



# **INFORMATION TECHNOLOGY AND RESEARCH SUPPORT DEPARTMENT**

**OPERATIONAL MANUAL**

## **PREAMBLE**

The Department of Information Technology and Research Support is responsible for managing the Information Technology infrastructure of the Sam Jonah Library for optimal functioning of all library services and resources. This Department works in collaboration with Information and Communication Technology (ICT) Directorate and its activities conform with the ICT policy of the University.

## **VISION**

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

## **MISSION**

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

## **SECTIONS AND UNITS UNDER THE DEPARTMENT**

The Department comprises of four (4) sections and a unit. They are as follows:

- Information Technology Infrastructure Support Section,
- Learning and Research Support Section,
- Electronic Resources Management and Information Literacy Section,
- Distance Library Services Section
- Digital Services Unit

## **MANDATE OF THE DEPARTMENT**

The core mandate of this Department is to manage the information technology infrastructure of the library for optimal functioning of all library services and resources.

## **FUNCTIONS OF DEPARTMENT/SECTIONS AND UNITS**

### ***Library Information Technology Infrastructure Support Section***

The functions of the section are to:

- Advice on the procurement of appropriate ICT equipment for the Library
- Maintain all computer workstations in the Library.
- Maintain a functional ICT infrastructure (wired and wireless)
- Manage electronic resources in the library- (electronic databases for users within and outside the University campus.)
- Provide communication and feedback platforms to support electronic reference services.
- Manage and support library management software eg. KOHA, Dspace, ezproxy, libguide etc.
- Manage the Sam Jonah Library Website
- Update ICT Asset Register periodically

### ***Learning and Research Support Section***

The functions of the section are to:

- Strengthen and prioritise Library's support towards the University's research activities
- Enhance high quality research and collaboration among academics, research staff and graduate students.
- Provide a conducive learning space for academic and research work.
- Provide the support to enhance the quality of academic and research work in the university
- Make relevant scholarly information resources accessible to the Academic and non-academic staff, students as well as the general public
- Promote scholarly publishing in Ghana
- Provide information support for research activities

### ***Electronic Resources Management and Information Literacy Section***

The functions of the section are to:

- Provide electronic support services on the use of e-resources and computing facilities.
- Strengthen the library's priority towards the university's research activities
- Promote and support user independence through innovative learning
- Enhance high quality research and collaboration among academics, research staff and post graduate students.
- Provide a conducive learning space for academic and research works.
- Enhance the quality of academic and research work
- Make relevant scholarly information resources accessible to the academic and non-academic staff, students as well as the general public
- Promote scholarly publishing in the University and the nation
- Provide information support for research activities

### ***Distance Library Services Section***

The functions of the section are to:

