



**COLLECTION MANAGEMENT  
AND TECHNICAL SERVICES  
DEPARTMENT**

**OPERATIONAL MANUAL**

## **1.2 Preamble**

The University of Cape Coast library is considered as a system because the Main Library, which is the Sam Jonah Library operates with the assistance of thirty-one satellites libraries of the colleges, schools, departments and halls. The Department of Collection Management and Technical Services is a Department of the Library system of the University of Cape Coast that is responsible for the collection development of the library system.

## **1.3 Profile and History of the Department**

The Department was established in January 2019 and the first head of Department was officially appointed on 1<sup>st</sup> August, 2019. The main vision of the Department is to ensure effective collection development and management activities through internationally accepted guidelines, and standards that will make available and accessible materials with relevant information. In the same vein, its mission is to acquire, process, preserve and disseminate information sources in line with prevailing standards that will promote access and exchange of current, authoritative and, accurate information.

## **1.4 Name of Sections and Units under the Department**

The Department has four (4) Sections and six (6) Units. The Sections are Acquisition, Preservation and Curriculum Support Section, Cataloguing, Bindery and Photocopying Section, Periodicals Section, and Special Collection Section. The Cataloguing, Bindery and Photocopying Section has three Units namely: Cataloguing Unit, Bindery Unit and Photocopying Unit. The Special Collection Section also has three units: the Gallery Unit, Africana Unit and the Development Information Unit.

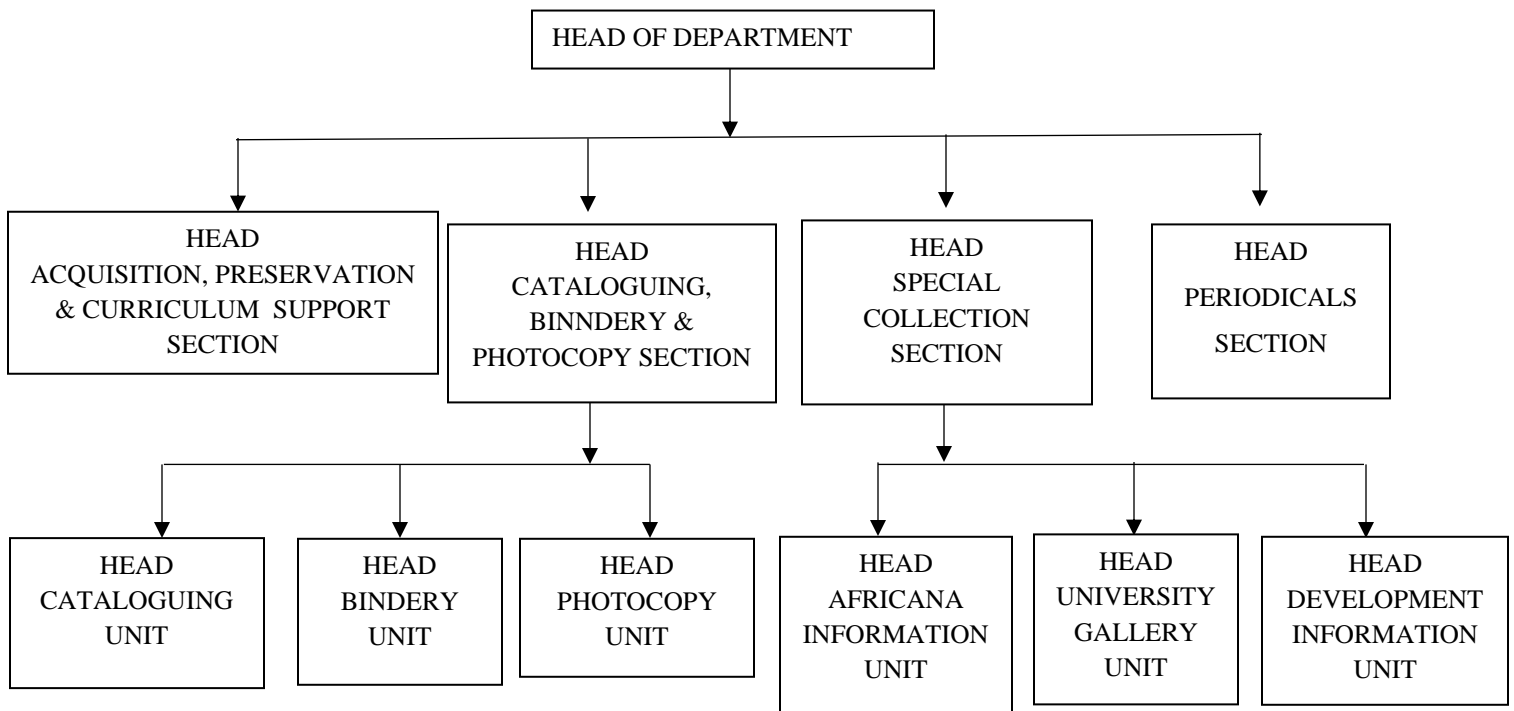
## **1.5 Mandate of the Department**

The major mandate of the Department is to

- ensure that major stake holders of the Library are involved in the selection of books and electronic resources of the library

- insist on balance of information resources for all programmes offered by the University, ensure effective manage and preservation of 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 resources.

### 1.5.1 Management structure of the Department



## **2.0 ACQUISITION. PRESERVATION AND CURRICULUM SUPPORT SECTION (APCSS)**

### **2.1 Mandate of the Section**

The Acquisition, Preservation and Curriculum Support Section (APCSS) is responsible for ensuring that;

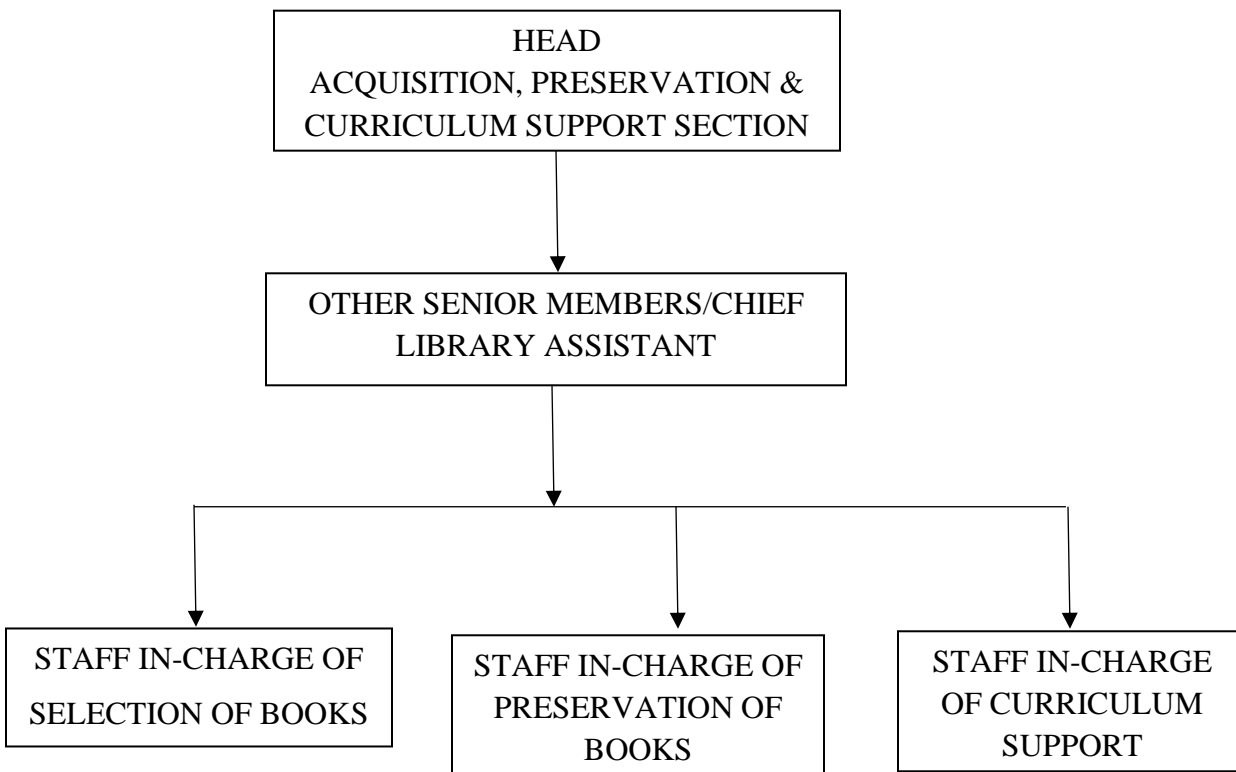
- selection activities are performed in such a way that relevant information materials are available in the library.
- mutilated, torn, and worn out books are removed from the shelves for repairs.
- archaic, redundant and obsolete books are weeded.
- books in the library cover all courses studied in the University.

### **2.2 Function of the Acquisition, Preservation and Curriculum Support Section (APCSS)**

The APCS Section of the Sam Jonah Library executes its mandates by performing the following functions;

- guides the selection of all materials for the Library.
- Liaises between book vendors and the Library.
- Fast track the procurement procedures of information materials.
- evaluates donation/gifts before accepting them.
- processes all acquired books.
- ensures consistent and balanced growth of the collection
- assists in determining and documenting budgetary needs of information sources
- facilitates decision-making as far as collection management is concerned

## 2.3 Management structure of the Acquisition, Preservation and Curriculum Support Section



## 2.4 Operational activities of Acquisition, Preservation and Curriculum Support Section

### 2.4.1 Mode of Acquisition

One of the main functions of this Section of the Library is to acquire, process and make available library materials to support teaching, learning, research and publication activities of the University. As one of the aspects of the technical services of the Library, APCSS is responsible for the selection and acquisition of library materials. These include books, journals, pamphlets and other publications. Currently, the Library acquires materials through four main ways: namely, Purchasing, Donation, Exchange and interlibrary loan. It must be noted that before books are purchased book selection is done. Currently, at the beginning of every semester recommended list of books are obtained from Departments/lecturers. The compiled lists are then sent to known

registered vendors who in turn submit their quotations to the Procurement Unit of the University for consideration.

