly issued out to clients
- Assist the security personnel on duty to ensure the optimal level of security of persons, books and other valuables.

In carrying out these duties, staff are duty-bound to exhibit the highest form of courtesy in their dealings. Grossly rude behaviour shall not be tolerated. In addition to baggage room duties, they must also sit at the exit of the Library to check that library materials are not sneaked out by users.

Guidelines for Library Staff Response to some security-related challenges

Radio Frequency Identification Detection Alarm

When the RFID alarm of the security system at the exit gate sounds, staff on duty should immediately ask the person of interest to stop and return to the Circulation Desk. As the client returns to the desk, the staff member should suggest that he/she "may have forgotten to check something out." The staff member should request that the individual checks through his or her belongings (most clients will cooperate in this, even if reluctantly).

i. If no library materials are found, the staff member should apologize for the inconvenience, but suggest that the individual might be carrying something other than library material, which has triggered the system. No mention should be made of false alarms, malfunctions, or anything else which would indicate a lack of trust in the efficiency of the system. The person should be requested to pass through the system again. On the second attempted exit, there may well be no alarm and the person will depart.

ii. If there is a second alarm, the individual should be asked again in a courteous manner about the possible presence of library materials. If no library materials are forthcoming, the individual should be allowed to pass the exit. At no time should library staff attempt to restrain physically or search any individual.

iii. If library materials are found, the first responsibility of the Library staff is to retrieve the material, after which the usual charge procedure may take place provided that the material is circulating and the person has legitimate identification. If the individual was attempting to deliberately remove the material, the simple fact of having been caught may well serve as an effective deterrent.

iv. The individual may be carrying uncharged library material, which has been deliberately concealed (e.g., wrapped in a newspaper, stuffed in a notebook, or inside a garment, etc.) In such cases the staff member should:

- Retrieve the material and call his/her supervisor, or next in the chain of command if the supervisor is not available.
- The Supervisor should request an authorized form of identification from the individual and note their name, as well as any pertinent information (e.g. student ID number, driver's license number, phone number, etc.) If the client is uncooperative in refusing to provide the requested identification, call in the University Security personnel for assistance.
- The Supervisor should inform the individual that the incident will be reported to the Clients Services Librarian, who will review the incident and, if necessary, inform the appropriate University official. All incident reports should include: the date and time of the incident, the name, status, and identification number of the individual involved, the nature of the incident (including call number and title of the library materials taken); the names of the library staff who witnessed the incident; and the name of the library staff reporting the incident.
- Individuals attempting to unlawfully remove materials from the Library will have notes added to their client records in the Library's circulation system.
- As mentioned previously, no staff member should restrain physically or touch (i.e., search) an individual. If a client disturbs, confronts staff in a belligerent manner, or does any damage to the materials, the University Security should be called in immediately.

Mutilation of Library Materials

When a staff suspects that a person is mutilating library material, the staff should identify himself or herself to that person and request that the mutilation should stop. The individual should then be sent together with the mutilated materials to the Circulation Desk where the staff will report to the appropriate authority.

Vandalizing of Library Building, Property, or Equipment

- If a member of staff observes or suspects or is informed that a person has committed an act of vandalism, that staff should seek the help of colleague staff and identify themselves to the person and send the offender to the Circulation Desk where the staff will report to the appropriate authority.
- If the act of vandalism was observed and reported by a third party, it will be necessary to obtain the name and address of the person witnessing the event and, if possible, to have

them await the arrival of University Security. Notes concerning the incident should be recorded in the client's record.

Opening/closing procedures

Library staff responsible for opening/closing the Library should turn on/off the lights and open/close the respective doors as and when necessary. Thirty (30) minutes before closing, a staff of the Clients Services Department will signal or announce that the Library will be closing, and that they should prepare to leave the building. The staff may begin pre-closing after the announcement. Staff should turn off electronic items and designated lights accordingly (the exterior of the building should remain adequately lit. check to ensure that all doors are locked and inform the security on duty after closure, before lodging the key.

WORKFLOW & MANUAL FOR PERSONS WITH SPECIAL NEEDS SECTION

Braille Embossing

Procedure for braille embossing are as follows:
- Scanning of material (book, handout etc.)
- Editing of material
- Embossing using braille embosser

ICT Training

At the end of every second semester, students are retained for two weeks and given additional tuition in the use of computer and ICT skills, provided there is funding for their upkeep. Staff at the section are mandated to assist with the training.

Rule and Regulations

Library staff are expected to conform to certain standards of conduct so they do not interfere with the use, comfort or convenience of the Library users and other staff. The following rules should be observed by all staff of the department:
- Staff must report to work on time
- Silence must be observed in the Library and at duty post.

- Staff must dress decently and behave in a manner that will not either offend or cause damage to users and other staff.
- Eating and drinking is prohibited at any duty post.
- Mobile phones must be switched off or kept silent while in at work.
- Respects the inherent dignity and worth of all persons with disabilities,
- Staff in this section are encouraged to consult with other Staff/ Librarians before making a referral.
- Case of any misunderstanding regarding the true whereabouts of a document should be referred to the Sectional Head
- Overdue fines must be paid to the accounts office
- Staff must not leave duty post without proper handing over or permission.
- Staff shall not take library materials to their homes for safekeeping.
- Visitors of staff shall not assume the duty post of their host (staff).
- In carrying out duties, staff are duty-bound to exhibit the highest form of courtesy in their dealings. Grossly rude behaviour shall not be tolerated.
- Physical abuse by staff on any staff or user shall not be tolerated
- Any unresolved misunderstanding among staff should be reported to the appropriate quarters for necessary action taken.