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## **1 INTRODUCTION**

This policy document seeks to regulate the administration and management of the Bolgatanga Technical University (BTU) Library. The Library serves as one of the most important support services of the University. It is mandated with acquiring information resources that satisfy the primary information needs of the University, which are teaching, learning and research. The Library also has a responsibility to assist the University in developing well-rounded students by availing information that satisfies clients' information needs such as recreational, social, economic (entrepreneurial), emotional, environmental, political, and spiritual needs. It further serves as a collector and preserver of rare and special collections.

The Library intends to provide access to information in different formats, such as print (books, newspapers, magazines, serials and journals), non-print (compact disks, digital video disks) and electronic/virtual (e-books, e-journals) resources. In responding to the technological developments that enhance service delivery, the Library should revitalise its resources, products, services and physical infrastructure to encompass its virtual presence and thus increase access to relevant services remotely. There should be an increased dependence on appropriate ICT infrastructure and a continuous staff training and development regime.

## **2 VISION**

To deliver library and information services that support the academic and research vision of the University.

## **3 MISSION**

In support of the University's vision, the policy is to ensure that the Library:

- i. provides access to information resources that support the University's teaching, learning and research needs;
- ii. contributes towards the development of leaders and lifelong learners within the home of academic excellence;
- iii. presents the physical and virtual information hub of choice;

- iv. delivers excellent, equitable and innovative library services, supported by professional and competent staff.
- v. is client centred and provide immediate services (reduced turnaround time to services);
- vi. embraces social interaction networks.

#### **4 PURPOSE**

The purpose of this policy is to provide overarching rules and regulations for the administration and management of the Library. It provides the University with guidelines for making decisions about the development, management and utilization of Library collections.

#### **5 SCOPE**

The policy applies to all internal and external clients of the Library.

#### **6 DEFINITIONS OF TERMS AND ABBREVIATIONS**

- i. “Information resources” - means print, non-print and electronic resources such as books, maps, dictionaries, encyclopaedias, compact discs, digital video discs, videos and databases (e-books, e-journals), etc.
- ii. “Internal members” - refers to students and staff (teaching and non-teaching staff) who are registered users of the library.
- iii. “BTU” - stands for Bolgatanga Technical University.
- iv. “Students and Staff” - means registered BTU students and employed staff.

#### **7 MEMBERSHIP**

- i. Internal members in possession of a valid University/Library Identity Card, qualify for a free membership and access to services and materials of the Library.
- ii. External members of the Library shall be charged a membership fee, where applicable.
  - a. Paying members: Community members, Alumni, etc.
  - b. Non-paying members: Pensioners, members of the University Governing Council and Library Community Engagement Projects Committee.

## **8 STRATEGIC PLAN**

There shall be a strategic plan for the Library. This shall be provided for by Library Committee in consultation with the Academic Board to reflect the vision and mission of the Library that is hinged on the vision of the University.

## **9 LIBRARY HOURS**

Library hours shall be reviewed annually and made available on the BTU library web page and/or notice boards. Currently, library hours are as follows:

- i. Mondays to Fridays: 8am – 5pm;
- ii. Saturdays: 9am – 4pm;
- iii. Revision and examination period: 8am – 9pm and
- iv. Closed on Sundays and public holidays.

All services at the Circulation Service desk shall be closed fifteen (15) minutes before closing time. The operating hours are subject to review by the Librarian in consultation with the Library Committee.

## **10 RIGHTS AND RESPONSIBILITIES**

### **10.1 The Rights and Responsibilities of Library Management**

The Library is dedicated to the principle of free flow of and equal access to information. The rules about the optimal use of Library services, collection, equipment, and facilities are to protect the fundamental rights and responsibilities of all Library clients and Library staff. Thus, any action by a Library client or staff which leads to the denial or restriction of reasonable access and availability of any service, facility, equipment or collection, shall be in breach of the rules and subject to disciplinary measures as set forth by the University Management.

The Library Management and staff shall ensure that the Library delivers a professional, quality, timely, and relevant service. It is the responsibility of Library Management to ensure that all clients have reasonable access to library policies and regulations.

The Library Management shall ensure that staff leaving the University shall be required to return all information resources belonging to the Library and signs Clearance Certificate.

## 10.2 The Rights and Responsibilities of Library Clients

A Library client shall have the right to access the Library and information services, collections, facilities and equipment. However, there are responsibilities and limitations. A Library client shall be responsible for ensuring that s/he:

- i. familiarises with the policies and procedures on the use of the Library;
- ii. abides by rules and regulations; and
- iii. safeguards the Library's property.