#### **2.4.2 Book selection**

The APCS Section of the library compiles lists of selected books from the following sources:

- Departments
- Lecturers (Academic Board)
- The University Librarian
- Library Staff
- Library Management
- Library Board
- Other Staff of the University
- Researchers
- Students
- Library Management
- Library Board

All books selected are compiled and forwarded to the book vendors for their price quotations.

#### **2.4.3 Preparation of Book Order**

After ensuring that all the bibliographic details on the slip are provided they are arranged alphabetically by author/title. The slips are checked against the Author's Catalogue, the OPAC, books on order file and books received file to avoid duplication. It is important to pay particular attention to the edition statement if it is indicated on the suggestion slips. The new edition of a book suggests that new material has been added to the content of the previous edition. For example, if what is being suggested is 5<sup>th</sup> edition while the entry in the catalogue is a 4<sup>th</sup> edition then the 5<sup>th</sup> edition would be purchased.

The next step is to give the slips to the Acquisition Librarian to check for possible eliminations. The Acquisition Librarian then hands over the slips for typing of the order if this is not already in a soft copy. Copies of the list are sent to the publisher/vendors who will send the library the invoice covering the books. The invoice is then sent to the Procurement Advisory Committee by

the University Librarian for approval after which the books are ordered. The lists of ordered book(s) are kept in the Acquisitions file.

#### **2.4.4 Work on Books Received**

The books received are arranged and the title pages checked against:

- The list accompanying them
- The invoice
- The order list on the file

Particular attention is paid to the following while checking the books

- Quantity ordered
- The title of the book
- Physical effects
- Price differences.
- Edition of copy ordered

All books purchased are listed in the acquisition notebook. Payment is made after auditors have checked books received against the invoices.

##### **2.4.4.1 Processing of Books**

Processing of books starts from APCSS. All the books acquired by the Library are marked with the Library stamp (ownership stamp). Each book has its title page, last page and fore-edge stamped. A book of 350 pages for example will have page 100, 200, 300 and the last page stamped. If a book is less than 100 pages, the title page, the middle page and the last page together with the edge are stamped.

##### **2.4.4.2 Accessioning**

All books acquired are arranged according to their titles and are given consecutive serial numbers (called **Accession Numbers**) with an accession stamp and recorded in a notebook called the **Accession Register**. All books accessioned are entered daily into it. The Accession Register has the following information: Date, quantity, accession number, source, category and signature.

### **2.4.4.3 Preservation**

The Library is committed to the retention, preservation and conservation of the collections it holds. The Library should hold the integrity of original collection through programmes of environmental control, the use of suitable housing and comprehensive conservation treatments. The University Library ensures that direct preservation, indirect preservation and substitution preservation measures are adhered to so that readers could access collections whenever possible.

**2.4.4.3.1 *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.

**2.4.4.3.2 *Indirect preservation or preventive preservation:*** Suitable environment should be provided to minimize deterioration.

**2.4.4.3.3 *Substitution:*** Transfer information from the damaged medium to another medium.

The Section takes holistic integrated approach of preservation to ensure longevity of library materials. Periodically, staff of the section go round the shelves to pick all damaged books for binding. Depending on the degree of the damage, materials are treated in the Bindery Unit of the: Library.

The staff of the Library need to be trained to identify conservation and preservation issues and determine the type and level of treatment needed in both new and circulating collections. Library staff are advised to withdraw from display books which need conservation and preservation treatment.

### **2.4.4.3.4 *Weeding of Materials***

Weeding of library materials is the process of removing archaic, obsolete, redundant and tired of usage books from the library. The University Librarian is the only person who can authorized the weeding of library materials. Weeded books must be documented. It is good to take note of the books withdrawn so that the total stock of the library will be the true reflection of the books the Library has. In other words, the total number of books in the library should be rechecked.

The following are some of the issues that warrant weeding of books

1. Termination of the programme from the university's curriculum
2. Poor condition of the material
3. New publications in the subject area



4. Obsolescence of the content of the document
5. Availability of superseded editions
6. Frequency of circulation

## **2.5 Guidelines, procedures on the various activities of Acquisition, Preservation and Curriculum Support Section**

### **2.5.1 Donations to the Library**

If a philanthropist is thinking of donating materials to the Library, he/she must contact the Head of APCSS first. It would be advisable to provide a list of the materials he/she intends to donate. The Section most of the time handles the transportation of the materials to the Library. The Section is ready to suggest alternative recipients of materials if the Section thinks the materials are not suitable for UCC Library.

Donations that fill the existing gaps and also support the curriculum are especially beneficial. Space constraints and the amount of staffing resource required to process donations means that the Library must be free to decide whether all or part of the gift should be added to the collection, discarded, exchanged or given out. The Library is not duty bound to create special spaces in the Library for donors. The Library will consider donated materials with the same criteria as it would apply to purchase materials, including the following factors. Financial donation to the Library is highly welcomed.

### **2.5.2 Exchange**

The Library has an exchange agreement with some universities in the United States of America (Pittsburg and Columbia Universities, Auburn, Buffalo etc) whereby exchange lists of the libraries involved are circulated among the Libraries for selection. Internationally and locally, the Library is ready to exchange its publications with other universities in the country. Library is also at liberty to exchange materials with other libraries be it academic, research, special, school or public (foreign or local).

### **2.5.3 Client-Driven Acquisitions**

Due to lack of funds, the Library now acquires library materials based on Demand- Driven principle. It is a method of acquiring library materials that have been duly requested for to avoid the problem of purchasing items which would never be utilised.

### **2.5.4 Reserved Materials**

Recommended textbooks purchased by the Library are kept at the Students' Reference Section of the Library. Other books can be placed there at the request of faculty members. There is a special collection of books on Ghana and Africa. Lecturers and other university community members who want to bring their collections on reserve to be used by their students can arrange to bring it to the Library.

### **2.5.5 Inter-Library Lending & Document Delivery Services**

The Library renders inter-Library lending services both internal and external at no cost. Inter-library lending is a transaction in which the user makes a request with the Library which, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user and arranges for its return. Document delivery, however is the provision of non-returnable documents, published or unpublished, in whichever format, at an established cost upon request by users. Materials for this service are usually duplicated and sent by snail or electronic mail to the recipient. University of Cape Coast Library therefore has agreements to borrow materials from other libraries on behalf of her clients. The two services are part of resource sharing or library cooperation.

### **2.5.6 Management of theses**

The Library aims to organize its theses on the following lines:

- On-display - Theses which are often used will be kept at the Africana Unit of the Library.
- Stores - Less-used theses are kept at the store, which is at the basement of the Library.
- Library users who need these materials are to visit the places listed above.

All theses should be catalogued.

### **2.5.7 Curriculum Support**

It is the responsibility of the Section to ensure that informational materials in the library conforms with the programmes and the courses offered in the University.

### **2.5.8 Curriculum Analysis**

Periodically, the curriculum of the University should be analyzed so that the Library can acquire materials that will reflect the programmes offered at the University. For a successful conspectus exercise to be conducted the levels of the course groupings must be considered.

#### **2.5.8.1 Collection level definitions**

The definitions below are taken from the Library of Congress Classification Scheme. These definitions are meant to serve as a guideline for the level of resources the Library procures for the Main Colleges, Faculties, Schools and Departments.

- a) *Minimal level* – A subject area that is out of scope for the University’s mission and in which few selections should be made.
- b) *Basic level*- A highly selective collection that serves to introduce and define a subject, and to indicate the varieties of information elsewhere. It includes a representative selection of encyclopedias, dictionaries, historical surveys, bibliographies and handbooks, in the minimum number.
- c) *Undergraduate study level*- A collection that is adequate to support undergraduate study. A collection that is adequate to maintain knowledge of a subject required for limited or generalized purpose of less research intensity. It includes a wide range of basic books, complete collection of the works of more important writers, a selection of representative journals, and reference tools in print or electronic formats, along with relevant online databases.
- d) *Graduate / Advanced study level* - A collection that will be useful for doctoral or master’s level graduate work. These materials include research reports, new findings, scientific results as well as other information useful to support research and development (R&D) activities.
- e) *Research level* –It includes materials containing research reports, new findings, scientific experimental results and other useful information. Additionally, all important reference works and a wide selection of specialized books as well as an extensive collection of

journals and major indexing and abstracting services in the field in print and electronic formats, and more specialized databases are included.

## **2.6 Rules and Regulation of Acquisition, Preservation and Curriculum Support Section**

- The selection process is the shared responsibility of University librarian, Deputy University Librarian, senior members of the library, library staff, lecturers and library users.
- All books acquired must be inspected by the Internal Audit Unit of UCC.
- All books inspected by the audit should be processed as early as possible
- A library staff found with a library book without any approval will face the disciplinary committee.
- Unaccompanied visitors are not allowed at the Section

## **2.7 Staffing, duties and responsibilities of Acquisition, Preservation and Curriculum Support Section**

### **2.7.1 Job Description of the Head of the Acquisition, Preservation, Curriculum Support Section**

Should be senior member. In the absence of a senior member, the most senior of the senior staff acts

- Supervises and manages 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.
- Supervise Acquisition Section staff including setting assignments, training and job performance approval.
- Work closely with the faculty, subject specialists and the University community to purchase appropriate resources in all formats for academic work.
- Ensure that all Library materials are preserved and well kept.

- Undertake periodic evaluation of Library books.
- Support curriculum development of the University.
- Any other duties that may be assigned by the University Librarian.

### **2.7.2 Chief Library Assistant**

- In the absence of a senior member, Chief Library Assistant must act.
- Shelve library books every morning.
- Do the final checking of works done by other staff in the Section.
- Look for books online to be acquired electronically.
- Check and enter the titles of thesis brought from the Graduate School.
- Withdraw all mutilated books to the Bindery Unit of the library for binding.
- Ensure that books sent to the Bindery Unit are collected and shelved after repair.
- Perform curriculum analysis activities.
- Perform any other duties assigned by the Acquisition Librarian.

