

## SUBMISSION PAPER FOR LIBRARY POLICY AND PROCEDURES.

The Management wishes to table paper being submission of the library policy and procedures for approval.

### **1.0 Background**

The College of Business Education (CBE) was established in 1965 by the Act of Parliament, Act No. 31 of 1965 [Cap 315 R.E. 2002]. The Act has been amended thrice through the amendments Acts No. 17 of 1968, No. 38 of 1974, and miscellaneous amendment Act No.2 of 2010. Currently, the College of Business Education (CBE) has no policy and procedures for its library. Absence of such policy was noted to pose some challenges towards provision of library services, including processing library materials and weeding as well as accessing related issues. The College has therefore; found it important to prepare this policy so as to have an approved working document for library operations. The policy, therefore, sets out general framework for enlightening CBE staff, students and other stockholders about library activities and its management. In this regards, it will explain how to acquires, develops, manages, evaluates and weeds the collection. This policy therefore, will address number of solutions against challenges hinders the provision of good and quality library services.

To achieve the College's expectations of providing good library operations the library policy and procedures were prepared and in this GB we present it as an attachment.

### **Recommendation.**

The Management requests the Governing body to receive and approve the library policy and guidelines for its implementations.

Management



**COLLEGE OF BUSINESS EDUCATION**

**A PROPOSED**

**LIBRARY POLICY AND PROCEDURES**

**JANUARY, 2018**

**EXECUTIVE SUMMARY**

The College has developed library policy and procedures to achieve its mission and vision that meet local and international standards. The policy consists of situational analysis which highlights status quo of the library operations. Furthermore, the policy discusses policy issues and provides policy statements, strategies and operational procedures which will guide the College on effective delivery of high quality library services. Rationale, objectives and scope of the library policy and procedures are also explained. The policy also identifies the different categories of key stakeholders and their specific roles and responsibilities in the implementation of the policy. It is, further includes aspects of the policy governance, and monitoring and evaluation of the policy.

## Contents

|   |           |
|---|-----------|
| A PROPOSED  | 2         |
| LIBRARY POLICY AND PROCEDURES   | 2         |
| EXECUTIVE SUMMARY   | 2         |
| LIST OF ABBREVIATIONS AND ACRONYMS  | 8         |
| DEFINITION OF KEY TERMS   | 9         |
| CHAPTER ONE   | 11        |
| INTRODUCTION  | 11        |
| 1.1 Background  | 11        |
| 1.2 Vision of CBE   | 11        |
| 1.3 Mission statement   | 11        |
| <b>1.4 Strategic Objectives</b>   | <b>11</b> |
| 1.5 Core Values   | 11        |
| 1.6 Functions of CBE  | 12        |
| CHAPTER TWO   | 14        |
| RATIONALE, OBJECTIVES AND SCOPE OF THE LIBRARY POLICY AND PROCEDURES  | 14        |
| 2.1 Rationale   | 14        |
| 2.2 Objectives of library policy and procedures   | 14        |
| 2.2.1 Specific Objectives for library policy and procedures   | 14        |
| 2.3 Scope of the library policy and procedures  | 14        |
| CHAPTER THREE   | 15        |
| SWOC ANALYSIS   | 15        |
| 3.1 Strengths   | 15        |
| 3.2 Weaknesses  | 15        |
| 3.3 Opportunities   | 15        |
| 3.4 Challenges  | 16        |
| CHAPTER FOUR  | 16        |
| MAJOR AREAS, SITUATION ANALYSIS, POLICY ISSUES, POLICY STATEMENTS,<br>STRATEGIES AND OPERATIONAL PROCEDURES | 17        |
| 4.0 Overview  | 17        |
| 4.1 Library Collection Development and Subscription of E-resources  | 17        |
| 4.1.1 Situational Analysis  | 17        |
| 4.1.2 Policy issues   | 17        |
| 4.1.3 Policy statement (S)  | 17        |
| 4.1.4 Strategies  | 17        |
| 4.1.5 Operational Procedures  | 18        |

|  |           |
|--|-----------|
| <b>4.2 Identification, Selection and acquisition of library materials.....</b> | <b>18</b> |
| <b>4.2.3 Policy statement .....</b>  | <b>18</b> |
| <b>4.2.4 Strategies .....</b>  | <b>18</b> |
| <b>4.2.5 Operational procedures.....</b>                                       | <b>19</b> |
| 4.3 Processing of library materials.....                                       | 19        |
| 4.3.1 Situational Analysis.....  | 19        |
| 4.3.2 Policy issues.....   | 19        |
| 4.3.3 Policy statement.....  | 20        |
| 4.3.4 Strategy.....  | 20        |
| 4.3.5 Operational procedure .....  | 20        |
| 4.4 Collection evaluation/stocktaking.....                                     | 20        |
| 4.4.1 Situational Analysis.....  | 20        |
| 4.4.2 Policy issue .....   | 20        |
| 4.4.3 Policy statement.....  | 20        |
| 4.4.4 Policy strategy.....   | 20        |
| 4.4.5 Operational procedure .....  | 20        |
| 4.5 Weeding .....  | 21        |
| 4.5.1 Situational Analysis.....  | 21        |
| 4.5.2 Policy issue .....   | 21        |
| 4.5.3 Policy statement.....  | 21        |
| 4.5.4 Policy strategy.....   | 21        |
| 4.5.5 Operational procedure .....  | 21        |
| 4.6 Institutional Repository .....   | 21        |
| 4.6.1 Situational Analysis.....  | 21        |
| <b>4.6.2 Policy statement (S).....</b>   | <b>22</b> |
| <b>4.6.3 Strategies .....</b>  | <b>22</b> |
| <b>4.1.5 Operational Procedures.....</b>                                       | <b>22</b> |