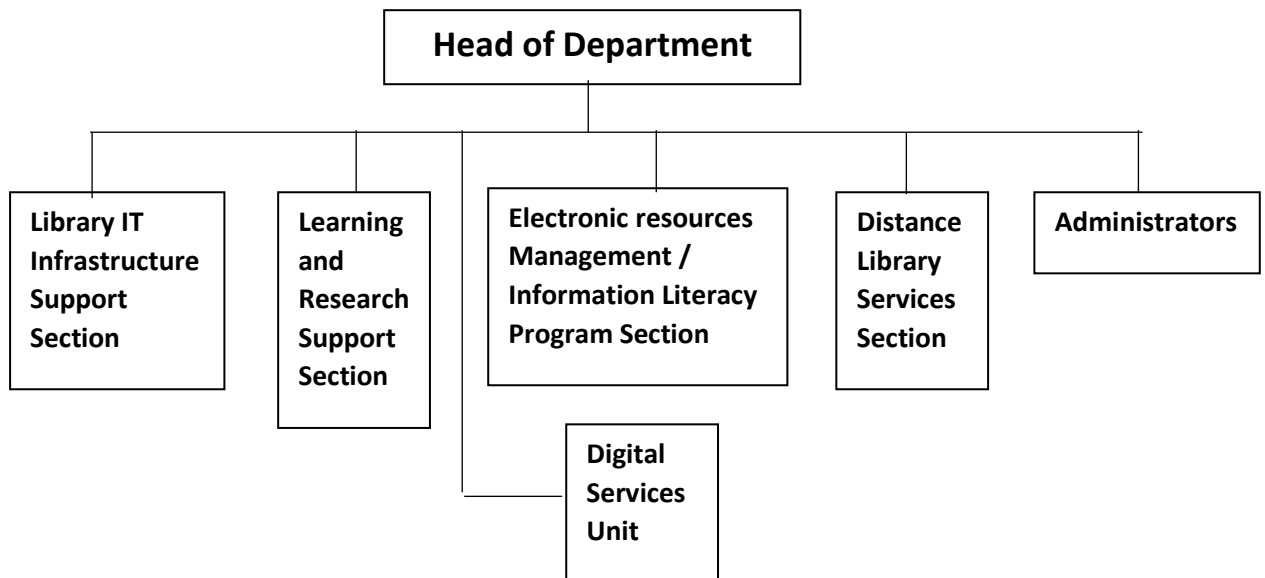
- Provide library and information services to the distance learning students and the academic staff of the College of Distance Education.
- Design innovative programmes and provide relevant resources to meet the unique information needs of the distance learning community.
- Provide quality and timely access to needed information resources to respond to the changing needs of distance learning students and faculty.
- Provide access to electronic information resources
- Provide research support services for students and faculty on the Distance Education model.
- Create collaborative learning environments for students and the faculty.
- Conduct literature searches for distance students and faculty.
- Provide information literacy instructions for distance students and faculty.
- Connect with students through interactive platforms (WhatsApp, E-mails, SMS, Facebook and Twitter) to offer library and information services.
- Offer assistance on open access, intellectual property and publishing.
- Provide orientation programmes for fresh students on distance education programme.
- Facilitate online chat with librarians (reference assistance and instructions/Ask a librarian)
- Promote selective Dissemination of information

### ***Digital Library Services Unit***

The functions of the section are to:

- Manage the digital libraries
- Organise digital knowledge and information
- Disseminate digital information.
- Provide digital reference services and electronic information services
- Provide universal access and retrieval of digital knowledge
- Ensure that technologies deployed in Library ie the library's website, the Institutional Repository, the social media platform and the live chart referencing system are up and running.
- Facilitate and help users to meet their information needs and enable the institution and researchers to increase the visibility and usage of their scholarly output through the Institutional Repository

### **MANAGEMENT STRUCTURE OF THE DEPARTMENT**



### **OPERATIONAL ACTIVITIES/PROGRAMMES OF SECTIONS/UNIT**

#### ***Library Information Technology Infrastructure Support Section***

- Provide broad support, solution and standard for the Integrated Library Information Systems.
- Design, implement and maintain the Library Management System.
- Manage and support the Library's website.
- Manage and support the University Institutional Repositories
- Manage and support Library Off-Campus access to E-resources
- Manage and support library management software eg. KOHA, Dspace, ezproxy, libguide, E-book System, live chart, etc.
- Manage and support the ICT infrastructure, servers, workstations and other IT related Equipment.

- Provide periodic backup Services

### ***Learning and Research Support Section***

- Provide learning space for Research.
- Collaborate and connect students and faculty members on research projects.
- Provide Research Data/Outputs Management.
- Provide training on information literacy skills
- Assist in identifying scholarly publishing avenues.
- Offer assistance on open access and intellectual property.
- Assist in Metadata, Archiving and Digitization.
- Provide scholarly information to support research works.

### ***Electronic Resources Management and Information Literacy Section***

- Database searches orientation and training
- Information literacy instruction
- Literature searches
- Reference search
- Inter library loans and article request
- Printing
- Computers for academic use

### ***Distance Library Services Section***

- Publicity
- Orientation
- Training and workshops organization
- Collection development
- Registration of CoDE students and faculty to have access to electronic and other resources
- Information needs and outcomes assessments
- Setting up and managing physical or branch Libraries for CoDE

### ***Digital Services Unit***

- Management of Institutional Repository (IR)
- Management of electronic platform for E-books
- Management of past questions platform
- Content management of the website
- Digitization
- Scanning, conversion of important institutional documents to PDF and uploading onto our electronic platforms
- Submission guidelines and workflow for the IR
- Drawing up and implementing policies for Open Access, RDM and IR in collaboration with Directorate of Research, Innovation and Consultancy (DRIC)
- Open Access advocacy
- Updating social media platform

## **GUIDELINES, PROCEDURES ON THE VARIOUS ACTIVITIES/PROGRAMMES**

### ***Library Information Technology Infrastructure Support Section***

The following shall be the general guidelines for Operations of the infrastructure section:

- **Preventive Maintenance**

A schedule for maintenance shall be drawn, recognizing every piece of hardware. Preventive maintenance shall be carried out according to the recommendations of the manufacturer of the hardware, in terms of frequency and method of maintenance. However, where justified by the case, service shall be provided on the basis of request. All hardware and software maintenance culture will be adhere to as this exercise will be done every quarter or at the end of each semester.

