AFRICA NAZARENE
U N I V E R S I T Y

Africa Nazarene University (ANU)	
Policy Number:	ANU/LIB/001
Policy Name:	Policy on Library and Information Services
Policy Category:	Academic
Purpose	To provide guidance through which relevant information can be acquired and processed and effective information services can be provided to all library users. The policy also provides guidelines to staff as they operate within the various service areas and as they interact with the users. The purpose of the policy is also to encourage users to be involved in information services delivery through their interaction with library staff and the information resources
Scope:	This policy covers all functions of the library which are collection development, circulation of information resources, information literacy, disaster management, security of information resources, Electronic information resources and services, staffing, student attachment and Institutional Digital Repository.
Approving Authority	**University Council**
Custodian	**University Librarian**
Version	**Revised**
Date Of Approval	2022
Effective Date of Implementation	2022
Date Of Next Review	2024
Related University Procedures	
Related Policies and Legislation	Open Educational Resources Policy, Research Policy, procurement policy, Information Communication Technology policy and security.

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Revision History

Version	Revision Date	Revised By	Sections Revised

1.0 Problem Statement

Africa Nazarene University Library recognizes the importance of providing quality library services. The current trends in information and service delivery and changes in technology demands a clear documented policy on service provision. Without this policy the library shall lack appropriate guidelines to ensure conformity with   international professional standards in the management and provision of   information services.

1.1 Vision, Mission, Values and Philosophy of Africa Nazarene University

1.1.1 Vision

To be the university of choice for individuals desiring Christ-centered academic excellence and transformative leadership.

1.1.2 Mission

To provide a holistic education that develops individuals academically, spiritually, culturally, socially and physically and to equip them with excellent skills, competencies and Christian values which will enable them to go into the world well prepared to meet the challenges of their time

1.1.3. Values

Character-Explore your faith for living

Competence-Achieve your goals for your career

Community- Find your place in the world

1.1.4 Philosophy

The Education philosophy of Africa Nazarene University, like that of other Universities and institutions belonging to the Church of the Nazarene, is derived directly from the governing statutes of the Church. In this regard the *Manual of the Church of the Nazarene, states that, the mandate for higher education institutions run by the Church of the Nazarene is to inculcate the value and dignity of human life and provide an environment in which people can be redeemed and enriched intellectually, spiritually and physically, that is, made holy, useful to the master and prepared to do any good work (2 Timothy 2:21).*

1.2 Library Vision, Mission and Objectives

1.2.1 Vision

To transform lives through provision, dissemination and preservation of information resources and innovative services.

1.2.2 Mission

To provide state –of- the- art information resources and services that meet the teaching, learning, research and community needs of Africa Nazarene University through such means as:

- Acquiring, organizing, managing, housing and preserving the information resources.
- Using appropriate technologies for retrieval and manipulation of information.
- Providing personalized reference and bibliographic services.
- Empowering library patrons with information literacy skills, that will enable them to find, access, evaluate and information independently as a basis for life-long learning.

1.2.3 Library Objectives

- To utilize modern information technology for timely acquisition, processing, preservation and provision of quality, up to date information resources.
- To provide adequate physical space conducive for study and learning.
- To facilitate discovery and ensure easy access to print and electronic information resources by students and staff.
- To develop a knowledge hub that creates, disseminates, and preserves the intellectual output of the university.
- To provide professionally qualified library staff and enhance their development and innovation for improved service delivery.
- To participate in community social responsibility activities.
- To enhance internal and external systems of communication and staff management for effective service delivery.

1.3 Library Committees

1.3.1 Information, Learning and Resource Committee

There shall be an Information, Learning and Resource Committee established in accordance to the university statutes. The roles and functions of the committee shall be stipulated by the university statutes.

1.3.2 Ad hoc committees.

The university librarian shall constitute ad hoc library committees as need arises or as deemed appropriate.

1.4 Library Budget

1.4.1 The library department shall annually cost all its activities. The budget (annual financial estimates) shall be submitted for approval together with other university budgets.

1.4.2 The department shall operate within the approved budget once communicated to the university librarian.

1.4.3 The university librarian shall be responsible for utilization of approved library budget.

2.0 DEFINITION OF TERMS

Africa Nazarene University Institutional Digital Repository: Refers to a digital, open access, content-neutral collection of Africa Nazarene University publications that capture and preserves the intellectual output of the institution and its community members.