|   |    |
|---|----|
| 4.7. Management of College Libraries and Resource Centers ..... | 22 |
| 4.7.1 Situational Analysis.....                                 | 22 |
| 4.7.2 Policy Issues .....                                       | 22 |
| 4.7.3 Policy Statements.....                                    | 22 |
| 4.7.4 Strategies .....  | 23 |
| 4.7.5 Operational Procedures.....                               | 23 |
| 4.8. Library Infrastructure .....                               | 23 |
| 4.8.1 Situation Analysis .....                                  | 23 |
| 4.8.2 Policy Issues .....                                       | 23 |
| 4.8.3 Policy Statement .....                                    | 23 |
| 4.8.4 Strategies .....  | 23 |
| 4.8.5 Operational Procedures.....                               | 23 |
| 4.9 Teaching and Learning .....                                 | 24 |
| 4.9.1 Situation Analysis .....                                  | 24 |
| 4.9.2 Policy Issue.....   | 24 |
| 4.9.3 Policy Statement .....                                    | 24 |
| 4.9.4 Strategies .....  | 24 |
| 4.9.5 Operational Procedures.....                               | 25 |
| 4.10 Management of ICT Services and systems at the Library..... | 25 |
| 4.10.1 Situation Analysis .....                                 | 25 |
| 4.10.2 Policy Issues .....                                      | 25 |
| 4.10.3 Policy Statement.....                                    | 25 |
| 4.10.4 Strategies .....   | 25 |
| 4.10.5 Operational Procedures.....                              | 26 |
| 4.11 Reader Services and Marketing of Library Services .....    | 26 |
| 4.11.1 Situational Analysis.....                                | 26 |
| 4.11.2 Policy Issues .....                                      | 26 |
| 4.11.3 Policy Statement.....                                    | 26 |

|   |    |
|---|----|
| 4.14.4 Strategies .....   | 26 |
| 4.11.5 Operaional procedures.....   | 27 |
| 4.12 Research and publications.....   | 27 |
| 4.12.1 Situational Analysis.....  | 27 |
| 4.12.2 Policy Issues. ....  | 27 |
| 4.12.3 Policy Statements. ....  | 27 |
| 4.12.4 Strategies. ....   | 27 |
| 4.12.5 Operational procedures.....  | 28 |
| 4.13 Security of library collections and resources .....                          | 28 |
| 4.13.1 Stuatinal Analysis.....  | 28 |
| 4.13.2 Policy Issues. ....  | 28 |
| 4.13.3 Policy Statements. ....  | 28 |
| 4.13.4 Strategies. ....   | 28 |
| 4.13.5 Operational procedures.....  | 29 |
| 4.14 Individuals with physical challenges.....                                    | 29 |
| 4.14.1 Situational Analysis.....  | 29 |
| 4.14.2 Policy Issues .....  | 29 |
| 4.14.3 Policy statements .....  | 29 |
| 4.14.4 Strategies. ....   | 29 |
| 4.14.5 Operational Procudures.....  | 30 |
| CHAPTER FIVE.....   | 30 |
| GOVERNANCE OF THE LIBRARY POLICY AND PROCEDURES .....                             | 30 |
| 5.1 Governance of the library policy and procedures .....                         | 30 |
| The governance of the library policy and procedures include the following:- ..... | 30 |
| 5.2 Key Stakeholders .....  | 31 |
| 5.3 Roles of Stakeholders within the College.....                                 | 32 |
| CHAPTER SIX .....   | 33 |
| MONITORING AND EVALUATION .....   | 33 |
| 6.1 Monitoring and Evaluation (M&E) .....   | 33 |

## **LIST OF ABBREVIATIONS AND ACRONYMS**

|               |  |
|---------------|--|
| <b>AACR2</b>  | Anglo- America Cataloguing Rules, 2 <sup>nd</sup> Ed |
| <b>CBE</b>    | College of Business Education                        |
| <b>CAB</b>    | College Academic Board                               |
| <b>COTUL</b>  | Consortium of Tanzania University Libraries          |
| <b>DDCS</b>   | Dewey decimal classification Scheme                  |
| <b>DF</b>     | Directorate of Finance                               |
| <b>DUS</b>    | Directorate of Undergraduate Studies                 |
| <b>DR-ARC</b> | Deputy Rector Academic Research and Consultancy      |
| <b>HODS</b>   | Head of Departments                                  |
| <b>GB</b>     | Governing Body                                       |
| <b>ISLC</b>   | Information Systems and Library Committee            |
| <b>OPAC</b>   | Online Public Access Catalogue                       |
| <b>SWOC</b>   | Strengths Weaknesses Opportunities and Challenges    |
| <b>SLS</b>    | Sears List of Subject headings                       |

## **DEFINITION OF KEY TERMS**

### **Accessions List**

This is a list of new books that have been acquired by the library. The list contains the title of the book, year and place of publication, publisher, International Standard Book Number and Classification number.

### **Books Selection**

This a process in which library materials and resources like books, journals and CD-ROMS are selected for the purpose of inclusion in the library acquisition list. The process includes bibliographic search from various catalogues, databases, journals, book trade sites etc. In view of this, the library must regularly provide key and current catalogues to stakeholders to enhance effective and relevant book selection.

### **Catalogue**

A service to allow library patrons to find out what material is held in the Library

### **Cataloguing**

This is the process of creating metadata representing information resources, such as books, sound recordings, moving images, etc. Cataloging provides information such as creator names, titles, and subject terms that describe resources.

### **Classification**

It is a system of coding and organizing documents, library materials or any information (books, serials, audiovisual materials, computer files, maps, manuscripts) according to their subject and allocating a call number to that information resource.

### **Collection Development**

This is a process of adding new reading materials e.g. books, journals (including e-resources) and removing less suitable materials to meet current needs and demands. In this way, acquisition and weeding of materials become critical in collection development.