### **2.7.3 Principal Library Assistant**

- Shelve library books every morning.
- Initiate the processing of newly acquired books.
- Enter the bibliographic details of newly acquired books.
- Produce the electronic version of the bibliographic details of the books.
- Withdraw all mutilated books to the Bindery Unit of the Library for binding.
- Ensure that books sent to the Bindery Unit are collected and shelved after repair.
- Send books to the Cataloguing Section.
- Receive and check books and other materials against invoices/lists.
- Select relevant books at the store of the section for processing.
- Perform any other duties assigned by the Acquisition Librarian.

### **2.7.4 Senior Library Assistant**

- Shelve library books every morning.
- Initiate the processing of newly acquired books
- Enter the bibliographic details of newly acquired books.
- Produce the electronic version of the bibliographic details of the books.

- Withdraw all mutilated books to the Bindery Unit of the Library for binding.
- Ensure that books sent to the Bindery Unit are collected and shelved after repair.
- Send books to the Cataloguing Section.
- Receive and check books and other materials against invoices/lists.
- Select relevant books at the store of the section for processing.
- Perform any other duties assigned by the Acquisition Librarian.

### **2.7.5 Junior Library Assistant**

- Shelf library books every morning.
- . Produce the electronic version of the bibliographic details of the books
- Initiate the processing of newly acquired books.
- Withdraw all mutilated books to the Bindery Unit of the Library for binding
- Ensure that books sent to the Bindery Unit are collected and shelved after repair.
- Select relevant books at the store of the section for processing.
- Look for books online to be acquired electronically.
- Distribute publishers/vendors/donors' catalogues/lists
- Send books to the Cataloguing Department.
- Perform any other duties assigned by the Acquisition Librarian.

### **2.7.6 National Service Personnel**

- Shelve library books every morning.
- Produce the electronic version of the bibliographic details of the books
- Initiate the processing of newly acquired books.
- Withdraw all mutilated books to the Bindery Unit of the Library for binding
- Ensure that books sent to the Bindery Unit are collected and shelved after repair.
- Select relevant books at the store of the section for processing.
- Look for books online to be acquired electronically.
- Send books to the Cataloguing Department.
- Perform any other duties assigned by the Acquisition Librarian.

## **3.0 CATALOGUING, BINDERY AND PHOTOCOPY SECTION**

### **3.1 Introduction**

The University of Cape Coast Library is the nerve center of the University. The core mandate of the Library therefore, is to make accurate and relevant information in any format available on a timely basis to the patrons. The Library is certain on the fact that the acquisition, organisation and dissemination of information in any form is a dominant and necessary concern of the Library. There have been several developments over the years on how the Library's materials are organized and notable amongst these developments are prompt technological advancements and the advent of new principles and standards for cataloguing library materials. The Cataloguing, Bindery and Photocopy Section has the obligation to establish and maintain an up to date library catalogue, which provides access to the resources that the Library has acquired over the years. This operational manual covers the three units of entire section.

### **3.2 Units under the section**

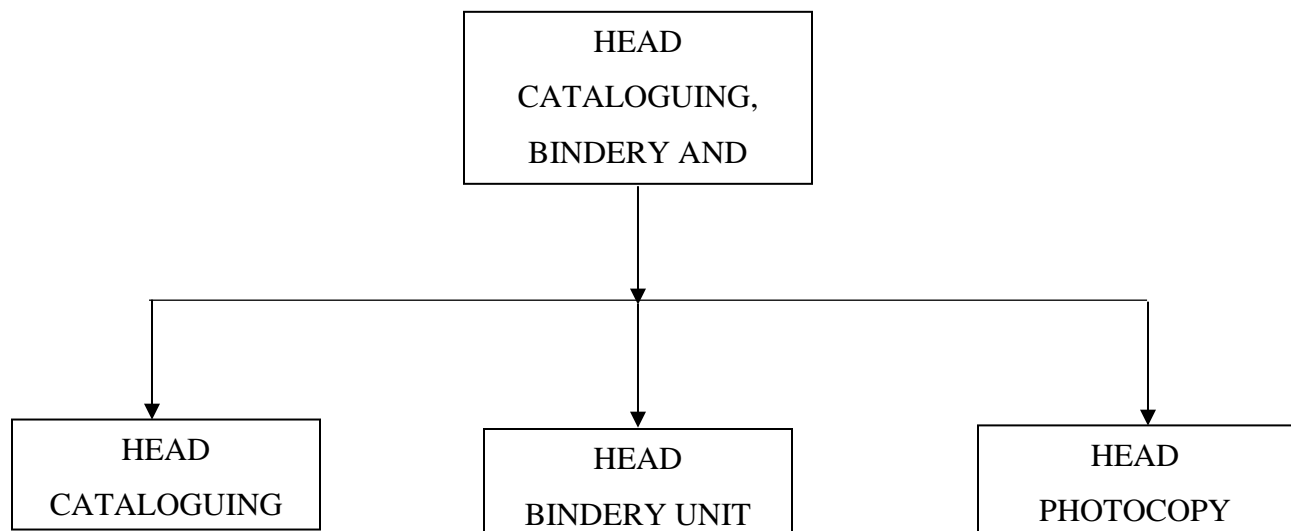
**The section has three Units:**

- Cataloguing Unit
- Bindery Unit
- Photocopy Unit

### **3.3 Mandate of the Section**

The Cataloguing, Bindery and Photocopy Section is responsible for organizing and managing information sources for quick and easy use by patrons. The major mandate of the Section is to ensure information materials are effectively organized and preserved for effective use by patrons.

### **3.4 Management structure**



### **3.5 Functions of the Cataloguing, Bindery and Photocopy section**



The following are the main functions of the Section:

- Copy cataloguing of both physical books and e-books
- Original cataloguing of books
- Cataloguing of theses and dissertations
- Management of the cataloging database for consistency in the records.
- Binding of new and mutilated books to ensure longevity
- Photocopying of library materials for users
- Regularly ensuring that books that are not in good condition are repaired
- Facilitating decision-making as far as information organization is concerned
- The Section currently seeks to fully support the Library in the creation and maintenance of its information resources

### **3.6 Cataloguing Unit**

The Cataloguing section has fulfilled its obligation to establish and maintain an up to date library catalogue, which provides access to the resources that the library has acquired over the years. This section has performed a critical role in the documentation and dissemination of information to clients and currently seeks to fully support the library in the creation and maintenance of digital information.

#### **3.6.1 Mandate of the Unit**

The main mandate of the unit is to catalogue, create and maintain a database of bibliographic records for books, theses and online resources.

#### **3.6.2 Functions of the Cataloguing Unit**

- Build an excellent catalogue record which effectively displays the library's collections

- Document the processes of creating finding aids which support easy information retrieval for the entire University community and beyond.
- Document the acceptable standards used in the University Library for cataloguing the library's collections
- Document engagements for describing the library's collection in order to ensure consistency.
- Train new and existing members of staff
- Liaise with the main Cataloguing Unit and the [branch libraries](#).
- Ensure that all newly acquired material, passed on from the APCSS is available to users within the shortest possible time.
- Encourage staff solidarity and devotedness towards the achievements of the section's goals
- Set out the desired goals of prospective cataloguing training programmes.

### **3.6.3 Operational activities of the Cataloguing Unit**

#### **3.6.3.1 Copy Cataloguing**

Automation and the advent of technological advancements in libraries have made it possible for resources to be shared amongst several libraries. One of such is the opportunity to use a bibliographic record that another library has already established or created. Copy Cataloguing involves the process of matching, editing and adding an item in hand to an already existing bibliographic record as well as adding a local entry to it. This is possible through the use of Z39.50 gateway, which allows the review and importation of already existing bibliographic record created by other libraries. Imported records may be edited where necessary and used accordingly. Some of the popular and most used bibliographic records are sourced from OCLC World Cat and Library of Congress Catalogue.

Much as copy cataloguing allows a great deal of work to be done in a relatively short period, a professional cataloguer should be able to create and maintain a new bibliographic record according

to accepted standards if the bibliographic details of an item in hand cannot be located in the system. This gives rise for original cataloguing.

### 3.6.3.1.1 Copy Cataloguing Work Flow

To log in to the Library Management System (KOHA)

- a) Type address: **http://156.38.97.107:8000**(changes occasionally) into web browser
- b) Enter username and password and click login button/tab
- c) Choose cataloging module
- d) Always search the University of Cape Coast Library Catalog first to find a match conforming to the item in hand. When searching for an item in the system, use the search catalog button and enter search keywords such as title, author, International Standard Book Number (ISBN) etc.
- e) If a match is found, click on *Actions and select 'Add/Edit Items'* and fill in the required fields (collection code, location, accession number, full call number) and add holdings
- f) If a match is not found, search Z39.50 by clicking the z39.50 search button and choosing the University of Cape Coast Framework. Enter a search descriptor (ISBN, title, author etc) and click on search button to search other sources such as OCLC World Cat and Library of Congress (LOC).
- g) Choose records from LOC if available or use OCLC if not. Click on MARC records to review and ascertain whether the bibliographic record match the item in hand. Be sure to check the following:
  - Tag 020 – ISBN ( check whether it is paper back, hardback or according to the item in hand)
  - Tag 050 – Class number
  - Tag 245 – Title and Statement of Responsibility
  - Tag 300 – Collation/Physical Description
  - Tag 336 – General Material Description. Text (this ensures that you are not using a bibliographic record for an online resource for a print material).
  - Tag 778 - Indicates when the information resource is in an online format

- h) Import records after determining it matches the item in hand.
- i) Choose tag 942 and select the item being catalogued (book, CD etc)
- j) Click on save and edit record. Fill in the required fields as has been indicated earlier and click on add holdings.

Note: Set aside to search at a later date if record is not found or use the new record button to create original record and add holdings.

