LIBRARY POLICY

2018

UNIVERSITY VISION AND MISSION

Vision

The University of Excellence in Discovery and Dissemination of Knowledge

Mission

To discover, harness, apply, disseminate and preserve knowledge for good of humanity

QUALITY STATEMENT

Maseno University is committed to quality through teaching, research and development, providing timely services to foster and develop academic excellence in basic and applied research at all levels of study by training practice oriented manpower, who can contribute effectively to social, intellectual and academic development.

The University is internally engaged with its employees, to continually improve its services, products, processes, methods, and work environment to ensure each customer is receiving the highest quality service or product at the committed cost and on time. It is committed to quality through teaching, research and development; providing on time services to foster and develop academic excellence in basic and applied research at all levels of study by training practice oriented manpower, who can contribute effectively to social, intellectual and academic development in the community, nation and community of nations. The University is committed to communicating exhaustively with its customers, and internally with its employees, to continually improve its services, products, processes, methods, and work environment to ensure each customer is receiving highest quality service or product at committed cost and on time.

In order to realize this commitment, the University Management will monitor and review its quality performance from time to time through implementation of an effective quality management system based on ISO 9001:2008 standard.

CORE VALUES OF THE UNIVERSITY

- **Relevance**

  The University is committed to ensuring relevance in its programs and activities

- **Excellence**

  Excellence shall be targeted in outputs of the university

- **Equity**

  The University shall ensure that there is equity in all the opportunities within its jurisdiction

- **Quality**

  All outputs and processes of the University shall ensure that quality is maintained

- **Integrity**

  The University shall ensure integrity in all their undertaking

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FOREWORD

The academic library plays a major role in any university as a provider of information required for teaching, learning and research, as a developer and preserver of rare and special collections as well as a contributor towards the achievement of the institution's strategic goals. The library is expected to constantly seek ways to contribute effectively to the quality of teaching and research by facilitating access to worldwide information.

Information technology is regarded by the library as an enabler because it has dramatically changed the way university libraries operate and added value to their services.

Given the explosive nature of the Internet and World-Wide-Web, staff and students depend more and more on electronic information. Academic libraries have moved from being the heart of the printed resources to a hub of knowledge networks.

Electronic publications offer immense opportunities for collaboration between the libraries of the university to provide excellent collections through the avoidance of duplication and optimizing the use of budgets.

The highly distributed nature of the University and access expectations make acquisition in electronic format a strategic priority for the Library. The acquisition of digital content is an important contributory factor in maximizing the use of available storage in libraries.

This policy has been instituted in order to preserve our collection and ensure that the library is a safe and comfortable environment for all of our patrons.

Additionally, the policy helps define our commitment to support the current research and teaching at the University, as well as supporting new models of research and scholarship.
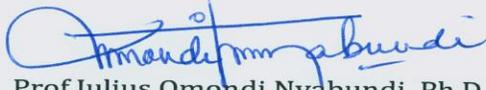
Prof Julius Omondi Nyabundi, Ph.D., OGW
VICE-CHANCELLOR

APPROVAL AND COMMENCEMENT

This policy shall be known as Maseno University Library Policy herein after also referred to as Policy No MSU/ACA/PO/012 and shall take effect on approval by Council.

In exercise of the powers conferred by section 23(1) and section 35(1)(a)(iii) of the Universities Act, Section 19(2)(q) of the Charter for Maseno University 2013 and Schedule I (1.2) (q) of the Maseno University Statutes, Maseno University Council certifies that this policy has been made in accordance with all relevant legislations.

Dated the .... day of 2018

Signed_____*Abdullah Said*_____ Date 15th April 2018

Prof. Abdullah Naji Said
CHAIRMAN, MASENO UNIVERSITY COUNCIL

1.0 PREAMBLE

The Maseno University Library (MSUL) is a resource, central to the research and teaching activity of the university. This responsibility includes providing material for current research and teachings as well as anticipating future needs, taking into account the development and introduction of new teaching programmes and new areas of research interest. The Library provides much of the material needed for both undergraduate and postgraduate purposes. The policy is an inclusive statement of aims rather than a description of the collections which have been built up in the past. It sets out the University Library's aspirations, which are intended to be realistic rather than utopian. Implementation is dependent on the availability of resources.