- **Obsolescence of Hardware**

IT hardware shall be declared obsolete according to the recommendations of the manufacturer. The Section shall periodically conduct maintenance to identify, retire and replace the hardware categorized as at its “end-of-life.”

- **Warranty Guidelines**

The Section shall facilitate the repair and maintenance of equipment under warranty. They shall keep accurate records of the warranty of the individual items of equipment and use such information when needed to operationalize the warranty and/or guarantee for the equipment.

- **Anti-Virus Policy**

- All Computers connected to the Sam Jonah Library network shall run licensed anti-virus software, and shall be configured to perform weekly full-system and on-access scans.
- Anti-virus software and the virus pattern files shall be kept up-to-date always through scheduled daily automatic updates.
- Systems Librarian, shall be responsible for executing required procedures that ensure virus protection on their computers.
- Back-up critical data and system configurations on a regular basis and store the data in a safe place.
- In a computer where the anti-virus software is disabled, such a computer shall be disconnected from the network.

- **Server and Operating System (OS) Security**

- Operating Systems shall be appropriately configured and documented.
- Services and applications that are not used shall be disabled at all times.
- Access to services shall be logged and protected through access-control methods.
- The most recent security patches shall be installed on the systems as soon as practicable, the only exception being when immediate application would interfere with business requirements.
- Licensed Antivirus software shall be installed and configured to update regularly.

- User access privileges on a server shall be allocated on “least possible required privilege” terms, just sufficient privilege for one to access or perform the desired function.
  - Servers shall be physically located in an access-controlled environment and managed by the Infrastructure Section.
- **Password Usage**
    - All passwords shall be treated as sensitive and confidential information. Users shall not share passwords with anyone, including fellow library staff
    - Users shall not use the "Remember Password" feature of applications.
    - Users shall not write passwords down and store them anywhere in their offices.
    - Where an account or password is suspected to be compromised the affected passwords shall be changed immediately. The ICT Directorate shall be alerted immediately to investigate the incident, if it affects critical University College’s information systems or processes.
    - All user-level and system-level passwords shall conform to the guidelines described below.
- **Password Construction**
    - Poor and weak passwords have the following characteristics:
      - a. The password contains less than eight characters
      - b. The password is a word found in English or other dictionary words
      - c. The password is a common usage word such as:
        - i. Names of family, pets, friends, co-workers, or fantasy characters.
        - ii. Computer terms and names, commands, site, company, hardware, software.
        - iii. Birthdays and other personal information such as addresses and phone numbers.
        - v. Word or number patterns like aaabbb, qwerty, zyxwvuts, or 123321.
        - vi. Any of the above spelled backwards.
        - vii. Any of the above preceded or followed by a digit such as ecret1, 1secret.
- **Support, Communication and Feedback Services**
    - Communication and feedback platforms to support electronic reference services shall be by e-mail, WhatsApp or in person.
    - All ICT related issue must be reported by either Sending an email to [itsupport.library@ucc.edu.gh](mailto:itsupport.library@ucc.edu.gh), WhatsApp support or must be reported in person
    - Broad support, solution and standard for the Integrated Library Information Systems, Hardware and networks will be provided including KOHA, Dspace, EZProxy, LibGuide etc.
- **Systems Backup**
    - Responsibility: The Infrastructure sections shall operate key Library systems and formulate and implement systematic schedules for performing regular backups on the systems in their custody. The Infrastructure section shall be the principal back-

up custodian. Systems Librarians responsible shall take necessary measures to ensure integrity, confidentiality and reliability of the back-ups.

- Online Backup: Backups for online systems shall be carefully scheduled so as to diminish any perceived degradation on system performance. Hence, back-up windows shall be scheduled at specific times of the day where the most minimal interruption on system services is likely. As a rule of thumb, all major backups shall be scheduled to run at night or during weekends, times when demand for system services is expected to be generally low.