## 11 RULES AND REGULATIONS

### 11.1 Rules of Conduct

- i. The right of admission to the library shall be reserved by the Librarian.
- ii. Behaviour that disrupts the Library's activities or impinges on the right to a quiet and orderly work and study environment of other library clients shall not be permitted.
- iii. Library clients shall conduct themselves in an orderly and appropriate manner.
- iv. Reasonable silence shall be observed throughout the library, except in designated areas for group discussions.
- v. Smoking, eating, and drinking is strictly prohibited.
- vi. Information resources, equipment or facilities shall not be defaced, damaged, stolen or relocated without permission.
- vii. Cellular phones shall be kept silent for messaging purposes, accessing the Library catalogue, electronic resources, and **NOT** for conversations.
- viii. The Library shall not accept any liability for loss of or damage to personal property. However, reasonable measures shall be put in place for providing a secure environment.

## 12 SANCTIONS

- i. Students who withdraw, discontinue or have completed studies at the University shall be required to return all resources belonging to the Library. Failure to do so shall result in such students' results/certificates being withheld by the University until they redeem themselves.

- ii. The Library shall have the right to request the Finance Department to debit the student's account or staff's salary/allowances/pension funds to recover any damage or non-return of Library material.
- iii. In the event of a loss of a book and any other related Library materials, the offender will pay twice the current price, including shipping and handling charges, plus a processing charge.
- iv. Failure to return books when recalled will lead to the loss of borrowing rights plus any overdue fines. In the case of a Senior Member who commits any of the above offences, a report shall be made to the Vice-Chancellor for appropriate sanctions to be instituted against him/her. For non-university users, use of the Library will be denied and other appropriate actions taken.
- v. Failure to return borrowed materials on the due date will lead to – a fine of Gh¢2 per day up to 7 days or thereafter Gh¢3 a day plus loss of borrowing rights till the book(s) are returned if it is a General Collection. For Reserved/Reference Collection -there will be an hourly charge of 50Gp plus loss of borrowing rights until books are returned.

### **12.1 Fines**

Library clients shall be fined for non-compliance in the following circumstances:

- i. failure to return information resources within stipulated time frames;
- ii. damaged information resources; and
- iii. loss of information resources.

The Library reserves the right to suspend membership until all checked-out resources have been returned and all charges paid up.

## **13 LIBRARY SERVICES**

- i. Reference and Reader Services: Client Services aimed at bridging the gap between clients and the Library.
- ii. Inter-Library Loan Services: A service aimed at increasing access to worldwide information by sharing information resources with other participating libraries.
- iii. Circulation Services: A service that manages the use of information resources outside the Library premises.

- iv. Information literacy skills course
- v. Electronic Support Services
- vi. Reprographic Services

### **13.1 Reference and Reader Services**

Reference and Reader Services shall include the following:

- i. Promoting personal assistance without discrimination to library clients
- ii. Selecting and organizing sources of information both in print and electronic to meet the changing needs of library users
- iii. Setting standards and guidelines that ensure excellence in reference services
- iv. Ensuring that library clients consistently receive high-level services
- v. Registration of new library users
- vi. Front desk and inquiry services
- vii. User-education programmes (orientation and training)
- viii. User records management
- ix. Management of reference collections
- x. Enforcement of library rules and regulations
- xi. Referral Services

Services to clients shall take precedence over other duties. Clients shall be notified when their materials are ready for collection.

### **13.2 Circulation Services**

- i. All clients shall present a valid identification card for this service.
- ii. The client is responsible for all materials borrowed in his/her name.
- iii. Circulation privileges are not transferable from one person to another.
- iv. Clients are responsible for all library items checked out on their library records.

### **13.3 Book Lending Services**

Students and staff shall borrow a book(s) over a period of time as follows:

- i. Students – maximum of one week.
- ii. Staff – maximum of two weeks.
- iii. Others – three days.

### **13.4 Inter-Library Lending**

The Library staff shall borrow books for users from participating libraries upon request.

### **13.5 Renewal of Borrowed Books**

General Collection items may be renewed twice unless another client has requested the item(s). Materials shall be renewed on or before the due date.

### **13.6 Reservations of Library Materials**

Clients who need a book that is checked out may request with a valid ID, place a recall or hold a request on that book. When the item has been returned, a notice will be sent out to the person who requested the hold or recall. The book(s) will be held at the Circulation Desk by library staff for three days. If they are not picked up by the 3rd day, then they will be re-shelved.