Alarm monitoring facility: Central station where security, fire or other emergency alarms are monitored and persons are dispatched to investigate the alarm.

Assets: Refers to what the library has or owns and considers valuable, including human life, collections, structures, properties, even the good name and operations of the library.

Attachment: It is a short time spent working with an organization such as a library, hospital, school or part of the armed forces.

Authorize others to do the same: The copyright holder has the sole right to authorize others to exercise rights under Copyright Law, and the right to authorize others to exercise rights. This language transfers the non-exclusive right to ANU to allow others to use the articles in specified ways and contexts, such as other ANU faculty members who want to use an article in teaching.

Collection and objects: Materials collected by the Library, such as, books, periodicals, project reports, theses, dissertations, manuscripts, maps and recordings.

Compliance: Conformity in fulfilling official requirements.

Copyright: An original work of authorship which can be fixed in any tangible medium of expression from which it can be perceived, reproduced, or otherwise communicated, either directly or with the aid of a machine or device, such as books, articles, journals, software, computer programs, musical

works, dramatic works, videos, multimedia products, sound recordings, paintings, pictorials, sculpture or graphical works.

Creative Common License: Recognizes the author's copyright authority. It allows an author to retain their copyright while allowing others to copy and distribute the work provided they give the author credit and only on the specified conditions.

DSpace Open-source software: A turnkey repository application used by organizations and institutions worldwide to provide durable access to digital resources. It's free and open source software (FOSS) that helps to preserve and enable easy and open access to all types of digital content including texts, images, moving images etc.

Deposit: Submitted information. It consists of descriptive metadata, access conditions and copyright information and any other relevant uploaded files.

Digital preservation: The process of ensuring that a digital object is accessible over the long term.

Disaster: Uncommon, uncontrollable events such as a dangerous weather storm causing damage, sometimes contrasted with "emergency" which refers to interruptions to library operations that are relatively common, controllable emergencies.

Dublin Core Metadata Initiative: Provides core metadata vocabularies in support of interoperable solutions for discovering and managing resources. The Dublin Core metadata terms are a set of vocabulary terms which can be used to describe resources for the purposes of discovery. The terms can be used to describe a full range of web resources like video, images, web pages and physical resources such as books and objects like artworks. It is made up of 15 standard metadata elements that facilitate indexing and searching of electronic resources in the World Wide Web.

Embargo: Refers to banning of full text publication of the document, usually for a defined period of time.

Functionalities: Refers to Integrated Library Management System (LMS) modules including circulation, cataloging, acquisitions, serials, OPAC and inventory.

Information Literacy: A set of abilities requiring individuals to recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.

Intellectual property: Intangible rights protecting the products of human intelligence and creation, such as copyrightable works, patented inventions, trademarks, and trade secrets.

Irrevocable license: This means that the copyright permission granted may not be taken back.

Knowledge Ambassadors: Refers to students who passionately propagate for use of the library, information resources and services to their peers and other members of the university community.

Metadata: Metadata is structured information that describes, explains, locates or otherwise makes it easier to retrieve, use or manage an information resource. Metadata is often referred to as data about data or information about information.

Non-exclusive rights: This means that a creator/ author is free to license their work to multiple parties. It is a license in which the same rights to an intellectual property are granted to several licensees within the same scope or field, consecutively or simultaneously.

Not Sold for Profit: ANU cannot generate profit from exercising the rights granted but can recover costs for a service related to the articles

Online Public Access Catalogue (OPAC): Refers to interface that allows users to access the library

catalogue

Open access journals: Scholarly journals that are available online to the reader without financial, legal, or technical barriers other than those inseparable from gaining access to the internet itself.

Open access: Free availability of scholarly articles on the public internet, permitting any users to read, download, copy, distribute, print, search, or link to the full texts of these articles, crawl them for indexing, pass them as data to software, or use them for any other lawful purpose, without financial, legal, or technical barriers other than those inseparable from gaining access to the internet itself.

Open archive initiative (OAI): The open archives initiative develops and promotes interoperability standards that aim to facilitate the efficient dissemination of content. OAI has its roots in enhancing access to e-print archives for the support of open access and institutional repository movements.