- **Documenting Data Backups**

The following information shall to be documented for all generated data backups:

- Date and time the data backup was carried out (dd/mm/yyyy: hh:mm).
- The name of the system or short description of the nature of the data
- Extent and type of data backup (files/directories, incremental/full).
- Backup hardware and software used (computer name, operating system (OS), version number).
- Sequence number if any (where multiple removable backup media are used).
- Physical location of the server and the logical path on file-system to the back-up area, when fixed media (hard-disks) are used.
- The above information shall be filed in the back-up inventory file.

- **Verification**

There shall be a regular audit of all backup media. It is recommended that this exercise be carried out at least once every three months. A complete set of back-up media shall be restored, on a temporary location, and then inspected for accurate data reconstruction. A report on the outcome of the audit shall be generated and recorded in the back-up inventory file.

- **Storage**

- Removable backup media shall be stored in a locked fireproof safe within an access-controlled room.
- A complete copy of the current removable backup set shall be moved to secure offsite storage once every month.

- **Data Restoration Procedures**

- All step-by-step procedures needed in order to achieve complete data reconstruction and resumption of system operations from backups shall be documented. A soft copy shall be kept in a remote computer.

### ***Learning and Research Support Section***

The following shall be the general guidelines for the use of the Research and Knowledge Commons:

- One person is entitled to one computer/laptop at a given time.
- Services shall be provided on first come, first served basis.



- The users shall be entitled to two hours length of time to use the computers or borrow a laptop, extension of use may be considered subject to the availability of computers or laptops.
- Users would not allowed to download software without permission.
- Users shall observe copyright rules and regulations.
- Users would not be allowed to use the Research and Knowledge Commons for Non-academic purposes e.g. watching of movies and pornographic films as well as betting. Abuse of the facility by any individual shall attract sanctions.
- Users shall not be allowed to bring snack foods and drinks into the Research Commons.
- The discussion rooms shall be available to faculty members and graduate students for research purposes only.
- The discussion rooms shall be solely used for group discussions and knowledge exchange purposes.
- The discussion rooms may be booked in advance by any group before the intended date of use. Booking could be done online at the Library's website or in person at the Research Commons before the intended date of use.
- A group would be entitled to four (4) hour use of the Discussion room per day. Extension of use may be considered subject to the availability of the room.
- The library reserves the right to cancel reservation for a Discussion room if the group fails to use the facility within the first 20 minutes of the scheduled reservation.
- Users of the Research and Knowledge Commons shall be held responsible for damages caused within the Facility.
- Users shall be responsible for the safety of their personal belongings.
- Bags must be kept in the baggage room on the first floor.

### ***Electronic Resources Management and Information Literacy Section***

- **Inter-Library Lending (ILL) Request**

An ILL request is only made after it has sufficiently been determined that a book, journal article or any other informational resource is not owned by the Library and can be found in a sister library.

- **Procedure for ILL Request**

Clients can make ILL request physically by visiting the unit or electronically through the Library's online platforms (Website, Facebook, Twitter, Email: e-resources@ucc.edu.gh. To make an ILL request, the following information is needed:

- Author's name
- Complete title of the article
- Complete title of the journal or book (do not use abbreviations)
- Volume and issue numbers
- Date of publication
- Page numbers

- **Back-ups**

All ILL/DD Request and literature searches performed in a month shall be kept on a sectional hard drive for future references. Documents or files shall be stored in folders indicating the month and year in which the ILL Requests and literature searches were made.

- **Service Charges**

The Unit charges the following for its services. However, these charges are subject to periodic reviews by the sectional head.

- **Selection of E-resources**

E-resources licensed or purchased in electronic format should provide greater accessibility to information over other formats at a manageable cost. Other factors in selecting E-resources in electronic format include availability in the market, image and content.

***Content***

The extent to which the resource in question either directly or obliquely supports the educational and/or research objectives of the University will be evaluated based on the criteria established in the general collection development policy.