2.0   LIST OF ABBREVIATIONS

CD-ROM: Compact Disc, Read-Only-Memory

DVD: Digital Versatile Disc

ILL: Inter-Library Loan

KLISC: Kenya Libraries and Information Services Consortium

MSUL: Maseno University Library

PWD: -   Persons with Disability

3.0 DEFINITIONS

Disability: is the consequence of impairment in functional performance and activity.

Handicap: is the consequence which is reflected in interaction with, and adaptation to, the surroundings

Impairment: refers to an abnormality of body structure, appearance, organ and system functioning.

4.0   PURPOSE

The policy provides guidance to the library users on how best to exploit library resources. Being a service providing organ of the university, knowing how, what, which, where - etc on a particular service within the library is a good start to find relevant information.

5.0   SCOPE

The policy covers all aspects of Library Service in Maseno University from acquisitions to reader services. To achieve this, services/functions are presented under headings and subheading.

6.0   COLLECTION DEVELOPMENT

6.1   Introduction

The objectives of Collection Development are to:
  i.   Provide a framework for the maintenance and development of the University Library's collections
  ii.   Indicate priorities
  iii.   Establish selection criteria across the range of different subjects, languages and media and,
  iv.   Create a consistent and coherent basis for the future development of the collections.

The specific objectives are to:
  i.   Set priorities for the acquisition of materials based on academic criteria
  ii.   Ensure that different disciplines of learning are served equitably
  iii.   Provide access to resources of intellectual capital that are in electronic, print and other alternative formats.
  iv.   Maintain collections at an appropriate level.

6.2   Responsibility for Selection

  i.   The selection of library materials is the joint responsibility of the Faculty, Librarians and any other category of library users.
  ii.   A relatively expensive or highly specialized item will be acquired on Inter-Library loan scheme.

iii. Recommendations for purchase from students, staff and administrative officers are also welcome.

6.3 Selection Priorities

i. The library's first priority shall be to serve the curricular needs of Maseno University. Preference shall be given to resources that serve as required or supplementary readings for courses, support independent student research and assist faculty with teaching.
ii. The library shall purchase, as budget permits, books for recreational, cultural and general information needs of the entire university.
iii. The Library shall and uphold the principle of free access to information as enshrined in the constitution.

6.4 Donations

Donations to the library in the form of books or non book material will be accepted provided that:
i. The donations do not promote political agenda
ii. The donation is purely for academic purpose
iii. The donation advances academic programmes of Maseno University

6.5 Languages

i. A higher proportion of books will be in English language.
ii. Books in other languages taught in the University will also be acquired

6.6   Categories of Materials

The Library shall acquire materials both in print and non-printed format as provided in 6.2 (i.).

6.7   Multiple Copies

i.   Five copies shall be acquired for each title selected.
ii. Additional copies may be acquired on request.

6.8   Replacement Copies

Once a book or any other library material is found to be lost, replacement procedure is initiated immediately.

6.9   Purchase of Collections

Purchase of books or other materials is done through procurement office.

6.10 Reference Works

i.   The Library shall select academic subjects not already represented in the reference collections or whose coverage is more comprehensive, more scholarly or more up-to-date than that of reference works currently held.
ii. The Library shall build on the particular strengths of the reference collections which include general encyclopedias, language dictionaries, biographical encyclopedias and dictionaries, including registers of alumni; personal bibliographies and subject bibliographies, including subjects not otherwise well represented in the main Library's collections; directories of individuals, institutions and organizations.
iii. Online equivalents of major monographic reference works shall be selectively acquired.

6.11.   Special Collections

The Library shall acquire special material with aim of building Africana collection and other special material of national and entire African interest.

6.12. Periodicals

The Library shall subscribe to relevant periodicals in support of research and teaching.

6.13.   Official Publications

The Library shall subscribe and or purchase official publications and avail print and online resources to its users.