### **Campus Libraries**

This refers to all campus libraries owned or run by College and linked to the main library as stipulated in this policy.

### **Electronic Information Resources and/or e–Resources**

This refers to the information that is accessed electronically like CD ROMS, Databases, microfiches, e-books, e-journals etc.

### **Institutional or digital Repository**

Is an online, searchable, web-accessible database containing works of local research deposited by scholars

**Information and Communication Technology**

Covers any product that will store, retrieve, manipulate, transmit or receive information electronically in a digital form.

**Information literacy**

It is the ability to know when there is a need for information, to be able to identify, locate, evaluate, and effectively use that information for the issue or problem at hand.

**Organization of library material**

This is a process done after the library selects resources for its collection, it organizes them for easy retrieval, synonymously known as classification

**Patron**

Someone who uses, or "patronizes" a library. Typically, this person gets a library card, browses the available books, CDs, DVDs, etc., and either selects some to check out or examines them while at the library.

**Periodical**

A publication that is published on a regular basis (daily, weekly, etc). Magazines, journals, and newspapers are types of periodicals.

**Stock-taking**

Is the physical verification of the quantities and condition of information materials held in the library.

**Weeding**

Weeding is the systematic removal of resources from a library based on selected criteria. This is a vital process for an active collection because it ensures the collection stays current, relevant and up to date.

## **CHAPTER ONE INTRODUCTION**

### **1.1 Background**

The College of Business Education (CBE) was established in 1965 by the Act of Parliament, Act No. 31 of 1965 [Cap 315 R.E. 2002]. The Act has been amended thrice through the amendments Acts No. 17 of 1968, No. 38 of 1974, and miscellaneous amendment Act No.2 of 2010. Since the establishment of the College it has been headed by the Director as its Chief Executive Officer (CBE, 2014). Currently the title has changed to Rector, who is directly supervised by the Governing Body. The legislation prescribed the role of the Governing Body as well as the operational aspects of College of Business Education. The three subsequent amendments defined more explicitly the functions of the College, tying the College to teach middle – level managerial personnel in the area of Business Administration. They provided more oversight of the parent Ministry as well as more details in the schedule to the Act. In the last ten years the College of Business Education has substantially expanded its activities to meet the increased demand for Business Administration and Education in Tanzania (CBE, 2014). The College has just started implementing its Corporate Strategic Plan (CSP)-2015/2016/2019/2020.

### **1.2 Vision of CBE**

To be a dynamic, well equipped, world-class known and recognized center of excellence in competence based training, research and consultancy services in business and related disciplines

### **1.3 Mission statement**

To provide high quality demand-driven competency based education through training, research and consultancy services in business and related disciplines

### **1.4 Strategic Objectives**

Key strategic objectives of the CBE are to:

1. HIV/AIDS Infections and Improve Supportive Services
- 2: Enhance, Sustain and Implement Anticorruption Strategy
- 3: Improve Management and Legal Framework
- 4: Improve Students Affairs
- 5: Enhance College Financial Capacity and Sustainability
- 6: Improve Teaching and Learning Environment
- 7: Improve Marketing, Public Relations and Promotion Activities
- 8: Improve the Cross-Cutting Issues

### **1.5 Core Values**

- ❖ **Academic Freedom**

The College is independent cherishes and defends free inquiry and scholarly responsibility.

❖ **Advancing and Sharing Knowledge and Skills**

The College supports scholarly pursuits that contribute to knowledge and understanding within and across disciplines, and seeks every opportunity to share them broadly.

❖ **Excellence**

The College, through its students, staff, and alumni, strives for excellence and trains students to the highest standards.

❖ **Integrity**

The College acts with integrity, fulfilling promises and ensuring open, respectful relationships among its stakeholders. CBE abides with ethical code of conduct and respect for laws.

❖ **Mutual Respect and Equity**

The College values and respects all members of its communities, each of whom individually and collectively makes a contribution to create, strengthen, and enrich teaching and learning environment.

❖ **Public Interest/ Customer Care**

The College embodies the highest standards of service and stewardship of resources and works within the wider community to enhance societal good satisfaction.

## **1.6 Functions of CBE**

The main functions of the College of Business Education are to:

- i. Provide facilities for study and training in the principles, procedures and techniques of: Procurement and Supplies, Business Administration, Accountancy, Marketing Management, Legal and Industrial Metrology, Information and communication technology, E-commerce and any other related disciplines as the college may from time to time decide.
- ii. Conduct quality and practice oriented programmes in the disciplines specified in (i) above conduct examinations for, and grant awards at basic certificate, ordinary diploma, professional degrees, postgraduate diploma and masters levels.
- iii. Conduct quality and efficient oriented short and special courses in the disciplines specified in (i) above
- iv. Engage in applied research and discipline specified in (i) and use result to improve teaching and learning and to offer quality public services.
- v. Provide consultancy in counseling, arbitration and business advisory services
- vi. Engage in income generation activities that are within the mission of the College

vii. Engage in any other educational activities which in the opinion of the Governing Body are necessary, expedient or conducive for the promotion of the business education in the United Republic of Tanzania

## **CHAPTER TWO RATIONALE, OBJECTIVES AND SCOPE OF THE LIBRARY POLICY AND PROCEDURES**

### **2.1 Rationale**

Currently, the College of Business Education (CBE) has no policy and procedures for its library. Absence of the library policy and procedures was noted to pose some challenges towards provision of library services, including processing library materials and weeding as well as access related issues. The College has therefore; found it important to prepare this policy so as to have an approved working document for library operations. The policy, therefore, sets out general framework for enlightening CBE staff, students and other stockholders about library activities and its management. Moreover, it explains how the library acquires, develops, manages, evaluates and weeds its collection of teaching, learning and research materials. This policy will address number of solutions against challenges hinders the provision of good and quality library services.