Open data- Data that can be freely used, re-used and redistributed by anyone - subject only, at most, to the requirement to attribute and share alike.

Open Educational Resources (OER): Can be defined as teaching, learning and research resources that have been licensed for free access and use with no or limited restrictions.

Open Science: Practice of **science** in such a way that others can collaborate and contribute, where research data, lab notes and other research processes are freely available, under terms that enable reuse, redistribution and reproduction of the research and its underlying data and methods.

Scholarly work: Research, literary, performed, and fictional works in various formats produced by academics.

Self- archiving: where authors personally deposit free copies of their publications online to provide open access to them.

Staff: Any person employed by the Africa Nazarene University on contract or on Permanent and Pensionable terms.

Student: Bona Fide student of the Africa Nazarene University

University Community: Students and members of staff of the University or any other person formally admitted into association with the University

University: The University in this policy refers to Africa Nazarene University.

User: All bona fide members of Africa Nazarene University and any party who may wish to use ANU library resources.

3.0 The Policy

The policy is intended to ensure that user needs are met in a timely and professional manner through the following services:

3 .1 Collection Development

Africa Nazarene University library shall develop a comprehensive collection that will contribute to the achievement of the University Mission and vision. The library shall acquire, process and maintain the collection.

3.1.1 Acquisition of information resources

Information resources shall be acquired through direct purchases, donations, gifts and subscriptions.

3.1.1.1 Criteria for selecting of the information resources shall include currency, accuracy and authoritativeness. Systematic reviewing of current and retrospective bibliographies and other catalogues shall be used to select information resources required for teaching. Titles to be purchased shall be determined by demand.

3.1.1.2 Acquired information resources shall include books, periodicals, rare books and archival materials, non-book media, government publications and information resources in electronic formats.

3.1.1.3 Faculty, students and staff shall recommend appropriate information resources to be acquired. The University Librarian will make the final decisions regarding acquisition of the resources.

3.1.1.4 Bibliographic details of the acquired information resources shall be entered in an online Acquisition Register. This will form an online database of all resources acquired.

3.1.2 Donations and Gift Items

3.1.2.1 The library shall source or receive donations from various sources. All donations and gifts shall be received through the university librarian.

3.1.2.2 The library shall also receive and acknowledge donations from various private and public entities that may do so on their own volition.

3.1.2.3 The library shall assess all donated material for relevance before they are added to the collection.

3.1.2.4 The university librarian reserves the right to reject donations if deemed to be of no value to the university community.

3.1.2.5 The library shall donate any donated information materials that do not meet the collection criteria.

3.1.2.6 The library may also donate or sell off the weeded collections.

3.1.2.7 The beneficiary of donations from ANU library shall be decided by the university librarian with consultation with Deputy Vice Chancellor in charge of Academic Affairs.

3.1.2.8 All information materials being donated by ANU to another organization/institution shall be approved by the DVC Academic Affairs.

3.1.3 Cataloguing and Classification of Information Resources

3.1.3.1 The acquired information resources shall be received in the Technical Section from the Acquisition Section of the library.

3.1.3.2 The resources shall be classified using the Library of Congress Classification Scheme and catalogued following the International Library Cataloguing Standards (AACR2, MARC Format).

3.1.3.3 Online Public Automated Library System (OPALS) is the library management system in use.

3.1.4 Maintenance of the Collection

3.1.4.1 The University Library shall endeavor to preserve and conserve information resources by ensuring appropriate selection, housing, care and handling, security and a conducive environment.

3.1.4.2 Information resources shall be properly and neatly shelved according to their call numbers i.e., in their right location on the shelves.

3.1.4.3 Weeding of information resources shall take place regularly to identify worn out books and books that are outdated (subject experts shall be involved in determining whether resources are outdated or not).

3.1.4.4 Worn out books shall be replaced, repairs and binding shall be undertaken on damaged books.

3.1.4.5 Stock taking shall take place bi-annually to provide information on the state of the catalogued collections in the library.

3.2 Circulation

Library Circulation section is committed to making information resources and services accessible to all users irrespective of location, time, mode of study or physical state of the user. The library shall provide information services to all users through the development of various user-focused service points. Relationship between patrons and the library shall be taken care of through reference, research consultation, user training and use of the study areas.

3.2.1 Borrowing information resources and accessing services

Library users shall use appropriate personal identification cards to borrow information resources.