### **13.7 Electronic Support Services**

Electronic resources shall be used for educational or research purposes. However, restrictions may apply to on-campus and off-campus users of specific databases. The terms and conditions of the agreement between the user and vendors/publishers of these electronic resources shall regulate the use of the databases.

The Electronic support services shall include but not limited to the following:

- i. Online Public Access Catalogue (OPAC) for Clients
- ii. electronic information resources namely, CD-ROMs, online databases and Internet services

The Library will provide students with guidelines for evaluating websites and search strategies for finding the most appropriate information from the web.

### **13.8 Guidelines for Use of Library Computers**

All Clients shall book with library staff before using the computers:

- i. the initial time of booking for each client is one (1) hour; this may be extended if no Client is waiting to use the computers.
- ii. the use of external drives, e.g., Pen drives or CDs shall be supervised by Library staff.
- iii. the installation of programmes e.g., software, games etc on computers is prohibited.
- iv. clients shall seek approval from Library staff before downloading any document online.
- v. the use of computers to play games, watch pornographic/other films or listen to music is prohibited
- vi. the use of a computer for social media browsing (e.g., Facebook, Instagram, Twitter, Skype) is strictly prohibited.

### **13.9 Reprographic Services**

The Library shall comply with prevailing copyright laws in the use of intellectual properties including electronic information resources.

- i. Under the fair use, fair dealings and for the purposes of study, photocopying of articles, chapters of books, etc, may be allowed. However, it shall be based on copyright law, which states that only 25% of a book can be photocopied at a time.
- ii. Printing service is also available in the Library.
- iii. Project work and dissertations cannot be photocopied.

## **14 Library Collection Development**

The Library shall use the majority of its funds to develop a collection that reflects the educational objective of the University. Upon request for library materials, the Librarian shall determine the need.

In preparing the Library's budget for future allocations, consideration shall be given to:

- i. Changes in courses offered and introduction of new programmes
- ii. Budgetary guidelines

The Librarian shall solicit and welcome suggestions and recommendations from Deans, Heads of departments, staff and students for the acquisition and retention of materials.

#### **14.1 Donations**

The Library accepts donations or gifts in materials and cash. The donation or gift may be declined if the donor wishes to impose conditions that are not compliant with University and Library regulations. The Library may decline outdated materials. In addition, the authenticity of the materials to be donated shall be ascertained.

#### **14.2 Cataloguing And Classification**

The following are steps to follow upon receiving a book in the library:

- i. Stamping – this shall be done on the title page, the verso page, the edges of the book and every twenty pages
- ii. In the Accession Register, bibliographic details of the book shall be recorded including the title of the book, author, date of publication, publisher, place of publication and International Standard Book Number (ISBN). The Accession number is affixed on the verso of the book or the nearest available space.
- iii. Classification – this shall be done using the Library of Congress (LC) classification scheme.
- iv. Bibliographic information of the processed books is entered into the integrated library management system for the automation of the books.

#### **14.3 Care of Books and other Library Materials**

- i. No book is to be written in, cut or damaged in any form. Any defect or damage to a book should be reported to Library staff.
- ii. Readers must not trace any picture or figure from any book/material.
- iii. Readers and borrowers will be held responsible for any damage to a book in their charge and will be required to pay the appropriate cost of such damaged books.
- iv. Borrowers shall pay for the loss of any borrowed book.

#### **14.4 Preservation**

The Library believes that preserving the collections for continuous use by its clients is a natural extension of its Collection Development responsibility. The library shall undertake the following preservation activities:

- i. regular binding,
- ii. repair and rebinding,
- iii. preservation quality, and
- iv. other preservation methods when indicated.

#### **14.5 Weeding**

The Library recognizes the importance of maintaining a collection of current, appropriate, and useful materials. Therefore, a periodic evaluation of the collection will be performed to remove or replace materials that are no longer useful. Weeding of resources shall be ongoing and it's the responsibility of the Library team. Regular, appropriate editing is vital to maximise the usefulness of the collections, make the best use of limited Library shelve space and eliminate unnecessary administrative costs. Therefore, the Library shall remove materials not currently used to non-open access areas and withdraw unused duplicate copies.