### **3.6.3.2 Original Cataloguing**

Original Cataloguing is done when the cataloguing record of an item in hand cannot be located or has not been already created by another library. In this case the cataloguer has to go through all the necessary processes to ensure that the bibliographic record of that item is entered and saved according to accepted standards (Anglo-American Cataloguing Rules Second Edition (AACR2). In order to generate the class mark in the course of original cataloguing, the University of Cape Coast Library uses the Library of Congress Subject headings (LCSH) and Schedules, Library of Congress Classification Scheme, and Cutter Table. Machine-Readable Catalogue (MARC21) provides the framework for creating the new bibliographic record. All these direct the cataloguer in making correct entries into the system as well as give direction in recording the accurate bibliographic details of an item which needs to be originally catalogued. Original cataloguing should be done by a professional(s) who have obtained adequate training in the original cataloguing process.

### **3.6.4 Rules and regulations of the Cataloguing Unit**

- Staff must report to work on time
- Staff are not allowed to take books home without proper documentation and permission by the head of Department/ Section
- Unaccompanied visitors are not allowed in the Unit
- Rare and expensive books must be catalogued within three days or must be kept under lock when not catalogued
- Barcode and security tags must always be kept in drawers for safe keeping.
- Call mark sheets must always be kept in the head cataloguers office

- All staff members must contribute to a healthy work environment that promotes equality, responsibility, accountability and respect in accordance to library rules.

### **3.6.5 Staffing, duties and responsibilities**

Currently the unit has twelve (12) staff and two (2) service personnel

#### **3.6.5.1 Work schedule for the Unit Head**

- Assist Systems Administrator in Configuration of Library Management System
- Organize training for staff
- Delegate responsibilities to Cataloguing staff
- Supervision of copy and original cataloguing and classification

#### **3.6.5.2 Assistant Cataloguers (Junior Assistant Librarian)**

- Management of Theses and Dissertations
- Supervision of Retrospective Cataloguing
- Original Cataloguing
- Any other duties as assigned

#### **3.6.5.3 Chief Library Assistant**

- Supervision of preliminary Cataloguing
- Original Cataloguing
- Final Checking of library materials
- Any other duties as assigned

#### **3.6.5.4 Principal Library Assistant**

- Cataloguing library materials (Copy / Original)
- Fixing of security tags

- Any other duties as assigned

#### **3.6.5.5 Snr. Library Assistant**

- Preliminary Cataloguing,
- Shelving and filing
- Copy cataloguing
- Any other duties as assigned

#### **3.6.5.6 Library Assistant**

- Preliminary Cataloguing,
- Shelving and filing
- Copy cataloguing
- Any other duties as assigned

#### **3.6.5.6 Junior Library Assistant**

- Copy cataloguing
- Preliminary Cataloguing, Shelving and filing
- Any other duties as assigned

### **3.7 Manual for the Bindery Unit**

#### **3.7.1 Introduction**

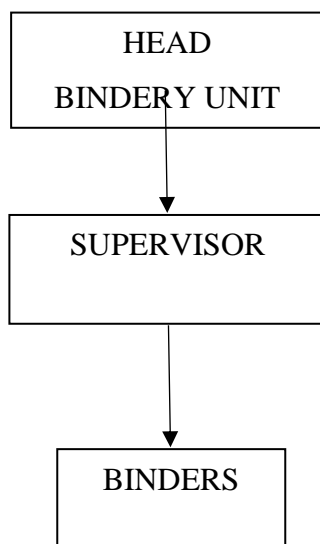
The Bindery Unit assists in the preservation of materials of the Library. The Unit performs the in-house treatments of mutilated and worn out materials to ensure the longevity of library materials. The Unit also repairs and binds materials for individuals and organisations for a fee.

#### **3.7.2 Functions of the Unit**

The Section provides the following services.

- Hard copy binding (thesis, worn out books, newspapers, past questions etc.)
- Soft copy binding ( project works, comb binding, jotters, photocopy binding)

### 3.7.3 Management Structure



### 3.7.4 Procedure for Ordering Bindery Works

There is a book to complete indicating the following;

- a) **Name**
- b) **Date**
- c) **Job Number**
- d) **Address**
- e) **Amount**
- f) **Signature**

The purpose of this form is to ensure accountability of materials usage.

### 3.7.5 Other issues to be considered when Binding library books

Staff of the Bindery Unit are to adhere to the following when binding books

- The original signature of the material to be repaired should be preserved. If the original book is badly deteriorated, the book should be re sewn through the folds using the original sewing stations if possible.
- The binder should not trim the edges of the book unless they are badly damaged.

- Materials that are durable and chemically stable should be used throughout the binding process.
- A paper-based pressure-sensitive tape with acrylic adhesive should be used rather than a household-type plastic-based tape.
- Books that cannot be re sewn or recased through the folds should be in a box meant for them.

### **3.7.6 Binding for individuals and institutions**

As a source of Internally Generated Fund (IGF), the Unit may bind and repair materials for individuals, institutions and organizations for a fee. In such a situation, proper records must be kept by the Accountant of the Library to ensure transparency. It is an offence for a staff of the Unit to repair or bind materials for individuals and organizations without the knowledge of the Unit Head and the Accountant. A staff found flouting this order must be penalized as follows;

- First offence - warning
- Second offence - appear before disciplinary committee

### **3.7.7 Binding of Theses, Dissertations and Project Works**

Staff of the Unit are required to know the guidelines for the binding thesis, dissertations and project works. For instance, the Graduate School of the University of Cape Coast has guideline for thesis binding which the staff of the Unit should be conversant with.



## 3.8 MANUAL OF THE PHOTOCOPYING UNIT

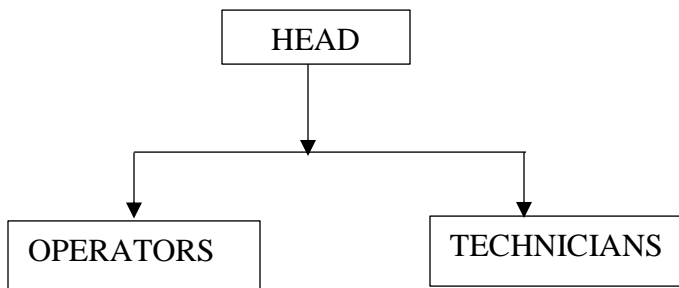
### 3.8.1 Mandate of the Unit

The core mandate of the photocopying unit is to provide printed academic materials of functional quality by means of photocopying, color printing, comb-binding and other services to the University community and to support the Sam Jonah Library provide easy access to scholarly information for academic work at a subsidized rate.

### 3.8.2 Functions of the Unit

- ❖ Oversee the day to day operations of the unit.
- ❖ Evaluate employee performance to ensure maximum efficiency to work output.
- ❖ Ensure the unit adheres to copyright policies.
- ❖ Provide situational report and returns to the University Librarian.
- ❖ Prepare unit budget.
- ❖ Ensure that staffs deliver maximum and quality service in a profitable manner.

### 3.8.3 Management Structure



### 3.8.4 Activities

- The Unit provides laminations and comb-binding services as well as Black and White photocopying in the interim
- The unit undertakes the duplication of Library materials and other documents for academic staff, students and staff of the University Community.
- Again, the Unit duplicates materials such as books, journals, newspapers and some rare collections.
- As Sam Jonah Library does not engage in profit making for this reason our service charge is by far the most affordable on campus. The Library Management together with the Library Board is responsible for determining and revising of service charges.

### **3.8.5 Rules and Regulations**

#### **Charges**

- Charges for services provided shall be determined with consideration of cost of inputs and the protection of library users and not necessarily for profit motives.
- The Library management, in consultation with the Library Board, determines services charges. The charges are minimal because the main objective of this Unit is to minimize book theft and mutilation in the Library.

### **3.8.6 Procedure for Ordering**

To ensure that clients do not engage in the mutilation of our collections and also infringe on the Copyright Law, clients are not allowed to duplicated a whole book. For this reason there is a form that each clients is expected to fill indicating the following:

- ❖ Name of clients
- ❖ Date
- ❖ Job Number
- ❖ Address of clients
- ❖ Title of document
- ❖ Author
- ❖ Page Number
- ❖ Number of copies
- ❖ Compress/single
- ❖ Signature

The purpose of this form is to ensure that any named material that is duplicated for a client is solely for purpose of study.

### **3.8.7 Copyright Regulations**

Most materials can be duplicated so long as they are within the copyright regulations. No client is allowed to duplicate a whole book without the express permission of the copyright holder.

In order to comply with the copyright Act/law and provide all staff and students with clarity regarding their copyright obligations and limitations. **Copyright Awareness Posters and Warnings** shall be placed on all requires locations and potential duplicating points. Since the Sam Jonah Library does not engage in profit making. It may, in situations where there are rare

copies of books, make duplicates without the authorization of the Author or copyright holder for use by Clients **ONLY**.

### **3.8.8 PRESERVATION**

To ensure the longevity of our photocopiers, the Unit must always be air conditioned whenever it is in operation.

The photocopiers used by the Unit must be in optimum working conditions at all times through routine maintenance. There must be regular training and retraining of staff in best photocopier handling practices.

## **4.0 THE PERIODICALS SECTION**

### **4.1 Introduction**

Periodicals form a very significant part of the requirements for the courses offered in the University. **Periodicals** are serial publications with a continuing title issued at regular or irregular intervals and numbered consecutively (i.e. one after the other in series, without interruption) to distinguish one from the other. They include journals, magazines, memoirs, transactions, proceedings, bulletins, gazettes, reviews, reports, newspapers, newsletters and annuals. Periodicals usually consist of a collection of articles which range from a single page story in a magazine to a 40 page study in a scholarly journal. Periodicals can offer some advantages over books depending upon the information need.

It is said that periodicals i.e. journals to be precise, remain the most important means of disseminating knowledge worldwide, despite the spread of computer-based technological innovations and databases. They are more than a means of communication. Journals report new knowledge, interpret research, and provide a forum for debate and discussion. Periodicals, because they are published frequently, are the best sources for current information. Current events are usually discussed in periodicals long before they become the subject of a book. Periodicals often contain information on the latest trends, products, research and theories. Periodicals are the best source for ephemeral or very specialized information. Periodicals exist for every field and every interest, providing access to a variety of hard to find information.