### **2.2 Objectives of library policy and procedures**

The overall objective of the library policy and procedures is to support the library efforts in achieving its mission and vision through supporting the curriculum development through developing and implementing Academic activities to meet local and international standards.

#### **2.2.1 Specific Objectives for library policy and procedures**

Specific objectives of the library are:

- i. To serve as the information center of the College community.
- ii. Provide guidance and aid to the people in their use of the library's resources.
- iii. To assemble, preserve and administer, in organized way, collections, books and related educational, historical and recreational materials in order to promote knowledge, enlightened studentship and the enrichment of personal lives.
- iv. To identify College educational needs, to provide programs of service to meet such needs and to cooperate with other organizations, agencies, and institutions which can provide local programs or services.
- v. To develop collections of materials that support, enrich and satisfy the curricula and research needs of CBE.
- vi. To guide staff in the acquisition of material that is of current interest and/or lasting value to existing or potential Library users.

### **2.3 Scope of the library policy and procedures.**

The library policy and procedures applies to all students, academic staff, Researchers and non-academic staff of the College of Business Education as well as outside persons and institutions who make use of the College libraries.

## **CHAPTER THREE SWOC ANALYSIS**

The College encounters Strengths, Weaknesses, Opportunities and Challenges as presented below;

### **3.1 Strengths**

- i. Existence of Library management information system
- ii. Availability of IT department to support library ICT related functions
- iii. Availability of top management support on library services.
- iv. Availability of Institutional repository (IR) and other affordable technologies
- v. Increase of library users.
- vi. Availability of reliable sources of reading materials in the library
- vii. Existence of library services in all college campuses

### **3.2 Weaknesses**

- i. Inadequate library collections in terms of quality and quantity
- ii. Improper procedures on procurement of library resources
- iii. Inadequate tools for processing library materials.
- iv. Improper procedures on collection evaluation/stocktaking
- v. Lack guiding procedures for weeding library materials.
- vi. Lack of modern library systems and services .
- vii. Lack of defined management procedure for College libraries and Resource Centers.
- viii. Inadequate Information Technology (ICT) Infrastructure
- ix. Insufficient knowledge and skills on usage of library resources.
- x. Lack of IT personnel to support library ICT services.
- xi. Inadequate strategies to market library services
- xii. Inadequate Security of library collections and resources
- xiii. Inadequate adherence on institutional and national affirmative action for gender mainstreaming.
- xiv. Inadequate plans on meeting challenges to people with physical challenges.

### **3.3 Opportunities**

- i. Availability of training programmes on information literacy and technological advancement
- ii. Availability of e-resources
- iii. Availability of free and open source software (FOSS)
- iv. Availability of other libraries to collaborate with
- v. Increased computer literacy and ICT skills among Tanzanians
- vi. Availability of the National ICT Backbone

### **3.4 Challenges**

- i. High cost of remote login technologies
- ii. High cost of bandwidth
- iii. Financial constraints
- iv. Fast development of technologies

## **CHAPTER FOUR**

# **MAJOR AREAS, SITUATION ANALYSIS, POLICY ISSUES, POLICY STATEMENTS, STRATEGIES AND OPERATIONAL PROCEDURES**

## **4.0 Overview**

This chapter discusses number of thematic policy issues. In the course of the discussion it identifies the main policy issues based on the situation analysis, proposes policy statements, suggests strategies and sets operational procedures to be followed.

## **4.1 Library Collection Development and Subscription of E-resources**

### **4.1.1 Situational Analysis**

The quality of any library is usually judged by the value of its services provided as well as coverage of its collections i.e. print and non-print resources, in terms of quality, relevance, variety, quantity and modernity. A quality of library service provision contributes to meet the parental organization's vision and mission. This can only be achieved when the library has a predictable annual library budget for regular acquisition of up to-date educational materials. CBE library has neither a book selection committee nor a predictable budget for meaningful acquisition of library educational materials and other resources. However, CBE has deliberately adopted ICT in order to improve its efficiency and effectiveness on services delivery. Moreover, the College library through the cooperation with COTUL can access a number of online resources under special agreed arrangements. Therefore, the usage of subscribed e-resources are under utilized.

### **4.1.2 Policy issues**

- i. Ineffective collection development and subscription of e-resources.
- ii. Inability to meet users' needs due to insufficient allocated budget for acquiring reading materials and ICT facilities.
- iii. Incomprehensive list of requirements from users for information educational materials.
- iv. Inadequate funds allocated for ICT facilities to support e-resources operations
- v. Inability to keep the library collection up to date and attractive to readers.

### **4.1.3 Policy statement (S)**

- i. The College shall ensure effectiveness on collection development and subscription of e-resources.
- ii. The College shall strive to allocate funds for acquisition of library materials and ICT facilities.

### **4.1.4 Strategies**

- i. To build capacity of librarian in selection and acquisition guidelines
- ii. To solicit alternative source and allocate sufficient funds to support library services.

#### **4.1.5 Operational Procedures**

- i. The library shall adhere procedures/criteria for selection and acquisition of library materials.
- ii. The College shall set aside adequate budget for acquisition of print and non-print resources.
- iii. The librarians shall meet users' needs by acquiring necessary reading materials and ICT facilities.
- iv. Library shall remove all unwanted materials and replace with updated materials according to the procedures.

### **4.2 Identification, Selection and acquisition of library materials**

#### **4.2.1 Situational analysis**

Usually the library request list of library materials to be acquired from heads of department. Received lists are then compiled and submitted to Procurement and Management Unit for acquisition process. Repeatedly, there are a number of cases in which inappropriate, low quality and mismatched library materials are being procured.