Borrowing and/or renewing information resource will only be allowed to users with no outstanding fines and overdoes.

3.2.2 Registration of library users

All library users shall use their university identification cards to register. Only registered persons will be eligible to borrow items from the library and access other services.

3.2.3 Loans

3.2.3.1 Library users shall borrow information resources for either long or short loan terms. Appropriate borrowing terms shall apply as stated in the library manual.

3.2.3.2 External users shall be allowed to use information resources within the library but they will not check out any information resource.

3.2.3.3 An extended loan period shall be available on request unless there is high demand on the materials or they are inadequate in quantity.

3.2.3.4 Users shall have a responsibility of ensuring that information materials issued to them are handled with care, returned on time and replaced in case of loss.

3.2.3.5 Every borrowed library material shall be returned to the library on or before due date. Delay in returning borrowed items will accrue a fine.

3.2.3.6 The library shall maintain a record of borrowed materials, loan terms and sends out recall notices on reserved books and books that are overdue.

3.2.3.7 A library user shall be given borrowing rights unless he/she:
  a) Has not returned any overdue library materials
  b) Has outstanding fines
  c) Is under University suspension

3.2.3.8 All books shall remain the property of the university and replacement costs paid will not be refunded if the lost books are later found and returned.

3.2.3.9 Renewing borrowed items shall not be permitted if there is a reserve on the material.

3.2.4 Use of the library by Alumni

3.2.4.1 On identification, registration and payment of necessary fees, ANU alumni (staff and students) shall be allowed to use the library.

3.2.4.2 Alumni shall not be allowed to borrow books unless with authorization from the university librarian.

3.2.1.3 Alumni will pay a one-time registration fee of Kshs. 1000 and an annual membership fee of Kshs. 1000 renewables every year.

3.2.1.4 After payment of the registration and annual membership fee, the alumni will be issued with a temporary library card. The card entitles the alumni to use print and electronic information resources within the library. Reference information services shall also be provided where necessary

3.2.5 Holds/Reservations

3.2.5.1 Library materials may be reserved unless they are on hold or are reference materials.

3.2.5.2 The library user shall take the item on hold within specified period failure to which the item shall be removed from hold for access by other users.

3.2.6 Lost information Resources

3.2.6.1 Patrons who loose information resources shall replace them with current editions of the same title and if the materials are out of print they will buy alternatives as shall be advised by the University librarian. 20% of the total current cost of the lost book shall be charged as processing fee. If a period of one month elapses, one will be liable to pay all the accumulated fines from the due date to the time of replacement unless if one has reported to the university librarian about the loss.

3.2.7 Overdue fines

3.2.7.1 Charges shall be imposed on overdue information resources. No payment shall be made in cash in the library. Payments shall be made directly to Finance department through the provided pay bill.

3.2.7.2 Fines are calculated according to the status of the information resources (Long or short loan).

3.2.8 Patrons conduct in the library

3.2.8.1 Patrons shall observe all library rules and regulations as provided in the library manual.

3.2.8.2 The library accepts no responsibility for loss of personal items (including borrowed books) left unattended in the library.

3.2.8.3 All registered library users are required to clear once their approved period of using the library expires.

3.2.9 Rules and regulations

3.2.9.1 Library rules and regulations are to ensure equitable distribution and utilization of available information resources and a conducive learning and research environment.

3.2.9.2 The rules and regulations apply and are binding to all library users inclusive of university staff and shall be reviewed from time to time.

3.2.9.3 The University Librarian shall bar from use of the library resources and services for a specified period of time or institute a disciplinary case through the relevant University Disciplinary Committee against any user who violated the prescribed rules and regulations of the library.

3.2.10 Services and Facilities for Users with special Needs

3.2.10.1 The library shall endeavor to provide relevant services/facilities for all library users including users with special needs.

3.2.10.2 Library staff shall be trained on specific information services for users with special needs.

3.2.11 Protection of Intellectual Property Rights

3.2.11.1 The library shall protect Intellectual Property Rights by ensuring adherence to copyright laws, library rules and regulations with regards to intellectual content.

3.2.11.2 In pursuit of professionalism, copyright laws and the doctrine of fair use; no user shall be allowed to photocopy more than what is permitted by the local and international copyright law.