Due to the shorter length of periodical articles, more topics may be covered within one volume of a periodical publication than in one book. Periodicals are provided for study and research for members of the institution and general public to support teaching, learning and research activities.

### **4.2 Divisions Under the Section**

The Periodicals Section has the following divisions:

- Circulation/Clients Service Division
- Newspapers Collection Division
- Electronic Support Division
- Serials And Media Division

### 4.3 Mandate of the Section

The mandate of the Periodicals Section:

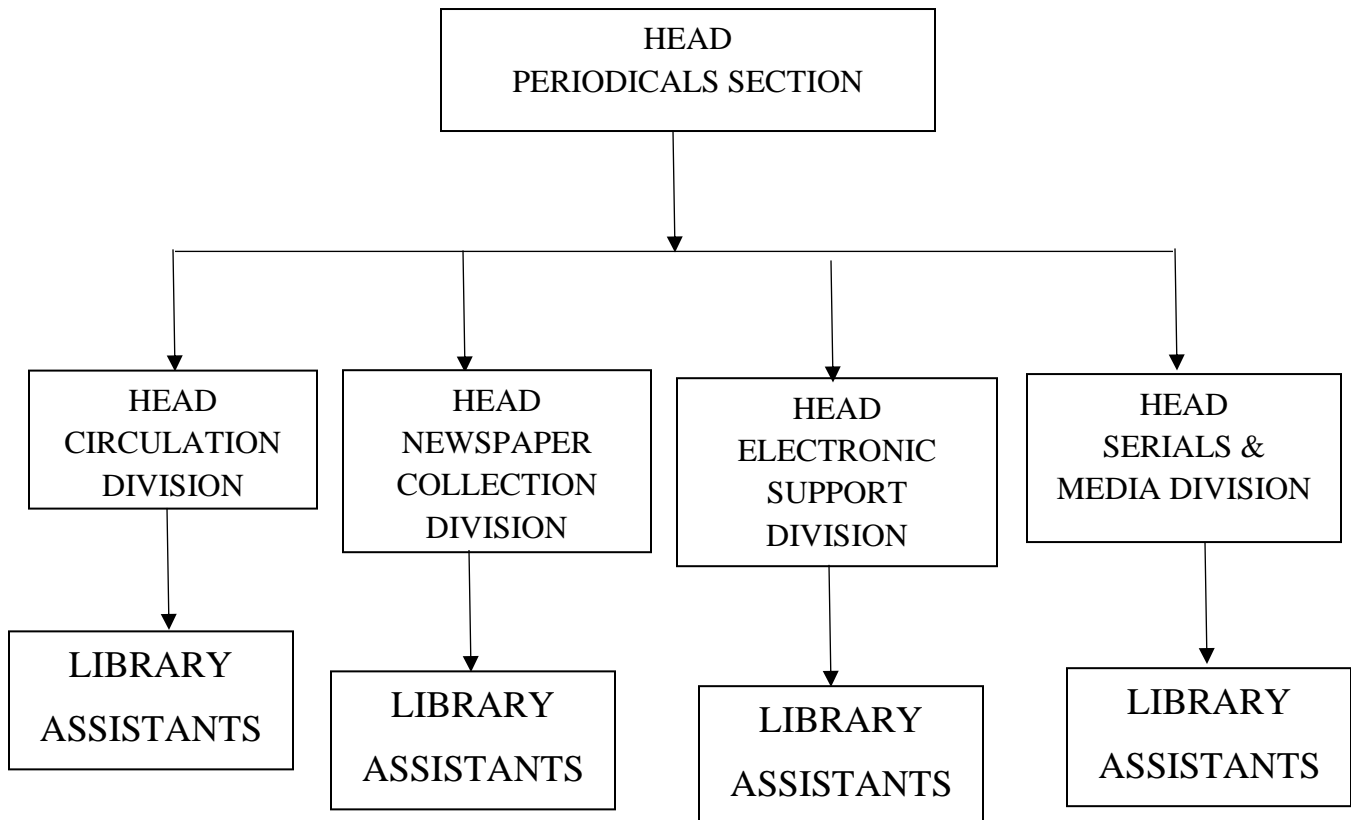
- Is to add value to the University’s teaching and learning, research, publication and dissemination activities;
- To provide accurate reliable, authentic and complete information in a timely manner to support academic activities.

### 4.4 Functions of the Section

- Develop a collection of resources based on all subjects being taught in the university;
- Recommend, receive, organize and display publications that fall under the term ‘PERIODICALS.’
- Process and make available and accessible publications, to be retrieved and used by clients.

### 4.5 Management Structure

The management of the Periodicals Section is structured in the following way:



### 4.6 Operational Activities of the Section

Circulation/Clients Service

#### 4.6.1 Duties/Job Description:

- Shelving
- Labeling shelves
- Counter duties
- Stamping of current publications received
- Recording of current publications in Kardex
- Listing of current publications
- Recording requests
- Searching for sources to answer requests
- Preparing journals for the bindery
- Updating collection in pamphlet boxes and creating new collections
- Creating record of holdings

#### 4.6.2 Newspapers Collection Division

##### Duties/ Job Description

- Collection of the day's newspapers
- Stamping
- Recording
- Displaying current and bound newspapers
- Indexing of newspapers
- Preparing newspapers for the bindery
- Collecting newspapers from the bindery
- Labeling bound newspapers
- Editing of newspaper index

#### 4.6.3 Electronic Support Division

##### Duties/ Job Description

- Trouble shooting of machines
- Transferring information unto computer
- Backups
- Assisting clients/users in using e-journals, newspaper index and on-line publications

#### 4.6.4 Serials and Media Division

##### Duties / Job Description

- Shelving
- Displaying of current publications
- Recording requests
- Searching for sources to and answering requests of clients

### **4.7 Guidelines, Procedures on Various Activities/Programmes**

#### **4.7.1 Acquisition of Periodicals**

The Library acquires both new and back (or old) issues of periodicals which the Library does not have.

New periodical titles are filed and a list of all titles received is prepared before the end of the year and sent to our agents, who take subscription to the periodicals on our behalf.

The agent handles most of our back issues requirements. Where titles needed are not available, other suppliers of back issues are contacted.

Back issues of periodicals are acquired to fill in gaps in our periodicals holdings. When back issues are needed a list of titles needed is prepared indicating the volumes and numbers as the case may be. The list is sent to the supplier who in turn sends advance invoices or pro-forma invoices indicating cost of supply, including postage.

The pro-forma invoices when received are checked against the requirement list and when found to be correct, the invoices are sent to the Director of Finance, via the Library's Accounts Manager, who then arranges payment for the periodicals. When back issues are received, they are again checked against the invoices supplied to find out whether all issues invoiced have been received. After the checking, the periodicals are sent for binding. Not all periodicals appear in book form. Micro-reproduction is made on sheets of film and is known as micro-fiche. Where the film is in a reel it is known as micro-film but where the micro-reproduction is on a card, it is known as micro-card. All micro-forms available in the Library are kept in an air-conditioned micro-reading room. The micro-reading room contains micro-reading devices. Clients are taught how to use the various reading devices.

#### **4.7.2 Renewal Orders for Current Periodicals**

All periodicals are paid for in advance or in other words they are paid for before they are supplied. On rare occasions, a few are purchased outright or supplied before payment is made.

A list of all periodicals needed by the Library for the coming year is sent to our agent before the end of the current year. The agent then sends the pro-forma invoices covering cost of supply of periodicals. When the invoices are received, they are checked against the periodicals list. Where omissions are detected, they are noted and the agent is informed about the items not invoiced. Titles not required again but have been listed in the pro-forma invoice are crossed out and the agent informed to discontinue the supply of the unwanted titles.

The invoices are then sent to the Director of Finance who takes on all arrangements for paying for the periodicals. All these arrangements, all things being equal, must be completed before the end of the year to avoid interruption in the supply of periodicals.

The periodicals are acquired through an agent because it would be difficult for the Library to handle invoices from all the various publishers who supply the Library with its periodical requirements. The task of paying the various publishers is shifted to the agent who does the paying after the amount involved in the subscription has been transferred to the agent.

#### **4.7.3 Exchange Materials and Gifts**

Some of the periodicals in the Library are acquired through the medium of exchange and others received as gifts. The Library has an arrangement with some institutions of higher learning which send exchange materials to the Library in exchange for similar publications of this University.

A record of all institutions with which the Library has exchange arrangement is kept. Cards with the heading "Exchange Programme" are available on which the following information must be provided: - Name of institution with which the exchange arrangement has been entered and the full address of the institution. Materials sent by this Library on exchange must be itemized on the card as well as materials received from the participating institution. The exchange arrangement must as far as possible be on piece for piece basis. When a periodical is donated to the Library, there should be some amount of certainty of regular supply before a card is prepared for it.

#### **4.7.4 Local Publications/Government Publications**

It has been established by an Act of Parliament (Book and Newspaper) Registration Act, 1961) that, a copy of any material published in Ghana be deposited in a listed number of institutions; The University of Cape Coast is one such institution.

Publications sent in compliance with the said Act are free of charge. Publishers have very little or no respect for this Act as there seems to be no effective way of enforcing it. The Library, therefore, continues to buy a great number of local publications which should have been supplied free of charge.

#### **4.7.5 Receiving, Recording and Displaying Of Periodicals**

The Library has a Private Mail Bag. The bulk of the mails which come to the Library are periodicals. Mails which do not belong to this Library often stray into our mail bag. The address on each mail must therefore be properly checked to ensure that it belongs to this Library before it is opened.



After opening the mails all periodicals should be stamped before entries are made in the Kardex. The Kardex is both a record of all current periodicals in the Library as well as an index to the location of periodicals. Entries in the Kardex are arranged in an alphabetical order by titles.