The following guidelines have been developed to aid in the weeding process:

- i. There shall be weeding of Books:
  - a. in poor physical condition and beyond repair;
  - b. outdated or inaccurate;
  - c. no longer of use to library clients and have not been borrowed in the past 5-10 years;
  - d. with worn-out volumes (i.e., dirty, brittle, yellow pages, missing pages, tattered covers);
  - e. with poorly bound volumes (soft, pulpy paper and/or shoddy binding);
  - f. with poorly printed works; and

- g. of antiquated appearance, which might discourage use.
- ii. Audio-visual materials with missing or broken pieces shall be weeded.
- iii. Books weeded or withdrawn from the shelves will be shelved orderly, with the class number in the stacks for future requests for such materials.
- iv. Depending upon the currency or physical condition, some weeded items shall be donated to other libraries, offered to staff, or placed in the free books area of the Library for clients to acquire for their personal collection.

The above guidelines notwithstanding, the final decision concerning removing or replacing material rests with the University Librarian.

## 15 Types of Collections

- i. **Open collection:** Information resources that are on open shelves and can be borrowed by Library clients and used outside Library premises.
- ii. **Reserved collection:** Information resources that have been reserved and can only be used in the Library for identified duration (on short loan).
- iii. **Textbook collection:** A collection consisting of core books that have been prescribed by lecturers for a specified period (1 or more years).
- iv. **Supplementary collection:** A collection of study resources meant to assist students with assignments or tasks for a specified period.
- v. **Reference collection:** Popular and/or general reference works that are identified by Librarians and/or Lecturers and reserved permanently for easy access and use.
- vi. **Special collection:** A collection consisting of rare and expensive resources, government gazettes, and University output (Theses, Dissertations, public lectures, inaugural lectures, memorial lectures, etc.).
- vii. **E-Resources collection:** A collection consisting of electronic and online resources which provides access to eBooks, online books, online journals, and online question papers.
- viii. **Periodicals collection:** A collection of information resources that are published regularly and in series/volumes.

- ix. **Journals:** A collection of academic/professional periodicals meant to support teaching, learning and research.
- x. **Magazines:** A collection of advanced periodicals meant to support the recreational and general information needs of users.
- xi. **Newspapers:** A collection of local, national and international resources meant to expose library clients to the world's general daily news.
- xii. **Media collection:** A collection that houses information in non-print formats, such as compact discs, digital video discs, videos, and audio cassettes.
- xiii. **Office and Project Collections:** Collections that are meant to address information needs of lecturers' special needs and housed in their offices for identified periods.

## 15.1 FACILITIES

- i. **Research Unit:** A customised service meant to support researchers and postgraduate students.
- ii. **Photocopy Services:** A facility for duplicating library resources, as stipulated by the Copyright Act 2005 (Act 690).
- iii. **Discussion Rooms:** Specialised rooms meant to provide up to 10 students with facilities for discussions of any nature (meetings, formal or informal discussions, group consultations, etc.)
- iv. **Computer Laboratories:** Computer rooms meant to provide access to e-resources for study purposes. They shall be managed, upgraded and maintained by the Library IT unit.

## 16 LIBRARY ADMINISTRATION AND MANAGEMENT

### 16.1 Administration and Management

The administration and management of the University Library shall be under the supervision of the Librarian and the Library Committee. The management of the library shall:

- i. implement the strategic plan for the library.
- ii. deliver services according to the strategic planning document that supports the University's priorities.
- iii. review and strengthen legal and statutory mandates and agreements;

- a. service Level Agreements with key user groups put in place and understood by the responsible staff members.
- b. adhered to License Agreements with service suppliers.
- c. Memorandum of Agreements/Understanding with other academic institutions implemented as stipulated.

## **16.2 Human Resource Management**

- i. Organizational Structure (Organogram) shall guide human resources planning in relation to supervision, workflow, leave management, performance management and development.
- ii. The Library shall support in the appointment of staff with requisite competencies (Qualifications, Knowledge, Skills, Experience and Attributes), as identified through a human resource planning exercise.
- iii. All staff shall perform their duties according to performance plans linked to the Library's strategic plan.
- iv. Performance management and development system shall be used to monitor performance, address shortcomings and reward excellent performance (Promotions, Merit awards, etc.).
- v. New staff shall be taken through in-service training (induction) and assigned mentors until they are satisfactorily acclimatized into their new roles.

## **16.3 Financial Resources Management**

- i. The Library shall cost its strategic plan to determine the annual budget.
- ii. Procurement of goods and services shall be in accordance with the University's Procurement Policy.
- iii. Caution shall be exercised in ensuring that the Library does not under-or over-spend allocated funds.
- iv. The principle of cost-effective and efficient expenditure shall be applied in all financial transactions.

## **17 IMPLEMENTATION AND REVIEW OF THE POLICY**

This policy shall be implemented by the Library Committee and be reviewed from time to time or as required by the Academic Board.