3.2.12 User Education/Orientation

3.2.12.1 New faculty, staff and students shall be given user orientation on the use of library resources and services

3.2.12.2 All new users shall have a chance to go through training on information literacy to enable them search, access, retrieve, analyze, and use digital and other library resources and services

3.2.12.3 The library system shall set up mechanisms that shall facilitate the implementation and evaluation of information literacy and competency policy.

3.2.12.4 Continuous user education to all library users shall be provided on day-to-day basis depending on individual or group users' requests.

3.3 Institutional Digital Repository

The policy covers the management of the university's research output which includes theses, dissertations, projects, conference proceedings, research papers, open data, open science, and open knowledge practices. Acquired content shall be categorized into various communities. In the long run this will provide long term preservation of research output and increase the University visibility in addition to enhancing collaboration with the global research community. The library shall work in liaison with all departments of the University in all aspects of Institutional Digital Repository.

3.3.1 Objectives of the Institutional Digital Repository

3.3.1.1 To provide a central point for the collection, storage, and preservation of the university's intellectual and scholarly content.

3.3.1.2 To acquire and use appropriate open access software for the creation, development and management of the Institutional Digital Repository.

3.3.1.3 To acquire and use appropriate open access software for the creation, development and management of the Institutional Digital Repository.

3.3.1.4 To create visibility and usage of the university research findings nationally and internationally.

3.3.1.5 To provide open access to the university research information.

3.3.1.6 To preserve permanently the university's intellectual content for posterity.

3.3.1.7 To provide comprehensive guidelines for the collection/submission, access, use, standards, copyright and quality control of the Institutional Digital Repository content.

3.3.2 Content Development

3.3.2.1 Only digital or digitized items will be accepted into the repository.

3.3.2.2 File formats that are platform-independent, vendor-independent, non-proprietary and widely supported are recommended.

3.3.2.3 Executable binary files will not be accepted if alternatives are available.

3.3.2.4 Submitted documents may be formatted for compatibility reasons.

3.3.3 Submission of Content

3.3.3.1 All ANU Post graduate students shall submit a soft copy of their approved research work to the IR Administrator as a mandatory requirement for graduation.

3.3.3.2 Only approved content through the university quality control procedures shall be collected/ submitted.

3.3.3.3 Only Bona-fide members of ANU shall submit content in consultation with the repository staff.

3.3.3.4 Only content that shall be freely accessible and within the access rights and permissions of the University shall be collected/ submitted for inclusion.

3.3.3.5 The validity and authenticity of the content is the sole responsibility of the depositing

authors.

3.3.3.6 Any copyright violations are entirely the responsibility of the author.

3.3.3.7 ANU Institutional Digital Repository is not an exclusive repository. Authors may deposit their works in other repositories and provide a link for access.

3.3.3.8 Where an item has multiple authors; at least one author must be a member of staff or student of ANU, and the submitting author shall obtain the permission of the co-author (s).

3.3.3.9 Deposit of full items will be encouraged at the earliest possible opportunity, but where a depositing author has assigned copyright, the full item will not be made publicly visible until any publishers' or other embargo periods have expired.

3.3.4 Metadata

3.3.4.1 The Metadata schema used in ANU institutional repository shall be based on the Dublin core metadata standards.

3.3.4.2 The metadata may be reused in any medium without prior permission for non-commercial purposes provided the Open Archives Initiative (OAI) identifier link or a link to the original record is given, and the repository is mentioned and cited as ANU institutional repository.

3.3.5 Data/ Information Access

3.3.5.1 Items in the repository maybe reproduced, displayed or performed. They may be used for personal research or study, educational, or non-commercial purposes without prior permission or charge with acknowledgement. Full bibliographic details and hyperlink of original document should be provided.

3.3.5.2 Some items are individually tagged with different rights/permissions and conditions.

3.3.5.3 Items shall be accessible in accordance to the Intellectual Property and Copyright policies of the university and the rights and permissions that the university shall put in place.

3.3.5.4 All items submitted to the Institutional Digital Repository shall be distributed freely in accordance with international standards.

3.3.6 Withdrawal of Items

3.3.6.1 Items shall be preserved indefinitely.

3.3.6.2 The Library shall have the rights to remove items from the repository in cases where such items shall be found to infringe on the university's intellectual property rights or copyright laws or plagiarism. In case of any claims of intellectual property violations, the involved item shall be removed from public view but held within the repository pending the outcome of investigations.