Dailies and semi-weeklies are ticked in the column for the month and date on which they were published. Weeklies, monthlies, quarterlies and annuals are marked by the appropriate month the number of the volume and date on which the periodical was received. The location mark of the Kardex Card must be written at the top right hand corner of the periodical before it is displayed.

Each periodical has where it is to be displayed on a shelf/ display unit. The shelf is labeled under various subjects using the LC (Library of Congress) classification scheme. Title of periodicals are printed and fixed on shelves for ease in displaying and retrieval. When the space allotted to each periodical title is full, all old copies of periodicals are removed and the more current ones displayed. Back copies of periodicals are arranged on labeled shelves till they are ready to be sent to the Bindery.

Dailies and other magazines are placed on folders and displayed.

#### **4.7.6 Overdue Periodicals**

Publishers are reluctant and often refuse to send replacement copies of periodicals not received and which were not claimed before a certain period. This varies from publisher to publisher. A regular check should therefore be made to ensure that all periodicals which should have been received by a certain period are claimed. This could be ascertained from the records by referring to previous dates of receipt.

Claims of non-receipt of periodicals should be sent to our agent. Bulk claims are preferred but where necessary, individual claims should be sent to the agent. The agent will in turn inform the publishers to supply the periodicals not received.

Failure to claim overdue periodicals promptly would result in gaps being created in our periodicals collection. It might not be possible to fill in the gaps created when the periodical not received are out of print.

Claim forms from the agent are preferred, if available. Special cards designed for making claims for this purpose are available.

#### **4.7.7 Lost, Stolen, Missing, Damaged, and Replacement Materials**

Evaluating the continued need for material worn or damaged beyond repair or lost by clients is a fundamental part of collection development. Material that is still of value to current or future clients may be replaced.

#### **4.7.8 Binding of Periodicals**

The Library has a Bindery where all binding of both books and periodicals is done. All periodicals being sent for binding must be recorded in a note book provided for the purpose. The title, volume and year of publication must be recorded. The same details must be recorded at the appropriate column, at the back of Kardex entry for the title.

When bound volumes are received, they are noted in the appropriate column at the back of the Kardex entry for the title, as well as in the note book in which it was recorded. Bound volumes of periodicals are sent to the Cataloguing Section for processing. They are classified, given a Call Mark and then kept on the open shelves. Entries of these titles would then appear in the Library's Catalogue.

Librarians hope to achieve a well-rounded and developed collection to address the research needs of as many users as possible. While some materials may be more relevant and valuable than others, scholarly emphasis changes over time, and it is impossible to predict with complete accuracy the research trends of the future. Information considered outdated by today's standards may therefore be of historical research interest in years to come.

For potential de-selection, the following may be considered:-

\*

Material without any historical or research value or significance

\* Severely defaced, destroyed, or mutilated

\*and, where usage patterns demonstrate low usage of the material.

#### **4.7.9 Assistance to clients**

A good number of clients are able to look round by themselves for their reading materials.

Where a client is unable to trace reading material which from all indications is available in the Library, the client must be helped to locate the material needed. Not all clients are able to tell precisely what they need. Some patience is therefore needed in helping such readers. Where the material needed is not available in the Library, the enquirer must be advised to see the Clients Service Librarian who would take up the request. The University of Ghana, Legon, Kwame Nkrumah University of Science and Technology, Kumasi, University of Education, Winneba, are

helpful in this regard. When it is not convenient for patrons to go directly to these libraries, clients can request materials via Interlibrary Loan and borrow from another institution for a limited period of time. Photocopies of the needed material could also be made and sent to the Library for the client.

Staff should from time to time casually go through the contents pages of some of the periodicals received. By so doing they could make useful suggestions to clients who need their help.

The Library as a rule does not allow the borrowing of periodicals. Requests for the borrowing of periodicals should not be entertained. Clients must be advised and encouraged to use the photocopying service. When this is done, the incidence of loss or mutilation of periodicals might be cut down to the minimum.

#### **4.8. Rules and Regulations**

- Staff should uphold a high standard of ethical and personal conduct
- Keep abreast of trends in his/her field of expertise. (know your stock)
- Apply knowledge and skills to work situations.
- Exercise responsibility, courtesy, dependability and respect in team work.
- Effectively manage resources to achieve goals
- Consistently provide excellent client-oriented service.
- Ensure documents are not issued out without proper clearance.
- Do not leave duty post without permission.
- Do not absent themselves from duty without permission.
- Do not engage in eating and /or drinking at duty post.
- Do not make or receive phone calls at duty post.
- Keep noise making to a minimal level.
- Smoking and eating are not permitted in the Section.
- Readers must show books in their possession to staff at the entrance on leaving the Section.
- Publications at the Section are for reference purposes only and not to be borrowed
- Discussions are not allowed to be held by any group of clients in the Section.
- Charging of mobile phones is prohibited.
- Periodicals must be defaced by writing on them.
- Mutilation of Periodicals is an offence.

#### **4.9 Staffing, Duties and Responsibilities**

The work at the Periodicals Section involves the following:-

Generally, Senior and junior staff in the Periodicals Section, perform some duties in common. i. e. senior staff, apart from their specialized duties assist junior staff perform some duties.

##### **4.9.1 Sectional Head**

- Supervision of routine duties performed in the Section.

- Writing of reports on the Section for Librarian/Management.
- Staff appraisal (Yearly performance).
- Orientation/tours for freshmen/new staff/service personnel/visitors.
- Preparation of duty roster for staff of the Section.
- Represents Section at Library Management Committee meetings.
- Arranges and organizes materials for exhibitions/Open days at UCC.
- Any other duties assigned by the Librarian.

#### **4.9.2 Senior Staff**

- Supervision of
  - i. Junior Library Assistants i.e. shelving and all other duties assigned to assistants
  - ii. Cleaning of the Section to ensure that the place is always spick and span
- Current awareness service
- Orientation for staff, freshmen and visitors to the Library
- Preparing bills/authorizing payment for local newspapers purchased
- Acknowledging receipt of gifts, donations etc, when necessary
- Weeding out of damaged/unwanted periodicals
- Ensuring that display units/shelves are well labeled
- Up-dating Periodicals Index
- Indexing: Including
  - i. current issues from newspapers
  - ii government publications
- Sorting and arranging indexed cards by topic, and alphabetically by author
- Creating and up-dating collections on current/topical issues in pamphlet boxes
- Searching for information to answer requests of clients whose needs were not met immediately, and recording this in a note book
- Up-date sources of information on requests made by clients recorded in note book
- Prompting Acquisitions Librarian to put in claims for missing/ overdue periodicals, as well as filling in gaps.
- Writing of reports for the current year
- Ensuring that Library rules and regulations are adhered to by clients, with the help of overseers.

#### **4.9 3 Junior Staff**

- General shelving of periodicals.
- Checking of periodicals against invoice and looking out for imperfect copies.
- Stamping periodicals and indicating the date received.

- Entering/recording periodicals in the Kardex, indicating location mark on the top right hand side of periodicals.
- Processing periodicals and newspapers for binding.
- Displaying periodicals on display units or shelves, and retrieving back copies.
- Making sure that periodicals are always in the right place on display units/shelves.
- Listing all periodicals received each day.
- User service (assisting clients etc).
- Help prepare a list of Library's periodicals holdings.
- Any other responsibility that may be assigned from time to time.

#### **4.3.4 Overseers**

- Check books etc of clients as they leave the Section to ensure that nothing goes out of the Section since materials on the floor are basically for reference purposes only.
- Ensure that water, food, caps, etc., are not brought to the Periodicals Section
- Ensure that any material that go for photocopying etc. has been properly signed for.
- Ensure that tables and chairs are in their proper place and not moved about by clients
- Ensure that mobile phones are not used in the library (i.e. making and receiving calls).
- Bags are by rule not allowed in library. Therefore, checks bags as clients leave should they unknowingly bring their bags to the Periodicals Section.
- Move round from time to time to ensure discussions are not held in that part of the Library, to disturb others.
- Occasionally, check to ensure that facilities (e.g. OPAC computers etc) are being used for the functions they are to perform.
- Random checks are made to ensure clients are satisfied with the environment and address any challenges.

## **5.0 MANUAL OF THE SPECIAL COLLECTION SECTION**

### **5.1 Introduction**

The Special Collection Section (SCS) is intended to house books/materials on political, economic, cultural, developmental and social issues dealing with Africa and Ghana, especially materials published in Ghana and written by Ghanaians and foreigners who have written about Ghana that have economic and political value. The collections support the research of a wide range of scholars including undergraduates, graduates, faculty and other researchers whose work relies on primary sources, rare books, manuscripts and other formats in other specialized areas. The Collections are non- circulating and maintained in closed stacks.

