



UNIVERSITY OF KABIANGA
ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM
LIBRARY OPERATIONS PROCEDURES MANUAL
REF: UoK/PM/MR/006

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PROCEDURE NUMBER 1: ACQUISITION OF LIBRARY MATERIALS**1.0 GENERAL****1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, timeliness and consistency in the library technical services.

1.2 SCOPE

This procedure applies to the acquisition and organization of library materials.

1.3 REFERENCES

a) Quality Manual – **UoK/QM/MR/002**

b) Dublin Core

c) MARC21 standards

d) Current Library of Congress Scheme

e) The UoK Library Policy

1.4 TERMS AND DEFINITIONS

User - Refers to all registered persons allowed to use the library (students, staff and researchers)

1.5 PRINCIPAL RESPONSIBILITIES

The University Librarian shall ensure adherence to this procedure

2.0 STEPS

2.1 This procedure starts upon request and receive requests from departments on core text.

2.2 The University Librarian shall communicate to the ans of schools and in-charge of campuses to select relevant library materials required.

2.3 Upon receipt of communication the University Librarian, the Deans of Schools and in-charge of campuses shall in consultation with their respective HoDs and subject lecturers determine the materials required from these catalogues.

2.4 Upon selection of the required books, a list is generated detailing the Author, title, publisher and date publication and send the same to the University librarian.

2.5 Upon receipt of the generated list, the University Librarian shall forward the list to the acquisition Librarian for verification and counter checking with the

library catalogue of bibliographic details and establishment of what is already available in the Library.

- 2.6 Using the information obtained from the verification process, the acquisition librarian shall then compile a final list of the information materials required and forward the list to the University Librarian.
- 2.6** If satisfactory, the University Librarian shall approve the list and then forward it to the Procurement Officer for further action and a copy to the DVC (A&SA).
- 2.7** The Procurement Officer shall notify the University Librarian of the arrival of the ordered materials.
- 2.8** Upon receiving the notification from procurement officer, the University Librarian shall ensure that they are delivered to the library.
- 2.9** Upon receiving information materials, the Acquisitions Librarian shall sort, stamp with ownership stamp, number and enter them in the accession register. *See 3.1 for a sample accession register.*
- 2.10** The books shall then be forwarded to the Cataloguing Librarian for processing.
- Note:** *For donations, the University librarian shall as per the external communication procedure acknowledge receipt of the materials to the donor.*

3 APPENDICES

3.1 Accession register.

UNIVERSITY OF KABIANGA

Accession Register

Vol

DATE	ACC.NO	AUTHOR	TITLE	SUPPLIER	PRICE	REMARKS

PROCEDURE NUMBER 2: PROCESSING LIBRARY MATERIALS**1.0 GENERAL****1.1 PURPOSE**

To ensure effectiveness, timeliness and consistency in the organization and access of Library resources

1.2 SCOPE

Applies to the organization of library materials in UoK

1.3 REFERENCES

- a) Quality Manual – UoK/QM/MR/002.
- b) MARC 21 standards
- c) Current Library of Congress Scheme

1.4 TERMS AND DEFINITIONS

- a) MARC standards – Machine readable catalogue
- b) CIP- Cataloguing in Publication
- c) LC- Library of congress

1.5 PRINCIPAL RESPONSIBILITIES

The University Librarian shall ensure adherence to this procedure

2.0 STEPS

- 2.1 This procedure shall start with the Acquisition Librarian forwarding received books to the cataloguer.
- 2.2 Upon receipt of the information materials by the cataloguer, he/she counter checks the books against the accession register to verify and confirm that all listed books have been received in the section.
- 2.3 In the event that a book is missing in the accession register, the cataloguer shall inform the acquisitions librarian of the anomaly.
- 2.4 If satisfactory the cataloguer shall check the material against the library catalogue to see if there are previous copies of the same titles which have been catalogued before.
- 2.5 If previous copies exists in the catalogue then the cataloguer shall add the accession number to the catalogue entries
- 2.6 If not, the cataloguers will check for CIP entries on the book if available
- 2.7 If not, then the cataloguer downloads the bibliographic details of the material including the LC number from the Library of Congress website
- 2.8 If bibliographic details are not available in LC website, the cataloguer shall proceed to do original Cataloguing and classification.

- 2.9 Upon completion of the cataloguing of the material, the cataloguer instructs the staff of the section to spine mark and fix date due slips fixed on the inside cover of the book.
- 2.10 Upon spine marking and fixing of the date labels, the cataloguer shall then forward the materials to the Readers' Librarian.
- 2.11 Upon receiving of the information materials from the cataloguer, the Readers' Librarian shall then instruct the staff of the section to shelve the materials and inform the library users of the arrival of new information materials.

3.0 APPENDICES

3.1 Accession register.

UNIVERSITY OF KABIANGA

Accession Register
Vol

DATE	ACC.NO	AUTHOR	TITLE	SUPPLIER	PRICE	REMARKS

PROCEDURE NUMBER 3: DISSEMINATION OF INFORMATION MATERIALS

1.0 GENERAL

1.1 PURPOSE

To ensure effectiveness, consistency and timeliness in disseminating information material

1.2 SCOPE

Applies to the dissemination of information in all UoK Libraries System

1.3 REFERENCES

- a) Current University of Kabianga library Rules and Regulations.
- b) Current University of Kabianga Library policy
- c) Current University of Kabianga Student handbook

1.4 TERMS AND DEFINITIONS

- a) ICT – Information Communication and Technology

1.5 PRINCIPAL RESPONSIBILITIES

The University Librarian shall be responsible for implementation of this procedure.