6.14.   Library Services for PWD

The MSUL is committed to ensuring that all students make full use of our services and facilities. Persons with disability (PWDs) shall have the right to be treated with the same dignity, consistency, and consideration as any member of the general public who receives library service. In this regard, MSUL Services will ensure that the services provided to PWDs are the same as, or as close as possible to, norms and patterns which are valued in the Maseno community.

The following areas shall be provided for:

i.   Reference material on disabilities.
ii. Resources for people who are hearing-impaired.
iii. Resources for people with print disabilities.
iv. Resources for developmentally-disabled people.
v.   Technical aids and adaptive technology.
vi. PWDs shall be provided with extended loan periods that are double the normal loan period (i.e. 48 hours for overnight loans and 4 weeks for two week loans).

6.15. Braille Resources

The Library is responsible for providing library services to the visually impaired and will acquire informational and recreational books in Braille.

6.16. Electronic resources

i. The University Library shall not normally acquire both the electronic and print versions of the same publications, except where either of the two is new edition.
ii. Full-text electronic publications acquired include: electronic journals, reference works (especially encyclopedias and dictionaries), full-text literature databases, historical documents and maps.
iii. Electronic versions of national broadsheet newspapers, current and retrospective and their indexes will be acquired.
iv. Electronic books shall be acquired to supplement the printed versions.

7.0. CATALOGUING

7.1. Introduction

This cataloguing service is the process of listing and describing documents in detail for the purpose of identifying and locating the same on the shelves and other places within the library.

7.2 Catalogued Materials

i. Print including monographs, serials, broadsides, posters/ephemera, music scores, sheet music, atlases and sheet maps.
ii. Electronic resources in physical formats such as: CD-ROMs and DVDs as well as online resources such as static and changing document-type resources, databases and Web sites.
iii. Original unpublished materials that relate directly or indirectly to Kenya or the Kenyan people and include collections of personal papers, paintings and photographs, oral history and folklore recordings.

7.3 Subject Areas in the Collection

Maseno University Library shall acquire materials in all programme areas taught in Maseno University.

7.4   Cataloguing and Classification System

Maseno University Library shall adopt Anglo-American Cataloguing Rules II and Library of Congress Classification Scheme.

8.0   RETENTION AND DISPOSAL OF MATERIALS

8.1   Introduction

Maseno University Library shall retain collections which are relevant to its academic programmes and from time-to-time dispose of all unnecessary materials in accordance with the University's disposal procedures.

8.2   Disposal/Withdrawals

Books that no longer serve the needs of the students and academic staff shall be removed from the collection with the following criteria:

i.   Materials published on cumulative and wholly superseded by a later accumulation.

ii. Duplicate copies of materials in cases where more than one copy is needed for short term use.

iii. Original copies have been replaced by online versions if the retention of the hard copies presents particular storage or conservation problems.

iv. In very exceptional circumstances material which proves impossible to store or to preserve may be discarded/withdrawn even though an online version is not held.

v.   Where the government advises otherwise on the retention specific materials.

vi. The Library shall support and participate in research programs in digital preservations in order to address the issues of continuing access to electronic journal titles.

8.3. General Guidelines

Final responsibility for deciding which materials to discard rests with the Librarian through the advice of Library and ICT committee.

9.0. INFORMATION LITERACY

9.1 Introduction

Information Literacy (IL) is the process of inducting new users with skills on how best to exploit library resources, e.g. information retrieval skills. It enables individuals to locate and retrieve relevant information.

9. 2.   Objectives of IL

  i.   To make the Library an integral part of the campus learning experience
  ii.   To integrate fully into the research environment
  iii.   To advance lifelong learning for students, faculty and staff
  iv.   To enable a user to search for information independently.

9.3. Principle

Maseno University Library defines an "information literate" user as having the following skills:
  i.   Being able to recognize the need for information.
  ii.   Being able to locate information.
  iii.   Being able to critically evaluate information.
  iv.   Being able to manage and use information effectively.

10.0. CIRCULATION

10.1. Introduction

This is an aspect of library work that deals with dissemination of information in the form of lending and associated management. It is designed to realize maximum use of available resources.

10.2. Library Membership

Maseno University library users are drawn from the following categories:
  i.   Registered students,
  ii. Staff, and
  iii. Any other as recommended.