***Formats***

- Full text article and/or book databases
- Full text reference databases
- Graphics and multimedia
- Audio and Video
- Data (e.g. demographic, geographic, financial, statistical)
- Citation/abstract databases

***Access***

- Delivery via the web
- Authentication by IP address (rather than passwords or logins)
- Compatibility with Library proxy server and software

***User-friendliness***

- Availability of help and/or tutorials
- Basic and guided/advanced searching
- Helpful error messages (i.e., an error message indicates specific problem(s) and provides possible alternatives)
- Ability to print, save, and email results and/or articles

***Cost***

- Cost-effectiveness (including the availability and cost of updates and backfiles when appropriate)
- Ability to sustain cost for the foreseeable future
- Potential usage and/or uniqueness of information justifies cost

***Vendor***

- Provides responsive customer service and technical support
- Availability and quality of training programmes
- Reputation and business record
- Documentation is thorough and clear
- License agreements that keep the interests of the user in mind, do not impede research, and are enforceable

***Technology***

- Allows for local customizations via system administration access for the Library
- Product is compatible with standard web browsers
- Usage statistics are readily available in a user-friendly format
- **Selection Responsibility**
  - Primary responsibility for the selection of all electronic materials would rest with the University Librarian.
  - For resources that are intended primarily for reference use, the Electronic Resources Librarian will coordinate selection with the Reference Librarian.
  - Approval of a particular database would be given on the recommendation by faculty through the E-resources Librarian and approved by the University Librarian.
- **Evaluation and De-selection**

Evaluation and de-selection will be based on the following criteria:

  - Monthly/yearly usage statistics as against cost
  - Removal of a journal from an aggregation (database) by publishers
  - Changes in access model (i.e. requiring that we pay for the online version of a journal that had previously been available for free with the print subscription).
  - Product incompatibility with Library proxy server and software
  - Relevance of resources to current institutional needs (i.e. support for instruction and research).

### *Distance Library Services Section*

- **Publicity**

Publicity remains an essential component in the activities of the Section. Due to the peculiar nature of the programme, students need to always be updated on the available resources and services for a successful programme.

Publicity effort will be approached through:

- i. College Public Programmes
  - Matriculation ceremonies
  - Students orientation programme
  - Graduation ceremonies
  - During lectures
  - Sensitization lecturers of CODE to integrate the usage of the library into the teaching, learning and research activities.
- ii. Awareness creation through
  - Flyers
  - Banners
  - Pull-ups
  - Campus Broadcasting Services
- iii. Social Media Platforms
  - WhatsApp groups
  - Facebook
  - Twitter
  - Text messages
- iv. UCC Library website

- Ask a librarian (Online chat)
- **Orientation**
  - Provide orientation to fresh students on the distance learning programme, to give an overview of services and information resources provided by the Library.
  - Provide instructions on how students can access and use the E-library resources and services. The Library user instruction programme shall instil independent and effective information use and digital literacy skills to enable users to access library resources and services for their academic pursuit.
- **Training/workshops**  
Collaborate with the Electronic Support Unit to organize periodic skills/proficiency training workshops on electronic resources (databases and institutional repository etc.) to post graduate students on the distance education programme.
- **Collection Development**  
The collection development for this section is under the auspice of the Acquisitions Librarian. Staff of the DLLSS shall therefore work closely with the Acquisitions and E-Resources Librarian for the purposes of building a very relevant collection for patrons.
- **Registration of CoDE Students and Faculty**  
The Section shall aid Distance Learning students and faculty to register online on the off-campus form on the UCC Library web site to access electronic resources such as databases and online journals.
- **Information Needs and Outcomes Assessments**  
Conduct regular survey for distance learning library users to assess the following:
  - Information needs of Distance Learning students
  - User awareness of the library's services and resources
  - Challenges of accessing library services and resources
  - Students use of library services and resources
  - Present research outcomes and recommendations
- **Physical/Branch Libraries for CoDE**  
The Section shall work with relevant partners and stakeholders to set up physical libraries at the various branches of the College. This will give Distance Learners residing in such branches an additional option to access the online/E-Library. In doing this, a fair feasibility shall be done to make the project relevant. Criteria for setting up a physical Distance Library for a branch of CoDE shall therefore follow the same procedure as in the case of setting up satellite libraries at the UCC Main Campus.

### ***Digital Services Unit***

Digital services at the library will enable library patrons to access library services and collection remotely without considering time and space. Again, the digital services at Sam Jonah Library will add value to its services and enable users of these information to get value in its presentation.