### **5.2 Units under the Section**

The Units within the Special Collection Section include:

- Development Information Unit
- Africana Information Unit
- The University Gallery Unit

### **5.3 The Mandate of the Section**

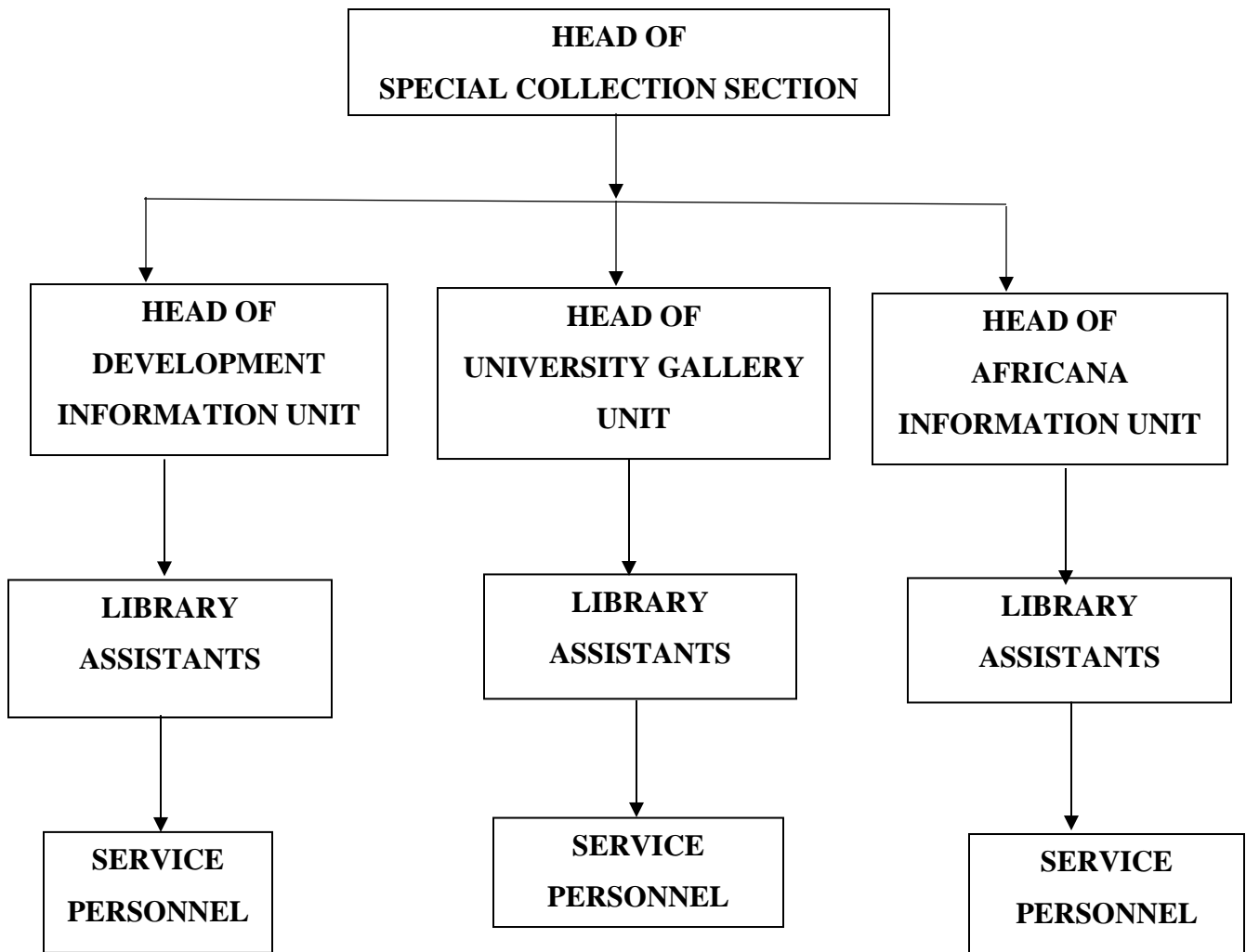
The Special Collection Section is as follows:

- To preserve the documentary heritage of the country, the university and the Africa continent for the benefit of present and future generations;
- To be a source of enduring knowledge accessible to all, contributing to the cultural, social and economic advancement in education;
- To facilitate the university's co-operation among communities involved in the acquisition, preservation and diffusion of knowledge to serve as a continuing memory of the university.

### **5.4 Functions of the Section**

Special Collection primarily serves the research needs of the University's faculties, researchers and students. Special Collections Section keeps heritage materials that conform to the various subject areas receiving substantial and sustained attention within the University community.

## 5.5 Management Structure of the Section



## 5.6 The Development Information Unit (DIU)

### 5.6.1 Introduction

The Development Information Unit (DIU), formerly Development Information Center (DIC) is a special unit, under the Department of Collection Management and Technical Services (DCMTS) of Sam Jonah Library. The unit can be located on the third floor. The unit receives official World Bank publications; is where World Bank Publications and other information on development can be accessed either electronically, (on Internet, CDs, Videos) or physically (the printed materials). The Unit provides free access to all categories of World Bank publications. These include:

- Special collection on CDs and videotapes.
- World Bank online Resources; which include World Bank e-library,

- World Bank Indicators
- Global Development Indicators
- Global Development Finance
- Africa Development indicators
- Global Economic Monitor.
- Globalization Reports
- Economic Sector Reports; these include macroeconomic analysis of Ghana's economy, poverty reduction strategies, environmental assessment etc.
- Free internet access to development sites and databases and other information resources for research purposes.

### **5.6.2 The Mandate of the Unit**

The mandate of the DIU is to:

- To manage, organize and display World Bank publications and other publications on social and economic development in a more efficient and user friendly manner for easy accessibility and retrieval on both in print and online resources.

### **5.6.3 Functions of the Unit**

To empower the users by making available development information and broadening their understanding of the World Bank covering of developmental projects and operations, data and research, publications, and other activities in support of the Bank's role in providing financial and technical assistance to developing countries around the world.

### **5.6.4 Operational activities the Unit**

- Staff suggests and makes a list for the acquisition of publications.
- Publications received are worked on and displayed.
- Manage, organize and display publications for easy access and retrieval.
- Assist users on the easy retrieval of information at the unit.
- DIU staff assist users to make effective use of the World Bank resources
- Ensure that the site is available.



- Search for information to answer the request of users whose needs were not met immediately.
- Answers to users request are stored for quick reference.
- DIC staff assists users who are unable to retrieve the information they are looking for, and also direct them to sources for assistance at the ILLDD.
- Daily analysis: recording the books used by clients.
- Shelving: putting publications used by clients back onto the shelves, to ensure that publications are in proper order on the shelves for easy access and retrieval. This should be done every morning before the library is opened
- Shelf reading: At the end of every semester, staff put publications on shelves to retrieve wrongly shelved books are to be put at the appropriate places. Worn out books should be sent to the bindery.
- Shelves should be labelled for easy retrieval of publications.
- Retrospective cataloguing: publications which are not in the KOHA are to be catalogued onto the system; publications found with no accession should be to the cataloguing section to be accessioned, any change in classification should be corrected and re-lettered
- Publicity /Promotion and Awareness Creation: Publications are showcased on University Open Day and Library Week celebrations. Current issues are specially displayed at a place at the unit for some period before they are finally placed on various shelves for use, for publicity and awareness creation  
Staff should introduce users to available services and resources during orientation for new students, staff and visitors to the library.  
Leaflets and poster should be available at the unit to draw user attention to the available services and resources at the unit.
- Supervision for proper work done.
- Writing of situational and operational reports at the unit.

#### **5.6.5 Guidelines activities for the Unit**

Publications at the unit consist of general development issues and others come under a specific topic. World Bank working papers, Human Development Network, Law and Justice etc, are

publications that come under a specific topic or under a particular series would be catalogued, classified and shelved under that common topic or series, thus all classified books under Human Development Network series are put at one place and labelled as such.

All publications at the unit (DIU) are for reference purposes only. They are not borrowable, so can only be used at the Unit. Photocopying of some portions of the publications is allowed; Users should leave their ID CARDS (students/Staff), and sign in for material to be photocopied.

The collections are reports, annual reports, working papers etc. should these special issues are be allowed to be borrowed; some clients would be deprived of using a specific issue, at a particular time.

Under collection development:

- The library being a depository library for the World Bank, free publications are donated to the library.
- Through gifts and donations
- By Purchase
- Other information on development, are acquired by the library.
- Copies of development information issues worked on are deposited at DIU.

#### **5.6.6 Rules and regulations of the Unit**

1. Libraries users should be considerate of others by keeping noise levels low enough not to disrupt the study and research of others.
2. Drinks and snacks are not permitted in DIU, however, bottled water is permitted.
3. Libraries users are responsible for their personal belongings and should not leave them unattended.
4. Cell phones should be turned to vibrate when entering the Unit. If you must make or receive calls, please be considerate of others and go out of the library.
5. Users are expected to comply with the Libraries policies that relate to fair use and copyright law compliance and to license agreements governing the use of certain Libraries resources.
6. Disruptive, inappropriate, or threatening behaviour will be reported to campus authorities.
7. Defacing or damaging Libraries facilities or equipment will be prosecuted through campus authorities and the police.

8. Theft or mutilation of Libraries materials will be prosecuted through campus authorities and the police.
9. Users are not allowed to shelve books; to prevent mis-shelving of books at the unit.
10. Shelving should only be done by staff.

### **5.6.7 Staff, duties and responsibilities**

Presently, the Unit has three (3) as staff at the DIU which includes the Head of the Unit and two Senior Library Assistants.

The following are the work schedule for the **Head of the Unit**

- Collection development
- Preparing a contact list.
- Assistance to clients
- Daily analysis
- Labelling shelves
- Supervision for proper work done.
- Writing of situational and operational reports of the unit.
- Retrospective cataloguing
- Assisting clients with online retrieval
- Shelving/ Shelf reading
- Perform any other duties assigned by Head of the Section.

### **Duties of Library Assistants**

- Assistance to clients
- Daily analysis
- Statistical records should be maintained
- Retrospective cataloguing
- Assisting clients with online retrieval
- Daily analysis
- Shelving/ shelf reading

- Labelling shelves
- Retrospective cataloguing
- Preparing books for bindery
- Preparing a contact list.
- Perform any other duties assigned by Head of the Unit.

## **5.7 Africana Information Unit**

### **5.7.1 Introduction**

The Unit assists in the collection, documentation, materials and issues of indigenous knowledge which are either written by Africans or foreigners. The materials collected are either published or unpublished (theses, selected speeches of African legends and other proceedings). The Africana Collection is made up of books and materials on political, economic, cultural and social issues about Africa which is written by either African or foreign writers. The materials at the Ghana Collection are mainly books written by individual Ghanaians, books about Ghana written by foreigners as well as books published in Ghana. These include information such as historical, religious, political, health, educational and cultural records of Ghana. The Africana Unit collection includes:

- a. Africana collection
- b. Ghana collection
- c. Gender collection
- d. India collection
- e. Kwesi Brew collection
- f. Theses/dissertation collection

### **5.7.2 The Mandate of the Unit**

The mandate of the Africana Information Unit is to:

- To support and strengthening the curriculum needs of the African Studies and Research Center in providing history and culture materials of African ancestry that complements the collections of the University;
- To empower users to become critical thinkers and curious problem solvers who dynamically and responsibly us produce and share a wide variety of information and ideas

pertaining to Africa in order to acquire relevant knowledge on their various disciplines of study.