#### **4.2.2 Policy issues**

- i. Inappropriate procedures on identification and selection of library information materials.
- ii. Inadequate, low quality and mismatched selection of library information materials.
- iii. Improper plans/or procedures for procure library resources
- iv. Low quality and mismatched library materials visus users' needs.

#### **4.2.3 Policy statement**

- i. The College shall use this policy as a guidelines for identification and selection of library materials to fulfill users' needs. (i.e. students, lecturers and researchers) and CBE community at large.
- ii. To ensure proper plans for acquisition procedures are in place.

#### **4.2.4 Strategies**

- i. The library shall use this policy as a guidelines for identification and selection of library materials. (i.e. students, lecturers and researchers) and CBE community at large.
- ii. The library shall follow guidelines of the policy for identification and selection library materials.

#### **4.2.5 Operational procedures**

- i. The library will select materials needed by users before initiating procurement or purchasing procedures.
- ii. The library will procure reading materials in collaboration with the College Procurement Management Unit.
- iii. College documents such as curricula and prospectus guide selectors to be familiar with programmes and courses offered by the College.
- iv. Lecturers will be required to submit to the Library lists of required and recommended readings for the courses they teach.
- v. The Library will disseminate information about submission of reading materials to students so as to gather inputs about missing books in the Library.
- vi. The Library will undertake comprehensive review of its collection before making decision of new reading materials for newly introduced courses and/or programmes.
- vii. The library will trace suppliers price estimates from print sources such as suppliers' catalogues and online sources so that vendors prices can be projected.
- viii. The library will check available budget and adjust the list so that purchases can be made within the allocated budget.
- ix. The library will submit the compiled list of library materials to the Procurement Management Unit for further processing.
- x. The library will propose future acquisition of books in the subsequent years depending on the availability of funds.
- xi. Continuously order replacement copies of materials which are worn out beyond repair.
- xii. The library will ensure all books procured are current in relevance of the curricula.

### **4.3 Processing of library materials**

#### **4.3.1 Situational Analysis**

Library materials and resources are supposed to be professionally organized in order to provide easy access of information resources in all formats. Currently, CBE library uses the "Dewey Decimal Classification Scheme". However, College library processes reading materials according to cataloguing and classification tools/standards such as DDCS, Sears List of Subject headings, AACR2 and the newly ones to be introduced but most of them are not current. Nonetheless employing outdated tools may separate similar material and cause difficulty to locate them. Also, the library has experienced staff with inadequate knowledge on using online cataloguing tools.

#### **4.3.2 Policy issues**

- i. Difficulty on locating reading materials in the library.
- ii. Time consumption on organizing library materials

#### **4.3.3 Policy statement**

- i. The library shall make use of the state-of-the-art cataloguing tools.
- ii. The library shall make sure all staff are aware with online cataloguing tools.

#### **4.3.4 Strategy**

- i. Acquire appropriate cataloguing tools timely.

#### **4.3.5 Operational procedure**

- i. The library shall use of the available online cataloguing tools.
- ii. The library shall process acquired reading materials according to current Cataloguing and classification tools/standards.
- iii. The library shall train its staff on the usage of online cataloguing and processing tools.

### **4.4 Collection evaluation/stocktaking**

#### **4.4.1 Situational Analysis**

The College has been evaluating its library collection every year. The purpose of the exercise is to establish number of damaged library materials so that they can be repaired and the replaced. Thus, missing or worn-out materials that are not suitable copies for binding are procured. However, the exercise found to be ineffective to librarians since it has been overseen and supervised by Procurement Management Unit (PMU). In regards the library lacks ownership of the exercise.

#### **4.4.2 Policy issue**

- i. Improper library stocktaking procedures
- ii. Limited time allocated for stocktaking
- iii. Improper timing for the stock-taking exercise

#### **4.4.3 Policy statement**

- i. The College shall ensure frequently and effective library stocktaking

#### **4.4.4 Policy strategy**

- i. To ensure frequently and effective library stocktaking

#### **4.4.5 Operational procedure**

- i. The library shall retain rights to choose up date and appropriate materials according to user's needs.
- ii. The library shall ensure regularly select, analyse and evaluate the library collection in considering the library user's needs.
- iii. The library shall undertake stocktaking annually
- iv. The library shall identify and propose weeding of all outdated materials during stocktaking.

## **4.5 Weeding**

### **4.5.1 Situational Analysis**

CBE library conducted weeding once since, in 2016. However, there is no policy guided the process. As a result, no decision was taken on the identified materials. Currently, the weeded books are still stocked and counted in the stocktaking every year.

### **4.5.2 Policy issue**

- i. Improper and ineffective weeding exercise

### **4.5.3 Policy statement**

- i. The library shall ensure all outdated materials are weeded timely and effectively.

### **4.5.4 Policy strategy**

- i. To ensure all materials are weeded timely and effectively.

### **4.5.5 Operational procedure**

- i. The library will prepare the list of material that needs to be weeded .
- ii. The library will post a list to Quality Assurance Unity, PMU and ARC's office for comments if any.
- iii. The library shall weed all materials contains outdated or inaccurate information..
- iv. The library shall weed all materials with poor physical condition beyond repair.
- v. The library shall weed all duplicate copies of the title exist.
- vi. The library will weed materials that have never been borrowed/circulated since they were bought.
- vii. The library will weed Old materials that have been suggested to be removed by users after checking their physical appearance and publication dates.
- viii. The library will store weeded materials in appropriate place for a reasonable time of about six (6) months to wait for comments.
- ix. The library will notify the Board of Survey for adhering its normal process of discarding the CBE assets.
- x. The library will ensure that approved materials for discarding are stamped discarded.
- xi. The library will remove records of discarded materials from the Manual catalogue and Library Information Management System(KOHA)

## **4.6 Institutional Repository**

### **4.6.1 Situational Analysis**

The College has recently installed institutional information repository system. Absence of such system has been noted to pose some challenges to librarians when making decisions about preserving and disseminating electronic scholarly works created by an

institution and other related documents. Similarly, the College lacks an institutional mechanism and a tool for bridging knowledge gaps in harvesting information for socio-economic development as well as increasing institutional visibility and recognition. The library fails to collect all works generated by postgraduate and undergraduate students. It was also noted lack of technical skills among librarians and ICT staff on IR system. In this regards, the College libraries lacks enforceable mechanism to ensure that all local and international works that are available or generated from research is easily accessible and utilized.