3.3.6.3 Items shall be removed from the repository due to: legal requirements and proven violations, National security concerns or falsified research.

3.3.6.4 Withdrawn items will not be deleted but will be removed from public view.

3.3.7 Retention and Preservation of Items

3.3.7.1 All works submitted to the Institutional Digital Repository by eligible depositor (s)/author (s) shall be accepted and retained indefinitely by ANU institutional repository unless they have been withdrawn for various reasons as stated in the withdrawal clauses.

3.3.7.2 Works officially submitted to the Institutional Digital Repository shall be retained even after the author/submitter ceases to be a member of the University.

3.376.3 Deposited items shall be assigned a persistent identifier and a web address (URL).

3.3.7.4 The University is responsible for sustainable management of the works deposited in the University repository and ensuring long term access to those works.

3.3.7.5 Backing up of the repository contents shall be done regularly by the IR administrator.

3.3.7.6 ANU repository is committed to preserving the depositor's privacy and any personal information collected in the process of operating the Institutional Digital Repository.

3.3.8 Intellectual Property Rights

3.3.8.1 The repository shall conform to the ANU Intellectual Property Rights Policy and the Kenya Copyright law. In the event that the university receives proof of copyright violation, the item shall be withdrawn from the repository.

3.3.8.2 All depositors shall be required to sign the ANU open access submission agreement form to give permission for their work to be held in the repository, provide for distribution and allow

ongoing preservation of both their work and/or related metadata.

3.3.8.3 Creative Common end-user licenses shall be applied where appropriate. The licenses may be viewed at:

https://creativecommons.org/licenses/by-nc-nd/4.0/http://creativecommons.org/license/by-nc-nd/2.0/uk

3.3.8.4 By accessing an item from the ANU institutional repository, the end user shall agree to respect the original copyright of the work as granted by the depositing author.

3.3.8.5 Where there shall be multiple authorship, ANU institutional repository shall accept an author's signature on behalf of his/her co-author(s) in good faith. Should there be an objection; the material in question will be withdrawn immediately as investigation of the complaint is carried out.

3.3.9 Quality Control

3.3.9.1 All submissions will be subject to quality control. The repository staff will review all submissions to assess the eligibility of the depositor/author and valid metadata before making them available.

3.3.9.2 The depositor is responsible for the validity and authenticity of the submission.

3.3.9.3 Any submission not meeting the submission criteria be returned to the depositor together with reasons for refusal.

3.3.10 Roles and Responsibilities

All University staff and management have a role in the success of the Institutional Digital Repository. The University management has an obligation and responsibility to establish the supporting structures to ensure the implementation of the policy.

3.3.10.1 The University Management

The University management will facilitate enactment of this policy and other policies that allow access, integration, and preservation of research information into the Institutional Digital Repository.

3.3.10.2 University Staff

They will ensure that their scholarly and research publications are deposited or submitted to the repository manager for inclusion in the repository.

3.3.10.3 University Library shall:

i) Coordinate the collection of the content and workflow to the digital repository;

ii) Manage and maintain the digital repository through verifying submissions, validating and enhancing associated metadata and ensuring research outputs are accurately displayed online;

iii) Administer and resolve complaints arising from the works held in the institutional repository;

iv) Maintain the quality of materials included in the digital repository;

v) Ensure copyright rules are followed and that the rights of copyholders are not infringed; and,

Vi) Monitor and evaluate the implementation of the policy with a view to forming a basis for review.

3.3.10.4 ICT Department

The ICT department shall provide to the library technical support, backup, and relevant infrastructure.

3. 4 Electronic Information Resources and Services

The purpose of electronic information resources and services policy is to provide guidelines on the use of IT in the library and effective management of digital sources and services. Electronic information resources and digital library services are open to all authorized and registered users of the library

3.4.1 ICT Resources and Equipment

3.4.1.1 Computers shall be availed to all users on a first come first served basis, within a controlled time limit.

3.4.1.2 The management of all library software and systems shall be under the supervision of the Systems Librarian and ICT Librarian in consultation with the ANU Computer Information Systems (CIS) department.