### **5.7.3 Functions of the Unit**

To provide Africana materials and information services that is responsive to the needs of the academic and non-academic community and ensures their maximum accessibility and expeditious delivery.

### **5.7.4 Operational activities the Unit**

- Do related work assigned by the University Librarian, the Head of Department as well as the Sectional Head from time to time.
- Maintain all statistical records.
- Update information file.
- Shelving books and other library materials.
- Up-keep of library materials.
- Assist users on the use of the OPAC and other access tools.
- Providing safe and secure access to library buildings and collections.

### **5.7.5 Africana Information Unit guidelines activities**

Preservation and conservation shall refer to the library activity concerned with the retardation of the deterioration of materials to ensure that the information survives in a usable form for as long as it is wanted. Conservation shall refer to the aspect of preservation activity which implies the active use of preventive measures or processes of repair of damaged materials to ensure the continued existence of individual library material. These processes involve:

- i. Information resources shall be kept or shelved in places where they cannot be exposed to direct sunlight.
- ii. The collection shall be shelved in such a way that shelves shall not be full to avoid wear and tear.
- iii. Slightly damaged, but still useful information resources shall be sent to photocopy for reproduction and bindery for repair and binding.
- iv. Good ventilation shall be maintained

Deselection or weeding shall be periodically done to maintain the quality collection. The following criteria for deselection or weeding shall be considered:

- i. Books that are infested, shabby or worn out.

- ii. Books which are beyond repairs.
- iii. Books with too many missing pages.

Collation shall entail a thorough examination of all parts of the books returned by borrowers to find out missing pages, mutilated parts, and any other damages. Collation procedure shall be as follows:

- i. Check all the pages of the book to see if there are missing pages, mutilated parts, and any other damages.
- ii. Sign below the name of the last borrower, and place the book on the workstation of the staff.

The following steps shall be observed when shelving books:

- i. Check the books for shelving if these were collated; and
- ii. Sort books by call number to facilitate shelving.

To maintain the Unit collection in the proper arrangement, library staff shall regularly check the order of books on the shelves. Shelf-reading shall involve the following steps:

- i. Scan the shelves and examine the call numbers of the books to see that each item stands on the shelf in proper order.
- ii. Pull out and insert misshelved books to their corresponding places according to their call numbers. In the case of books returned by users or borrowers for photocopy, insert them to their proper places on the shelves based on their call numbers

#### **5.7.8 Africana Information Unit rules and regulations**

- Regular attendance is expected from the library personnel
- If staff is unable to report to work because of sickness or emergency reasons, a message should be sent to the Head of the Unit as early as possible on the same day so that proper arrangement and adjustment could be made.
- Prior approval of requests for permission to absent other than illness must be secured before a staff can absent himself or herself
- Promptness in reporting to work is strictly observed
- Chatting, gossiping, loitering or engaging in non-official activities while on duty is prohibited
- All the Unit personnel must wear appropriate dress to command respect.
- Library personnel and service person should assume responsibility for the protection and preservation of the library's collection.
- Borrowing of library materials is not allowed. In case of emergency, the faculty or library staff can be allowed to borrow a minimum of two (2) library materials from

the Unit. The library material basic information as well as the particulars of the borrower should be taken before any material is given out.

- Apart from theses/dissertations, any material can be photocopied
- Courtesy and respect shall be observed at all time. Any user must comply with all the rules and regulations in the use of the Unit.
- The demand of the user ID is strictly enforced before any material is allowed to make a photocopy.
- Smoking, excessive noise, unseeingly behaviour, disturbance or any other conduct interfering with the proper use of the Unit shall be forbidden.
- Cell phones must be set on silent mode since there is no phone call in the Unit.
- Eating shall not be allowed in the Unit.
- Silence must be firmly observed inside the Unit. Loud conversation, loud laughter and other unnecessary noise and strictly prohibited
- The Unit must be kept clean. Loitering on the table or floor is not allowed.

#### **5.7.9 Staff, duties and responsibilities of the Unit**

##### **Duties of Head of Africana**

- Assists in the selection of the materials for acquisition in various fields.
- Exercises general administration and supervision of personnel and library resources and services of the Unit.
- Establishes library systems and procedures for the rendering of information circulation of materials, and dissemination of information, reference and research assistance and education of users.
- Prepares and ensures the implementation of plans, programmes and projects for the development and growth of the library in terms of collection, services, space and structure of facilities.
- Establishes a relationship with other libraries, faculty and institutions having collections so as to benefit users and other scholars elsewhere.
- Do related work assigned by the University Librarian, the Head of Department as well as the Sectional Head from time to time.

##### **Duties of library assistant**

The Library Assistant shall assist and aid the Head of Unit during library hours and as per call beyond the library operation. He or she shall have appropriate educational attainment.

- i. Responsible for the overall operation of the service desk.
- ii. Maintain all statistical records.
- iii. Update information file.
- iv. Shelving books and other library materials.

- v. Up-keep of library materials.
- vi. Assist users on the use of the OPAC and other access tools.
- vii. Perform any other duty assigned by the Head of Unit.

#### **Duties of service person**

- i. Update shelf-list cards and other bibliographical records of the newly acquired collection.
- ii. Assist to maintain cleanliness and orderliness of the Unit premises.
- iii. Assist in providing answers to inquiries requiring specific information.
- iv. Assist to users on the use of the OPAC and other access tools.
- v. Provide assistance in retrieving books and other library materials.
- vi. Other duties assigned by the Head of Unit.

### **5.8 University Gallery Unit**

#### **5.8.1 Introduction**

The University of Cape Coast Gallery presents curated exhibitions that facilitate an awareness of the records and history of the university. The Gallery located at the Sam Jonah Library was established to keep records of events and important activities of the University in pictorial/audiovisual form. The University Gallery values community engagement and welcomes the public to engage with our many exhibitions and public programs throughout the year. It creates an opportunity for students to learn experientially as they come to explore the many collections of the Gallery. This venue allows both international and local visitors to learn about curation and exhibition designs from across world cultures. The collection of the University Gallery includes the following: memorabilia of past and present Principal officers of the University, Video and audio recordings of inaugural and memorial lectures, copies of Vice Chancellor's annual reports, matriculation and congregational brochures, students' handbooks, University bulletins, University gazettes, list of best graduating students on a plague, National heroes, National and institutional inventions, artefacts, samples of trophies, awards, Paraphernalia and souvenirs, etc.

#### **5.8.2 The Mandate of the University Gallery Unit**

To play a leading role in contributing to knowledge through collecting, preserving, and exhibiting resources in the most reliable state of the art gallery.

#### **5.8.3 The Function of the University Gallery Unit**



To serve as a centre of excellence for preserving, collecting, exhibiting and projecting the good image of the university in academics and information resources at the finest possible world class museum.

### **5.8.5 Operational activities of the Unit**

Operational activities in the Unit broadly include acquisition of artefacts and other materials of value, organization or display of the collections and a guided tour of the Gallery by visitors or patrons. The procedures for each have been described below:

#### **- Acquisition of materials for display**

- a). Members of staff of the Unit shall note down any item of interest and deliberate on its value, worth or relevance so long as the University Gallery is concerned.
- b). The Head of the Unit, through the University Librarian, shall request for the item for the University Gallery from the College or Hall or the entity which owns the material
- c). Follow-ups will subsequently be done until the item is delivered.
- d). Upon delivery, the item is recorded in the asset book of the Unit and later processed accordingly (enlarged or framed or shielded, lettered etc).
- e). The item is then placed at near like-items for display.

#### **- Organization and display of items**

Already existing items in the University Gallery are organized in such a way that similar items are grouped together and dissimilar items are grouped apart. For instance, all pictures are grouped together but pictures of principal officers are not mixed with pictures of Hall Masters. Trophies, Hall paraphernalia, building plans are also grouped in their own classes. Organizing the items in a standard manner leads to clear visibility of their display and subsequently, easy appreciation by patrons.

### **5.8.6 Guidelines activities of the University Gallery**

The Unit regularly receives new patrons for guided tours during the library orientation for freshly admitted students and international students on exchange. Occasionally, other visitors to the University may also visit the University Gallery as part of their tour. On most occasions, letters to that effect may be sent to the University Librarian. The following must be noted in rendering a memorable guided tour:

1. Liaise with the Library administration or Clients Services Section for a thorough understanding of the background of the guests. This will then give an idea of the duration of the tour.
2. Notice of prospective visitors must be shared with all members of staff of the Unit to allow for prior preparation.
3. On the day of the tour, ensure that the items have been organized accordingly.
4. When the guests arrive, have a brief interaction to confirm or ascertain the duration.
5. Ensure that the guests are assembled, briefed, taken round, re-assembled and invite questions.
6. Plan effectively so that taking them round and question time takes not less than 80% of the duration in order to make it client-centred.

#### **5.8.7 Rules and regulations of the Unit**

- Eating in the Gallery is prohibited
- Nothing may be attached to the walls or ceiling.
- Food, beverages and other objects must not be placed on Gallery items such as sculptures.
- Users may be charged for any damages incurred.
- Minimum set up distance of four feet from all artwork is required.
- Visitors are not permitted to sit on the traditional stools displayed in the Gallery.

#### **5.8.8 Duties and responsibilities of the Unit Head**

- Collection of documents of newly inducted principal officers of the University to update the Gallery.
- The Unit Head requests for replacement of broken and damaged items.
- Help Library patrons access their informational needs.
- Help with exhibition of gallery collections during library celebrations.
- Assign duties to assistants in the Gallery.
- The Unit Head writes and requests for pictures of newly appointed officers to refurbish the University Gallery.
- The Unit Head writes situational reports, operational plan and draft manual.
- Guide and interact with visitors on familiarization within the Gallery.

### **Duties of the Assistants**

- Answering queries from users
- Assist patrons to capture their names in the visitor's book.
- Preserve and maintain Gallery materials
- Guiding visitors to tour the facility.
- Receive, record and display of items