10.3. User Identification

The library shall issue user ID to every member upon registration at the library. However, any other recognized ID can be used to access the library holdings but not for purpose of borrowing.

10.4. Retention Period for Borrowed Materials

  i.   Undergraduate students can borrow up to four (4) items at any given time, for two weeks.
  ii. The faculty member is allowed to borrow up to ten (7) items at any given time, per semester.
  iii. Postgraduate students can borrow up to five (5) items at any given time, for two weeks.
  iv. Other members of staff are allowed up to two (3) books at any given time, for one month.
  v.   Other users shall be allowed to use materials within the library facility at the discretion of the University Librarian upon payment of applicable fee.

10.5. Fines on Overdue Materials

Overdue fine is charged based on where the material was borrowed from- short Loan or long-loan. The fines are as follows:

i.   Long-loan material shall attract a fine of KES 5 per day.
ii.   Short-loan material shall attract a fine of KES 5 per hour.
iii.   Any item not returned after one month shall be deemed lost and the borrower shall be charged accordingly.
iv.   An overdue notice shall be sent to borrowers three days after the material has fallen due.

10.6. Renewals

A user may renew materials borrowed for another term provided the material in question is not needed by another user. Renewal may be done in person, by post, fax or online.

10.7. Short Loan Materials

i.   Any Library material can be placed in reserve/short section on request upon by faculty member.
ii.   Library materials can be placed on short-loan by the librarian if the demand is higher.

10.8. Theft/Mutilation of Library Materials

i.   A user caught mutilating or stealing Library materials shall be reported to the Librarian.
ii.   Mutilated books shall be assessed and where minor repair is recommended, the user shall be charged repair cost according to the Bindery guidelines.
iii.   A User who is apprehended removing materials past the library door shall be reported to the Librarian and the case subsequently passed to the relevant University authority for further action.

10.9. Lost Library Materials

i. The loss of any library material shall be reported to the library immediately in order to stop accruing outstanding overdue fines.
ii. If material reported lost is found, upon presentation of the replacement receipt, a refund may be given less processing, overdue fines owed and any other service charges thereof.
iii. Any user who falsely claims to have lost an item simply to retain possession of it may be charged with illegally possessing University property and thereafter reported to relevant University authority for further disciplinary action.
iv. All overdue fines must be paid before any other library materials can be borrowed.
v. Unique or out-of-print materials will be priced individually and will cost more.
vi. In lieu of the replacement payment, the University Librarian will accept new copy of equal or greater value.
vii. In addition to replacement and damage charges, users will be liable for accumulated overdue fines per item.
viii. Library books and other items cannot be purchased. Even if lost item fee has been paid, the item remains the property of Maseno University Library.
ix. Students will not be allowed to register and/or receive certificates on graduation until all Library fines are settled.
x. Members of staff will not be cleared by the University Librarian until all Library charges are settled.

10.10 Inter Library Loan (ILL)

The library shall facilitate borrowing of materials from other libraries on request subject to rules and regulations governing policies of the lending library.

11.0 ICT USE IN LIBRARY

11.1. Objectives

i.   To create awareness and framework for the application of ICT's in the delivery of library services.
ii. To facilitate optimal utilization of the available ICT resources
iii. To guide the University Library on proper management of the library ICT resources
iv. To provide mechanisms for security of library ICT resources and facilities
v.   To give direction in utilization of ICTs for library service delivery.

11.2. ICT Related Services

i.   Internet access on all the PCs and through Wi-Fi services within the library.
ii.   ICT equipment, software and networks for use.
iii. Digital library portal that consolidate all resources and services for the benefit of the library members.
iv.   Lending/reservation services
v.   Power outlet for charging users electronic appliances e.g phones, laptops
vi.   OPACs for accessing the library collection across all libraries
vii. Electronic information search services
viii. Training on the use of electronic resources/search skills