3.4.1.3 All the ICT hardware and software in the library shall be used for educational purposes and not for personal use.

3.4.1.4 Library users are not authorized to install or uninstall existing software without permission from the Systems Librarian.

3.4.1.5 The System Librarian shall provide basic ICT training to library patrons.

3.4.1.6 The library department shall be fully responsible for the development and management of its online content in consultation with the CIS department.

3.4.2 Using the Internet

3.4.2.1 In using Library ICT facilities to access the Internet users shall not access any material which:

- Are obscene, racist, defamatory or illegal;
- Causes harassment, embarrassment or gross offence to others;
- Would be a breach of copyright laws; and,
- Contravenes ANU ethos.

3.4.2.2 Users shall not interfere in any way with the hardware, software or general operation of the computers.

3.4.2.3 Users shall stop any activity while using the computers if requested to do so by a member of library staff.

3.4.2.4 Users shall demonstrate a responsible approach and show consideration to other users in using ICT facilities.

3.4.2.5 The Library shall not accept responsibility for slow network responses, non-availability of web sites, and 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.

3.4.2.6 Only one patron shall use a computer at any one time, unless permission is granted by the librarian in charge of multimedia.

3.4.2.7 The Library shall not be held responsible for the content or quality of the information retrieved by users.

3.4.2.8 Appropriate filters and monitoring software shall be installed on computers to restrict access to sites considered unsuitable.

3.4.2.9 The use of personal storage devices e.g., flash discs, CD ROMs shall be allowed, subject to clause 3.4.2.1 above.

3.4.3 Digital library services

3.4.3.1 The University shall establish a fully equipped and well-staffed digital library unit to manage and provide access to online multimedia electronic information resources and services.

3.4.3.2 The digital library services shall be supervised by a systems librarian.

3.4.3.3 Online information assistance and guides shall be provided to library users to ensure ready help for information needs and enquiries.

3.4.3.4 Appropriate cyber management software may be used to effective management of time slots for each user.

3.4.3.5 All computers in the digital library shall be used for academic purposes only.

3.5 Information Literacy (IL)

The policy aims at guiding information literacy and competency training in contribution to achievement of the library's mission and vision. Information Literacy skills will enable patrons to find, access, evaluate, and use information independently as a basis for life-long learning.

3.5.1 IL shall empower faculty, students, staff, and the community with Information literacy skills for lifelong learning.

3.5.2 Library staff shall collaborate with other departments of the University in enhancing optimum use of information resources.

3.5.3 IL shall empower student Knowledge Ambassadors with information literacy skills that will enable them train their peers.

3.5.4 The Library shall offer IL through classroom teaching, distance learning and training on one-on-one basis.

3.5.5 The implementation of the information literacy program shall be through the University Librarian aimed at providing appropriate range of information literacy services covering all university learning modes.

3.5.6 Topics to be taught are outlined in the *Library information literacy manual.*

3.6 Disaster Management

Disaster management is important as it facilitates the safety of information resources held in the Library, equipment, library users as well as staff members manning the Library. The policy shall give guidelines on disaster preparedness, prevention, response, and recovery. Safety measures to be undertaken include: modification of buildings, enhancing security including adding security equipment, and other appropriate surveillance measures to ensure security of users, staff, information resources, equipment, furniture, and buildings.

3.6.1 Duty to Protect

The Library in liaison with the University security office shall:

3.6.1.1 Ensure the physical protection of both library staff and library patrons. They shall also develop and integrate protection programs for emergencies, such as fire, floods, earth quakes, and other natural disasters.

3.6.1.2 Provide training to librarians' obligations in safety and security matters;

3.6.1.3 Take steps to minimize loss and damage to persons, collections, furniture, and equipment;

3.6.1.4 Audit on a regular basis, anticipate and take reasonable measures to prevent predictable losses such as minor vandalism, injuries, theft of library materials or library user property, utility interruptions, and the non-return of items borrowed from the collection;

3.6.1.5 Take reasonable measures to mitigate catastrophic losses that occur during emergencies and natural disasters, such as earthquakes, major fires or floods, and other elated catastrophes as a means of loss avoidance;

3.6.1.6 Document all losses, including those from fires, natural disasters, crimes, antisocial behavior,

etc., that occurs on or near the library involving library staff, library users, their property or library property. This information shall be collected and organized in a manner that facilitates the anticipation and prevention of further losses.