The following shall be the general guidelines for the use of the Digital Services Unit:

## Work Flow for the IR

- DSpace Administrator  
He creates accounts for all users in the IR. He has the super account and has the right to do all that those below [Community Administrator(s) Collection Administrator(s) and Submitter(s)] him/her dose.
- Community Administrator(s)  
This administrator(s) has the right to create top level community, sub-community and collection. He has the privilege to add e-people and to create a group. He will review the content of all items submitted, edit the metadata of an item but cannot edit the content.
- Collection Administrator(s)  
This administrator has the same rights as a community administrator(s) except that s/he cannot create top level community.
- Submitter(s)  
This person can submit an item and is allowed to edit the item's metadata, uploads the files himself but once submitted he cannot do anything more either to edit or delete it.

## E-book Platform

- Authentication of users using the Ez-proxy credentials
- Training of cataloguers how e-books are catalogued into the system
- Assist in retrieval of e-books
- **Past Questions Platform**

### Step One

Visit the [pasco.ucc.edu.gh](http://pasco.ucc.edu.gh)

### Step Two

Enter your username and password in the provided fields. Usernames are students index number all in lowercase including the slashes. Default password is **pasco** (*all lowercase*)

#### Example

Username: dicts/elknow/17/0023

Password: pasco

### Step Three

Upon successfully entering username and password click on sign in button. If entered credentials are correct a password change would appear. Enter your desired password in the "**Password**" field. Then confirm the new password in the "**Confirm password**" field.  
**NB: Make sure you chose a password you can always remember**

When you successfully change your password, the system will ask you to login with your new credentials. Username is still index number in lowercase and your "**new password**".

#### **Step Four**

After a successful login with your new credentials you will be redirected to a configuration page where you would select your programme and your current level. Save to view all the courses assigned to that level.

#### **Step Five**

Click on the **courses link** at the top-right corner of your page to explore assigned courses and view the past questions associated with it. On the course page you can see at a glance all courses and the number of questions currently uploaded for each course. To view the past questions for a specific course click on the course to explore questions uploaded via academic years and semesters

#### **Step Six**

A specific course page has the course code and title. The questions can be filtered by specific semester and by selecting the academic year.

- **Social Media Platform**

Constitute a social media team within the marketing units to ensure that Facebook and Twitter will be used by Sam Jonah Library for sharing general information and marketing our services. The team will also be responsible for creating image databases to share photos, power point presentation among others.

- **Computer Use Regulation**

- Priority shall be given to students engaged in academic and research work and on first come first served basis. In situations where demand for the library computers is high, each user shall be given a time limit not exceeding four hours.
- Users shall not install or download any software or attempt to alter software configurations.
- Users may save files or documents to a USB drive or cloud storage. Files saved to the hard drive shall be deleted on daily basis.
- The use of pen drives and other removable devices must be supervised by library staff.
- The use of library computers for watching movies, pornographic video and images, as well playing and download any music videos and audio files is prohibited.
- Library computers must not be used to visit online chat rooms or social media sites such as facebook, twitter, etc.
- Files not installed by staff shall be routinely removed.
- Library staff may interrupt users engaging in the use of computers for non-academic purposes. Such computers shall be assigned to another user.
- Use of university computers or networks for non-academic purposes is prohibited.
- Food and drinks are not permitted in all IT installations
- The Library welcomes the use of laptops and other personal computing equipment by students, faculty, and staff. Users may connect personal equipment to the Library's wireless network, which is available on all floors of the Library. Users may not unplug any of the Library's equipment or electrical and Ethernet cables. Use of personal equipment, such as extension and power cords, must not pose a safety hazard for others.

- **Wireless Networks (“hot spots” or “WiFi”)**
  - WiFi users should be certain that their laptops and other devices are secure at all times and should never be left unattended in the Library, even for brief periods of time.
  - All users are expected to use the Library’s wireless access in a lawful and responsible manner, consistent with the purposes for which it is provided.
  - Misuse of Internet access will result in the loss of access to library services and resources.
  - Deliberate attempts to disrupt the operation or degrade the performance of computers or networks are prohibited.
  - It is prohibited to use Library’s wireless network to:
    - a. digitally reproduce and distribute copyrighted materials.
    - b. degrade or disrupt equipment or system performance.
    - c. vandalize the data of any other user
    - d. gain unauthorized access to resources or entities.
    - e. invade the privacy of individuals.
    - f. violate national or local laws or regulations, including those regarding accessing, viewing, printing, and distributing pornography.
  