#### **4.6.1 Situational Analysis**

- i. Lack of the institutional repository policy and guidelines for its management.

#### **4.6.2 Policy statement (S)**

- i. The College shall establish and follow institutional repository policy and guidelines .

#### **4.6.3 Strategies**

- i. To establish and follow institutional repository policy and guidelines .

#### **4.1.5 Operational Procedures**

- i. The library shall ensure the institutional repository policy and guidelines is in place.
- ii. The library shall adhere policy and procedures in the management of IR.

### **4.7. Management of College Libraries and Resource Centers**

#### **4.7.1 Situational Analysis**

Currently, the College has a main library, one resource center and four campus libraries. Every campus manages and plans on its own functions except acquisition of books, recruitment of librarians, and library management systems which are done centrally at the main campus. However, the College experiences some challenges on certain areas including ineffective coordination of the centrally managed activities.

#### **4.7.2 Policy Issues**

- i. Lack of coordinated library planning process amongst campuses
- i. Inadequate number of librarians and ICT staff to support library operations
- ii. Lack of succession plan

#### **4.7.3 Policy Statements**

- i. The College shall put in place a mechanism for coordinating planning process for library activities amongst campuses.
- ii. The College shall recruit librarians and ICT staff to meet library operations need.
- iii. The College shall put in place a succession plan.

#### **4.7.4 Strategies**

- iii. Formulate and operationalize the Information System and Library Services (ISLC).
- iv. Having a centrally coordination and managing library function among campuses.
- v. Undertake need analysis for recruitment of required librarians and ICT staff.
- vi. Formulate a succession plan.

#### **4.7.5 Operational Procedures**

- i. The ISLC committee shall comprise representatives from all College campuses.
- ii. The ISLC committee shall meet quarterly and shall be chaired Deputy Rector – ARC
- iii. To have a budget for implementation of centrally managing library functions among campuses
- iv. The College shall recruit librarians and ICT staff to meet library needs.
- v. The library shall operationalize the succession plan.

### **4.8. Library Infrastructure**

#### **4.8.1 Situation Analysis**

Library infrastructure includes adequate and well-designed physical space, furniture, lighting and air conditioning facilities. Currently, the College library has acute shortage of space for users and staff as well as lack of exit emergence doors as well as outdated furnitures.

#### **4.8.2 Policy Issues**

- i. Shortage of space for users and staff offices.
- ii. Lack of exit emergence door

#### **4.8.3 Policy Statement**

- i. The College shall construct buildings with ample space to accommodate the library services in all campuses.
- ii. The College shall equip all library buildings with necessary facilities to support all groups of library users inclusively.
- iii. The College shall ensure adequate offices for librarians.

#### **4.8.4 Strategies**

- i. To solicit and acquire adequate funds for construction of library buildings to Support library services in all campuses.
- ii. To solicit and acquire adequate funds for acquisition of other physical equipments.

#### **4.8.5 Operational Procedures**

The College shall prepare project proposals for funding construction of modern library buildings across Campuses.

## **4.9 Teaching and Learning**

### **4.9.1 Situation Analysis**

With the CBE structure, the library has been accorded academic status. With this regards, academic librarians are required to teach, conduct research and provide services to the communities. CBE library have the role of providing information literacy training for its users. Unfortunately, there is inadequate provision of the information literacy training programs to users. In facilitating this process, the library need to build capacity to librarians. Information literacy programs allow librarians to create, develop and manage a library system to meet the specific information needs of the users. Consequently, the level of awareness and use of e-resources is still very low at the college. The library has not fully conduct workshops, seminars, presentations and other ways of promoting library materials. There is also the need to intergate a module or topics of information literacy skill to curricula for the purpose of strengthen usage of e-resources as well as promoting research and publications.

### **4.9.2 Policy Issue**

- i. Ineffective provision of information literacy programs to users.
- ii. Ineffective of capacity build among librarians and ICT staff.
- iii. Lack of intergated information literacy modules into the curricula for the purpose of strengthen usage of e-resources as well as promoting research and publications.
- iv. Lack of awareness and low usage of e-resources at the college

### **4.9.3 Policy Statement**

- i. The College shall institutionalize library information literacy programs across its campuses
- ii. The College shall involve librarians in teaching, research and consultancy.
- iii. The College shall ensure capacity building among librarians.
- iv. The College shall intergate information literacy training programme into the curricula for the purpose of strengthen usage of e-resources and promoting research and publications.

### **4.9.4 Strategies**

- i. To institutionalize library information literacy programs across campuses
- ii. To involve librarians in teaching, research and consultancy.
- iii. To build capacity among librarians and ICT staff.
- iv. To intergate information literacy programme into curricula for the purpose of strengthen usage of e-resources and promoting research and publications.
- v. To create awareness on the usage of e-resources at the College.

#### **4.9.5 Operational Procedures**

- i. The College will harmonize and mainstream library information literacy training skills in its curricula.
- ii. The College library will establish section to organize and sensitize programs to promote e-resources through seminars, presentations, lectures, workshops, fliers, brochures etc.
- iii. The College will involve librarians in teaching, research and consultancy.
- iv. The College will build capacity among librarians and ICT staff.
- v. The College will intergate information literacy programme into curricula for the purpose of strengthen usage of e-resources and promoting research and publications .