2.0 STEPS

2.1 Registration of library users

2.1.1 On arrival of a user in the circulation desk, the readers' librarian shall require the users to identify themselves.

2.1.2 Upon identification, the readers' librarian shall confirm membership from the library system

2.1.3 In the event the user is not eligible, the readers' librarian shall advise them accordingly on how to become members

2.1.4 In the event the user is registered but not active in the system, the readers' librarian shall activate their membership

2.1.5 On confirmation of membership, the readers' librarian shall allow the user to access information materials

2.2 E-resource

2.2.1 Upon arrival of a user in need of E-resource, the systems librarian shall establish the kind of information required by completing the Electronic resource form (**see 3.1 for sample form**)

- 2.2.2 The systems librarian shall issue the user with login credentials
- 2.2.3 The systems librarian shall help the user access the required information
- 2.2.4 The systems librarian shall ensure the users adhere to UoK ICT policy in course of accessing E-resource

2.3 Open Shelves

- 2.3.1 The readers' librarian shall ensure all information material in the open shelves are arranged systematically as per library of congress Classification Scheme
- 2.3.2 The readers' librarian shall as need be assist the users to access the material and direct them to the reading areas
- 2.3.3 After use of the library, the readers' librarian shall ensure user leave the material on reading tables
- 2.3.4 The readers' librarian shall ensure continuous shelving of used library materials

2.4 Periodicals

- 2.4.1 The periodicals librarian shall ensure daily periodical are received, indexed accordingly as per subject and displayed on pamphlet boxes
- 2.4.2 On arrival of a user at the periodicals section, the periodicals librarian shall ensure issue the periodical in exchange of the user ID card
- 2.4.3 The periodicals shall be used only within the library

2.5 Reference

- 2.5.1 The reference Librarian shall ensure all reference material are shelved separately
- 2.5.2 On receipt of a reference inquiry, reference Librarian shall undertake a reference interview on the user to determine information needs of the user
- 2.5.3 As applicable the reference Librarian shall ensure the user fills the information form (**see 3.2 for sample form**)
- 2.5.4 The reference Librarian shall assist the user to access the reference material required
- 2.5.5 Reference materials shall not be loaned out of the library

2.6 Checking in and checking out of library information materials.

- 2.6.1 Upon the presentation of the information material by the user at the circulation desk, the reader's librarian shall verify the user card to determine eligibility of borrowing and the condition of the information material to be

borrowed. If all conditions are met the librarian issues the material by stamping the due date.

2.6.2 If the information material is in bad condition the user is advice accordingly and the material is forwarded for onward repair.

2.6.3 Books which are being returned by the users at the counter are checked in upon checking the condition of the materials in case of damage, if the material is damaged the borrower is responsible for repair/replacing as per the library rules and regulations and incase of overdue the user is charged overdue fine.

2.6.4 Users with overdue books are notified through notices on library notice board

3.0 APPENDICES

3.1 Electronic resource form

**UNIVERSITY OF KABIANGA LIBRARY ELECTRONIC
RESOURCES - ARTICLE REQUEST FORM**

NAME

E-MAIL REG. NO.....

SCHOOL/DEPT.....

DATE REQUESTED

Queries/ Information needed

.....

Electronic information sources:

.....

FOR OFFICIAL USE ONLY:

Action by: Sign:

.....

REQUEST SATISFIED: YES / NO. If no give reasons:

.....

If yes State found in: DATE:

.....

Any other

Comment:.....

.....

3.2 Information form

**UNIVERSITY OF KABIANGA LIBRARY
REFERENCE INFORMATION REQUEST FORM**

NAME

E-MAIL **REG. NO.**.....

SCHOOL/DEPT

DATE REQUESTED

PURPOSE FOR INFORMATION:

Term paper
.....
.....

Research work
.....
.....

Other reasons.

Information requested

1. _____
2. _____
3. _____
4. _____

FOR OFFICIAL USE ONLY:

Action by: **Sign:**

IS MORE INFORMATION NEEDED: YES / NO. If Yes state areas:
.....
.....

..... **DATE:**



UoK/F/MR/003

UNIVERSITY OF KABIANGA
ANNEX INDICATING CHANGES MADE IN THE PROCEDURES

Proc.No and clause	Date	Details of changes				Authorization Officer Authorizing
		Changes effected		Comment		
		Initial clause details	Current approved clause details			
All appropriate clauses	26/03/2018	ISO 9001:2008 international requirements	ISO 9001:2015 international standard requirements	Approved		
	17/05/2022	Previous clauses	Reviews on clauses to accommodate Library changes	Approved		

Approval

I _____ the Vice Chancellor UoK, having read and understood the content of the foregoing document, do hereby approve and authorize it for use in UoK Main Campus and its' other campuses on this _____ day of (Month) _____ (year) _____.

Signed: _____ Date: _____

Vice Chancellor