- **E-Resources usage**

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

  - Providing or sharing usernames and passwords with unauthorized users, including family, friends, etc. However, non-affiliated users may access most electronic resources from computer terminals on campus library facility.
  - Downloading or printing the entire issues of e-journals and e-books or a large number of records from a database within a short period of time.
  - Creating large databases from bibliographic or other data files.
  - Systematically downloading licensed content, either manually or electronically, with specialized software or other automated tools.
  - Engaging in actions intended to circumvent or defeat access control mechanisms of the library or information provider/publisher.
  - Transmitting, disseminating or otherwise making online content available to unauthorized users (i.e. Sending to mailing lists or electronic bulletin boards)
  - Posting the publisher's version or pdf of an article to an open source website or institutional repository.
  - Using licensed resources for commercial purposes including reselling, redistributing or republishing licensed content.

## **STAFFING, DUTIES AND RESPONSIBILITIES**

### ***Library Information Technology Infrastructure Support Section***

- **Sectional Head**

- Provide broad support, solution and standard for the Integrated Library Information Systems.
  - Design, implement and maintain the Library Management Systems.
  - Manage and support the Library’s website and the E-library.
  - Manage and support the University Institutional Repositories (IR).
  - Manage and support library hardware and software that support library services and operations eg. KOHA, Dspace, ezproxy, libguide etc.
  - Manage and support Library servers and Networks.
  - Responsible for the Library Management Applications including KOHA, Dspace, ezproxy, LibGuide.
  - Ensure that the systems are functional and upgraded when the need arises.
  - Perform any other duties that may be assigned by the University Librarian.
- **Chief Library Assistant**
    - Provide broad support, solution and standard for the Integrated Library Information Systems.
    - Design, implement and maintain the Library Management Systems.
    - Manage and support the Library’s website and the E-library.
    - Manage and support the University Institutional Repositories (IR).
    - Manage and support library hardware and software that support library services and operations eg. KOHA, Dspace, ezproxy, libguide etc.
    - Manage and support Library servers and Networks.
    - Responsible for the management of website and all Content Management systems
    - Responsible for Databases
    - Manage and support Library servers and Networks.
    - Responsible for Network and Hardware Issues
    - Perform any other duties that may be assigned by the University Librarian

### ***Learning and Research Support Section***

- **Sectional Head**
  - Develop policy for learning and research support activities
  - Provide research support services including literature searches, management of scholarly publications etc.
  - Provide information literacy instructions
  - Coordinate the establishment of research and knowledge commons
  - Coordinate library research activities and performance assessment
  - Any other assignment that will be given to me by the university librarian from time to time.
- **Principal Library Assistant**
  - Provide Research Support including Literature Searches, Selective Dissemination of Information, Proposal Writing reference service (Answering queries and Assist in booking



- Provide Research Data Management for the Academic Staff and Students
  - Assist in Library Research and Performance Assessment Management (check plagiarism)
  - Assist in the establishment of Research and Knowledge Commons
  - Assist in the Electronic Information Resources Access and Management
  - Provide user education services (Information literacy skill and Orientation)
  - Assist students with their assignment
  - Prepare situational report
  - Any other assignment that will be given me by the University Librarian from time to time
- **Senior Library Assistant**
    - Provide Research Support including Literature Searches, Selective Dissemination of Information, reference service (Answering queries and Assist in booking)
    - Provide Research Data Management for the Academic Staff and Students
    - Assist in Library Research and Performance Assessment Management (check plagiarism for students' assignments,)
    - Assist in the establishment of Research and Knowledge Commons
    - Assist in the Electronic Information Resources Access and Management
    - Provide user education services (Assist in Information Literacy Assignment and Orientation)
    - Prepare situational report
    - Any other assignment that will be given me by the University Librarian from time to time
- **Library Assistant**
    - Provide maintenance of computers for staff and users
    - Provide installation of software on the computers
    - Assist in trouble shoot of network
    - Any other assignment that will be given me by the University Librarian from time to time
    - Provide Research Support including Literature Searches, Selective Dissemination of Information, reference service.
    - Any other assignment that will be given me by the University Librarian from time to time

### ***Electronic Resources Management and Information Literacy Section***

- **Sectional Head**
  - Act as the contact person for monitoring and troubleshooting access issues for the library's electronic resources.
  - Work with the Library IT Department to resolve access problems for electronic resources.