#### **4.10 Management of ICT Services and systems at the Library.**

##### **4.10.1 Situation Analysis**

CBE library has undertaken automation of cataloguing functions, which was undertaken with the help of KOHA Information System. Nevertheless, the library encountering some challenges in ICT facilities to support its functions. This resulted to underutilization of resources subscribed by the library. Poor management of ICT services affects the users' perceptions towards the use of open access database resources. Also, the library experienced lack of technical capacity since some of CBE libraries staff in campuses were not well trained on the Library Software issues. Even users lack necessary skills on the use of Online Public Access Catalogue (OPAC).

##### **4.10.2 Policy Issues**

- i. Ineffective ICT facilities to support the library functions.
- ii. Underutilization of resources subscribed by the library.
- iii. Lack of technical capacities among libraries staff towards the Library Software
- iv. Lack necessary skills on the use of Online Public Access Catalogue (OPAC).

##### **4.10.3 Policy Statement**

- i. The College shall ensure effective ICT facilities to support the library functions.
- ii. The College shall ensure effective utilization of resources subscribed by the library.
- iii. The College shall ensure technical capacities among libraries staff towards the library softwares.
- iv. The College shall ensure provision of necessary skills on the use of Online Public Access Catalogue (OPAC).

##### **4.10.4 Strategies**

- i. To solicit funds for acquisition of ICT facilities in its libraries.
- ii. To increase capacity building amongst library staff in supporting library functions.
- iii. To provide necessary skills on the use of Online Public Access Catalogue (OPAC).

#### **4.10.5 Operational Procedures**

- i. The colleges will facilitate ICT facilities to support the library functions.
- ii. The library will build technical capacities among libraries staff towards the use of Library Software.
- iii. The library will provide necessary skills on the use of Online Public Access Catalogue (OPAC).

#### **4.11 Reader Services and Marketing of Library Services**

##### **4.11.1 Situational Analysis**

The library plays vital role in pursuit of college's mission of teaching, consultancy and research. Therefore, the library readers services become an important resource in facilitating teaching and learning. Library acknowledges the importance of readers' services, however there is low use of information resources and services among library patrons as well as the decline library patrons. However, the College conducts orientation for new students every year, still there is low use of information resources and services among students especially the use of electronic resources.

##### **4.11.2 Policy Issues**

- i. Lack of effective promotions of information resources and services among CBE community.
- ii. Ineffective library orientation for new students.
- iii. Inadequate use information resources and services among community members.

##### **4.11.3 Policy Statement**

- i. The College shall ensure effective promotions of information resources and services among CBE community.
- ii. The College shall ensure effective library orientation for new students.
- iii. The College shall ensure effective use of information resources and services among community members.

##### **4.14.4 Strategies**

- i. To ensure effective promotions of resources and services among CBE community.
- ii. To ensure effective library orientation for new students.
- iii. To ensure effective use of resources and services among community members.
- iv. To extend library space to accommodate more users.
- v. To grant access and use the library resource to external user's at minimum fees.

#### **4.11.5 Operational procedures**

- i. The library come up with the effective mechanisms for promoting information resources and services .
- ii. The library shall provide effective orientation for new students every year.
- iii. The library shall ensure effective use of resources and services among community members.
- iv. The College shall ensure the expansion of library to accommodate more users.
- v. The library shall grant permission to external user's for access and use the library resource at minimum fees.
- vi. The library shall conduct circulation procedures and loan privileges of staff, students according to library regulations
- vii. The library shall determine user's information needs through user surveys, library statistics, stock-taking .
- viii. The library shall determine and implement marketing strategies, user education and communication programmes to enhance usage of library services.
- ix. The library shall promote its services through print and electronic media, as well as current awareness services.
- x. The library shall organize user education programmes and communication like exhibitions, public lectures, library tour, orientation programmes

#### **4.12 Research and publications**

##### **4.12.1 Situational Analysis**

Librarians are required to support research activities so as to promote publications. In this regards librarians have to assist information searches on various databases. However, these roles have not been undertaken more efficiently due to inadequate number of skilled staff.

##### **4.12.2 Policy Issues.**

- i. Inadequate librarian support on research activities in promoting publications.
- ii. Inadequate librarian assistance on information searches in various databases.
- iii. Inadequate building capacity of librarians to strengthen knowledge of various operations.

##### **4.12.3 Policy Statements.**

- i. The library shall ensure support on research activities in promoting publications.
- ii. The library shall ensure effective assistance on information search in various databases.
- iii. The College shall ensure building capacity for librarians on strengthening their knowledge on various library operations.

##### **4.12.4 Strategies.**

- i. To ensure support on research activities in promoting publications.

- ii. To ensure effective assistance on information search in various databases.
- iii. To ensure capacity building for librarians for strengthening their knowledge on various library operations.

#### **4.12.5 Operational procedures**

- i. The library will ensure support on research activities in promoting publications.
- ii. The library will ensure effective assistance on information search in various databases.
- iii. The library will ensure capacity building for librarians for strengthening their knowledge on various library operations.
- iv. The College will guarantee adequate number of skilled staff in order to support research and publications.

### **4.13 Security of library collections and resources**

#### **4.13.1 Situational Analysis**

It is important for the College to ensure physical safety of library staff and patrons and its collections from theft and vandalism. In addition, security of library involves on fire protection or disaster planning issues. However, currently, the library has not installed security systems. Example, an electronic book surveillance system, Closed Circuit Television System (CCTV), fire safety and detectors system.

#### **4.13.2 Policy Issues.**

- i. Lack of physical safety of library staff and patrons
- ii. Lack of stalled an electronic book surveillance systems .
- iii. Lack of Closed Circuit Television System (CCTV) to monitor and secure library functions.