3.6.1.7 Report obvious losses to appropriate security units' officials to increase the possibility of recovery, promote the apprehension and punishment of the perpetrator(s);

3.6.1.8 Provide early warning fire detection and annunciation systems that are both visual in the form of a strobe light and audible by a bell, with signals clear and distinguishable from other signals and easily understood by all users of the library, including persons with disabilities;

3.6.1.9 Provide sufficient exits and exiting guidelines, including areas of rescue assistance;

3.6.1.10 Organize a library fire service physical inspection to plan its tactical response, verify the library's compliance with local and state fire codes as well as acceptable fire safety standards. The inspection shall facilitate a review of fire prevention practices.

3.6.1.11 Publish a library evacuation plan and display emergency exiting diagrams and instructions for staff and patrons, including persons with disabilities, with a minimum of one fire drill exiting per year, in which the staff fully participate; and,

3.6.1.12 Install approved firefighting equipment, including portable fire extinguishers quarterly inspected by library personnel. The equipment shall also be inspected and tagged annually for maintenance purposes by an approved fire extinguisher maintenance company and placed in strategic locations throughout the library.

3.7 Security

The library shall conform to the University security policy. Providing and maintaining security in the library is key for optimum use of the information resources housed in the library. The policy endeavors to ensure that library security is managed appropriately and efficiently at all times, that persons within the building feel safe and secure, and that the library building, facilities, and information resources are secure.

3.7.1 Obligations

3.7.1.1 Library security shall check the books and other possessions of patrons when entering and exiting the library.

3.7.1.2 Library staff shall request for identification of any person entering or exiting the library.

3.7.1.3 Staff in the library shall interrogate anyone who may have violated the library regulations.

3.7.1.4 Security staff shall open and close the library building according to published opening hours.

3.7.1.5 Security staff shall keep custody of all library keys. Lost or misplaced keys must be reported to the University Librarian.

3.7.1.6 Library patrons shall be responsible for their personal belongings. Items found in the Library unattended will be treated as lost property and delivered to the Campus Lost Property Office. Loss of personal property within the library shall be checked at the library security desk in case the property has been found.

3.7.1.7 Any suspected theft of Library property shall be reported to the security personnel or the librarian in charge.

3.7.1.8 Only Library staffs are authorized to access the administrative modules of the Library Management System or to change information therein.

3.7.1.9 Library staff shall maintain high standards of privacy and confidentiality with regard to patrons' personal information.

3.7.1.10 The library entrance/exit security door shall be operational and active at all times.

3.7.2 Security of Data

3.7.2.1 The library shall work with the CIS department to ensure security of all library electronic data.

3.7.2.2 The Systems Librarian shall liaise with the CIS department to ensure there is continuous and consistent back up of library data to prepare for any form of disaster.

3.7.2.3 All computers shall be installed with updated anti-virus software to protect them against malicious software.

3.7.2.4 Administrative passwords shall be changed from time to time.

3.8 Staffing

The university is committed to recruiting and retaining qualified, competent and responsible library

staff. Recruiting, training and promotion of staff shall be done according to the Human Resources Policy. The library shall develop staff requirements, work schedules, supervision, and coordination. The library shall also support students on attachment, internships, and volunteers for purposes of practical and professional experience.

3.8.1 Library Structure

The overall manager of ANU library shall be the University Librarian. The University Librarian shall be supervised by the Deputy-Vice Chancellor (Academic Affairs) and will be supported by the following officers.

    i.   Deputy University Librarian

    ii.   Senior Librarian (s)

    iii.   Librarian (s)

    iv.   Assistant Librarian (s)

    v.   Senior Library Assistant (s)

    vi.   Library Assistants(s)

    vii. Other designated staff according to current functions and activities

3.9 Library Student Attachment

The library shall provide student industrial attachment in conformity to the University student attachment policy. Library and Information Science Students who are interested in undertaking industrial attachment shall apply to the Human Resource office through the University Librarian's office.

4.0 Effective Date: This policy is effective from 2022

5.0 Frequency of Review and Update:

This policy shall be reviewed biennially or as need may arise. Next review is scheduled for ...... 2024....

6.0 Signature, Title and Date of Approval

Approved:

CEO, Vice Chancellor

Date Approved.