- Maintain electronic resources management system which details vendor contacts, consortium agreements, usage statistics, licensing terms, and other account and subscription information.
  - Solicit, maintain and distribute use data for electronic resources.
  - Assist the Head of Collection Management in evaluating vendors and resources.
  - In collaboration with the digital section, improve and enhance functionality and discovery of the library website.
  - Advocate for the deposit of scholarly content and other intellectual assets to the Institutional repository and provides consultations to faculty, students and campus units in this endeavour.
  - Collaborates with liaisons and other library personnel to build relationships with campus constituents and increase awareness of the institutional repository.
  - Participates in the development of guidelines, policies, and best practices for the institutional repository.
  - Maintains documentation of policies and procedures.
  - Provides statistical and narrative reports as requested.
  - Participates in library-wide activities, such as serving on library committees and task forces.
  - Participates in professional development and service activities.
  - In collaboration with the IT section ensures the maintenance and functionality of the computers in the section.
  - Performs any other duties assigned by the University Librarian.
- **Senior Staff**
    - Searching of information for library users
    - Teaching staff on the effective use of subscribed electronic databases
    - Assisting in the orientation of new staff, fresh students and visitors to the section.
    - Act as the liaison for ILL/DD requests
    - Shelving of books
    - Educating staff and clients on the effective use of subscribed electronic databases
    - Creating awareness/marketing of the Subscribed electronic databases and reference management tools
    - Prepare monthly sectional accounts and usage statistics
    - Perform any other duties assigned by the E-resources Librarian.
  - **Junior Staff**
    - Searching of information for library users
    - Assist clients searching for information online
    - Routine checks of subscribed electronic databases
    - Teaching staff on the effective use of subscribed electronic databases
    - Daily Checks of sectional email
    - Shelving of books
    - Keep back-ups for all ILL/DD request and literature searches
    - Perform any other duties assigned by the E-resources Librarian.

*Distance Library Services Section*

- **Sectional Head**
  - Develop policies for Distance Learning Services section
  - Provide Library and information services to the Distance Learning students and academic staff.
  - Identify and interpret user information needs and to provide services that meet these needs.
  - Provide research support services for the students on the distance mode.
  - Manage library and information services to the distance students and academic staff.
  - Provide information literacy instructions.
  - Supervise Staff of the Section.
  - Perform any other duties that may be assigned by the Librarian.
  
- **Chief/Principal/Senior Library Assistant/Library Assistant:**
  - Assist users in registering for the ezproxy
  - Attend to information needs of distance students and faculty
  - Respond to users queries online
  - Supervise other lower tier staff
  - Perform any other duties assigned them by the Distance Learning Librarian
  
- **Junior Library Assistant**
  - Assist library users to access and use E-resources
  - Perform any other duties assigned them by the Distance Learning Librarian

### *Digital Services Unit*

- **Sectional Head**
  - Work in collaboration with other section under Information Technology Infrastructure Support Section
  - Monitors all the digital platform
  - Supervises digital activities
  - Work with DRIC for the implementation of Open Access, IR and RDM policies
  - Open Access Coordinator
  - Facilitating trouble shooting of digital platform
  - Ensures that all the platforms are up and running
  - Manages the Institutional Repositories with Community Administrator for the IR and DSpace Administrator
  - Supervise postings in all the social media platforms
  - Work closely with cataloguers on e-book uploads
  - Content management of the website
  - In collaboration with the digital section, improve and enhance functionality and discovery of the library website.
  - Participates in professional development and service activities.
  - In collaboration with the IT section ensures the maintenance and functionality of the computers in the section.
  - Performs any other duties assigned by the University Librarian.

- **Senior Staff**

- Uploading of theses
- Uploading of past questions
- Watermarking
- Authentication e-book users
- Maintenance and functionality of the computers in the section.
- Posting on the Social media platform
- Engaging in any Open Access Activities
- Shelving of books
- Acts on behalf of the Digital Services Librarian
- Perform any other duties assigned by the E-resources Librarian.

- **Junior Staff**

- Scanning
- Ripping of CD's
- Watermarking
- Technical Services
- Uploading of past questions
- Uploading of e-books
- Shelving of books
- Perform any other duties assigned by the E-resources Librarian