#### **4.13.3 Policy Statements.**

- i. The College shall ensure physical safety of library staff and patrons
- ii. The College shall ensure installation of electronic book surveillance systems
- iii. The College shall ensure installation of Closed Circuit Television System (CCTV) to monitor and secure library functions.

#### **4.13.4 Strategies.**

- i. The College shall ensure physical safety of library staff and patrons
- ii. The College shall ensure installation of electronic book surveillance systems
- iii. The College shall ensure installation of Closed Circuit Television System (CCTV) to monitor and secure library functions.

#### **4.13.5 Operational procedures**

- i. The library will ensure physical safety of facilities and resources as well as properties in the library building.
- ii. The College will ensure installation of smoke detectors, alarms and automatic anti-fire or water sprayers in the library and resource centre.
- iii. The library and information resource center will take all reasonable measures to protect its collections and assets from theft.
- iv. The library will avoid deliberate or irresponsible damages and protecting library building from unauthorized intrusion and vandalism.
- v. The libraries will educate and sensitize users on the importance of collective responsibility of protecting and safeguarding library materials.
- vi. The library will report violators in cases of theft or significant deliberate or reckless damage to the CBE management for further actions.

#### **4.14 Individuals with physical challenges**

##### **4.14.1 Situational Analysis**

The college library has the importance to ensure services provided are meet the needs of all patrons regardless their physical challenges. This should be in line with the implementation of the national agenda that intends to ensure equal and right to access and use of the library facilities. But, currently, the library has not well prepared to meet the needs for people with physical challenges.

##### **4.14.2 Policy Issues**

- i. Lack of preparation to meet challenges of people with physical challenges.

##### **4.14.3 Policy statements**

- i. The library shall strive to ensure that all library facilities, materials and services are accessible to all patrons including people with physical challenges.
- ii. The College shall guarantee a conducive and supportive environment of people with physical challenges at the College.

##### **4.14.4 Strategies.**

- i. To ensure all library facilities, materials and services are accessible of people with physical challenges.
- ii. To guarantee a conducive and supportive environment of people with physical challenges at the College.
- iii. To ensure that there are adequate library facilities, materials and services to all library users including individuals with physical challenges.
- iv. To provide special services and resources that meets the needs of patrons with physical challenges.

#### **4.14.5 Operational Procedures.**

- i. The library will ensure that all library facilities, materials and services are accessible to people with physical challenges .
- ii. The library will guarantee a conducive and supportive environment of people with physical challenges in the library.
- iii. The library will ensure adequate library facilities, materials and services to all library users including individuals with physical challenges.
- iv. The library will ensure the provision of special services and resources that meets the needs of patrons with physical challenges.

## **CHAPTER FIVE GOVERNANCE OF THE LIBRARY POLICY AND PROCEDURES**

### **5.1 Governance of the library policy and procedures**

The governance of the library policy and procedures include the following:-

- i. Identifying categories of stakeholders for implementing the policy
- ii. Specifying roles and responsibilities of each category of stakeholders.

## **5.2 Key Stakeholders**

The governance of the Library Policy involves the following stakeholders: Governing Body (GB), Rector, College Academic Body (CAB), Information System and Library Committee (ISLC), Deputy Rector Academic Research and Consultancy (ARC) , Campus Directors (CD), Directorate of Finance (DF), Directorates of Postgraduate Studies (DPS) and Director of Undergraduate Studies(DUS), Heads of Departments/Units(HODs), Library Management, Computer manager, staff, and students. Each of these stakeholders has a specific role to play in the successful implementation of the policy as defined hereunder.

### 5.3 Roles of Stakeholders within the College

| SN | Stakeholders                                      | Roles and responsibilities   |
|----|---|--|
| 1  | Governing Body                                    | (i) To approve the policy<br>(ii) To oversee the implementation of the Policy.<br>(iii) To deliberate on recommendations from the College Academic Board |
| 2  | College Academic Body                             | To receive and deliberate on recommendations from the library steering committee on issues requiring attention of the Governing Body.                    |
| 3  | Rector  | To oversee overall implementation of library policy and procedures   |
| 4. | ISLC  | To receive and deliberate on recommendations from library management on issues relating to the implementation of the library policy and procedures       |
| 5  | Deputy Rector – Academic Research and Consultancy | To coordinate library policy and procedures  |
| 6  | Directors   | To support and facilitate implementation of the library policy and procedures on issues related to their respective directorates/campuses                |
| 7  | Heads of Departments/Units                        | To identify and forward departments needs to the library management for consideration.   |
| 8  | Library department                                | To plan, budget, organize, coordinate and implement library policy and procedures  |
| 9  | Computer department                               | To provide technical advice and support on matters related to ICT.   |
| 10 | Staff   | To use, advice and provide feedback to the library department on matters relating to library service delivery.   |
| 11 | Students  | To use, advice and provide feedback to the library department on matters relating to library service delivery.   |

## **CHAPTER SIX**

### **MONITORING AND EVALUATION**

#### **6.1 Monitoring and Evaluation (M&E)**

For successful implementation of the library policy and procedures there must be inherent monitoring and evaluation mechanism. The College shall establish a mechanism for monitoring and evaluation of the implementation of library policy and procedures. To achieve effective M & E the Library Steering Committee shall be convening its regular meetings on quarterly basis. Deliberations from the Library Steering Committee meetings shall be communicated to the respective stakeholders for further actions.

Monitoring and Evaluation shall involve: -

- i. Establishment of mechanisms of accountability for monitoring and evaluating the implementation of the library policy and procedures establishment of framework that will provide basis for monitoring and evaluating the Policy implementation at all College levels.
- ii. Establishment of sound institutional framework for translating the goals, objectives and strategies into actual programmes at all levels that is Units/Sections, Departments, Directorates, and Campuses. This means that the implementation will be effected through the existing College institutional set up.