11.3. Rule and Regulations on ICT Usage

i.   Library Users are expected to demonstrate a responsible approach to the use of resources made available to them, and to show consideration for other users, both using the Libraries' facilities and with whom they may come into contact on the Internet
ii.   The Library does not accept responsibility for slow network responses, non-availability of web sites, and the content of any e-mails received by users, other users retrieving information left on open files or any loss resulting from use of a credit card over the Internet.
iii. The Library has no control over the information accessed and cannot be held responsible for the content or quality of the information retrieved.
iv.   Use of library ICT facilities to access the Internet for obscene, racist, defamatory or fraud is prohibited.
v.   If a virus warning message is displayed on the computer, please inform a member of Library staff.

vi. Users are not allowed to tamper with the computer settings, configurations.

vii. Users are not allowed to use library computers to hack into other internal or external systems.

viii. Users are required to remove all personal documents, downloads, uploads and etc. from the computer of their use before leaving the terminal.

ix. Users shall not save their work or data inside the library PCs.

x. Users are not allowed to use library computers for any purpose other than academic.

xi. Users are not allowed to unplug any cables connected to any PCs in the lab.

xii. Users are not allowed to remove any ICT hardware from its original location.

xiii. Users are not allowed to install any software on the library computer.

11.4. Access to e-Resources

The use and access to e-resources is governed by licensed data as provided by the terms and conditions of use under license of the individual publishers and authors. Access to electronic resources such as databases, e-journals, e-books and e-dictionaries to which the Maseno University Library subscribes will be based on the advice of the University Librarian through system librarian.

11.5. Institutional Repository

Selected Maseno University publications are digitized to allow library users to view them online. These are:
 i.   Conference Proceedings
 ii.   Past Year Examination papers
 iii.   Master Theses/ Dissertations
 iv.   PhD Theses/Dissertations

11.6. Security, Authentication and Access to E-Resources

The library will work together with the ICT Directorate to ensure security of all library electronic data.

 i.   Portal's login and passwords are given to all registered members.
 ii.   Users are responsible for security of their own passwords.
 iii.   Users shall approach the lending desk to request for their forgotten passwords.
 iv.   System librarian will liaise with the ICT Directorate to ensure there is continuous and consistent back up of library data
 v.   Anti-virus software shall be installed in all computers to protect them against malware.

11.7. Communication

The ICT related channels of communication to the library will be through the following:
 i.   E-mail
 ii.   Written
 iii.   SMS
 iv.   Verbal
 v.   OPAC

11.8. Maintenance and repair of Library ICT Equipment

i. The maintenance of the library ICT equipment will be carried out by the University ICT Directorate or authorized vendors.
ii. The System Librarian shall be responsible for day-to-day care and maintenance of the ICT assets in the library.

11.9. Purchase of Library ICT Equipment

i. The Library Department shall provide specifications of the ICT equipment needed to ICT Directorate.
ii. The ICT Directorate shall then subject the library departmental requests to Maseno University's Procurement Procedures and Financial Regulations.

11.10. Copyright and Protection of ICT Assets

i. The user is expected not to violate the legal protection as provided in the Kenya Copyright Act 2001 section 26-29.
ii. Reproduction made by the user must adhere to the fair use guideline as given in the Copyright Law except where the resources are covered by license agreements. Fair use as allowed in the law, permits users to make reproductions for educational purposes such as criticism, comment, teaching, scholarship and research.

11.11. Printing

i. A user may print via a networked printer available in the library at a cost.
ii. Mass production is prohibited. If multiple copies are required they can be done at the photocopying centers available at all Libraries within the system.

11.12. Photocopying Services

Maseno University library provides photocopying, scanning and bindery services to users at a small cost.

i. Photocopying service shall be available at all libraries in the system
ii. Copyright Law must be adhered to when photocopying and must be for academic purposes only.

12.0. LIBRARY MANAGEMENT COMMITTEE

The Library Management Committee members shall include:
i. Deputy Vice-Chancellor, Academic and Students Affairs– Chairperson
ii. Principals of Colleges
iii. Director, e Campus
iv. Director, ICT
v. Registrar, Academic and Students Affairs
vi. Two nominees from admitting Deans,
vii. One Senate Representative
viii. Students Representative
ix. University Librarian – Secretary

13.0 REVIEW PERIOD

This policy shall be reviewed every three years.