

Rift Valley University

Library Manual

October 2024

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Manual for Rift Valley University Library

Preamble

Rift Valley University is the largest private University in Ethiopia, with campuses in all Regional states of the country, and in Hargeisa, Somali Land.

The University has founded on the belief that delivering quality education plays a crucial role in boosting the human and economic development of the country.

The first accreditation by the Ministry of Education in five diploma level programs of study was earned in the 1993 EC. RVU Rift Valley University began operations in October 2000 in Adama Town, with a capital of 1,300,000 Eth. Birr, a total number of 154 evening program students, and five part time faculty staff. Currently the university accredit by Ministry of Education, Oromyia Regional Government Bureau of Education in collaboration with the Ministry of Health. It offers postgraduate, undergraduate, TVET courses in various fields of studies. Rift Valley University Library was came to being with the establishment of the University to support Teaching, learning and research activities of the university and continuously expand its branches to all campuses and colleges which are constituted the university.

This manual is produced to facilitate management of information resources and services in RVU Library system. It helps to comprehend duties of the library and expectations from the user community. It is also important to provide uniform services at all branches of the library. All branch libraries are expected to perform their activities accordingly.

This Manual is created and developed to serve as a handbook to internal university's administration and library staff to provide basic information about the RVU Library service procedures upon which the library system carries out its services and activities. Substances of this manual are organized reasonably into six chapters and several key parts these were conceptualized from accumulated knowledge, actual practices, experiences, and on the needs and demands of clients. Common principles and practices in librarianship were also deliberated. As to manage the needs and demands of library users and with the changing times, this manual will be reviewed and updated regularly.

i. Vision

Vision of RVUL is derives from the vision of parent institution. It seeks to be one of a leading private universities Library in its collections of all formats, quality of services and users satisfaction in East Africa and beyond by 2030

ii. Mission

As an academic library, RVUL dedicated to provide excellence library services to enhance quality of learning, teaching and researches works of the university, as well as it is committed to promote and preserve knowledge.

iii. Objectives

a. General Objective – general objective of RVUL is to collect and disseminate original, current and relevant and accurate information to students, faculties and researchers to enhance quality of teaching learning and research.

b. Specific Objectives

- facilitate access to information to achieve academic excellence;
- apply emerging technology to management information,
- support research and innovation;
- preserve national culture;
- Recognize the importance of training librarians who serve as
- intermediaries between readers and sources information.
- Develop harmony within the College, and with stakeholders and benefactors

iv. Scope

This Manual applies in all campuses and colleges libraries of Rift Valley University

v. Definition of Terms

Accession Number – Refers to the unique number assigned to a bibliographic item in the order in which it added to a library collection, recorded in an accession record maintained but the technical services department.

Acquisition – Refers to the process of securing materials for the library collection, whether by purchase, as gifts, or through exchange programs.

Call Number- Refers to the combination of numbers and letters that provide a unique description of each item in a library collection.

Card Catalog - Refers to a card file, arranged by author, title, and subject, listing all items owned by a library.

Cataloging - Refers to the process of creating entries for a catalog.

Classification Scheme- Refers to a classification system which uses numbers and/ or letters, to represent the subject content of materials.

Collection - Refers to the resources in any format that the Library acquires or provides access to including online resources accessible via the Library webpage.

Conservation- Refers to the aspect of preservation activity which implies the active use of preventive measures, or processes of repair of damaged materials to ensure the continued existence of individual library materials.

Cross References – Refer to a word or heading that directs you from one part of a book, catalog, or index to another part.

Digital collections _ books or articles appeared in electronic format which selected and acquired by the university library.

E-Resources - Refer to any work encoded and made available for access through the use of computer.

Holdings - Refers to the materials owned or held by a library.

Library Committee - Refers to the body or a person that deals with library activities. They also play an effective and important role to run the library efficiently.

Library Personnel – Refers to serve as the primary source for the Library Administration in planning personnel policies and procedures of the library.

OPAC - (Online Public Access Catalog)- A computerized catalog of books and other items in the library
Overdue- Material which is not returned to the library by its due date is considered overdue.

Periodical – Refers to all materials published at regular intervals and intended to be continued indefinitely.

Professional Librarians - Refer to someone who has a degree in Library and Information Science.

Publication - A book, periodical, musical score, and etc., that has been “brought before the public”; in other words, a work that has been printed and distributed.

Public services – Refer to those library activities where direct contact with the customer occurs on a daily basis.

Reference collection - Contain many sources of information, such as dictionaries, directories, almanacs, encyclopedias, atlases, and statistical compilations. They may also have bibliographies, indexes, and abstracts. Reference materials usually do not leave the library.

Renewal – An extension of the loan period for a charged library materials. As long as no one else requests the book, renewals are unlimited.

Reserved Materials – is selection of specific books, periodical articles and other materials which faculty have indicated that students must read for a particular course.

Selection – Refers to process of choosing appropriate information resources that best serve the needs of the university/campus constituents.

vi. Acronyms

RVU- Rift Valley University

RUVL- Rift Valley University Libraries

IR – Institutional Repository

OPAC – Public access catalogue

Chapter One Administration

1.1 Library structure

The basic functions of library management include overseeing all library operations, managing the library budget, planning and negotiating the acquisition of materials, interlibrary loan requests, stacks maintenance, overseeing fee collection, event planning, fundraising, and human resources. Therefore, each campus and colleges of Rift Valley University shall be established its own library and all necessary technical and public service units to operate libraries accordingly. Library is administrated by professional librarian and reported to campus dean.

1.2 Library Committee

The University Library Committee serves in an advisory capacity to the librarian on matters of general policy, planning, programs, goals, and objectives.

1. Advises and reviews library policies for instruction, resources, services, and the facility.
2. Advises regarding library services, especially innovation, for the campus community.
3. Discusses budgetary issues for books, journals, databases, media, etc.
4. Reviews benchmarking reports with peer institutions for resources, staffing, and services.
5. Reviews the annual report for library.
6. Fosters communication with and keeps faculty and other constituency groups informed of major library issues.
7. Ensures the library is connected with and supports the university's academic programs.
8. Serves as an advocate for RVUL.
9. Library committee members
 - a. Academic official Assigned by Vice President for Academic Affairs-chairman
 - b. Director of DADL – Secretary
 - c. Two students from undergraduate and postgraduate students – member
 - d. ICT Director – member

1.3 Human resource and staff development

A library plays a fundamental role in enhancing the learning experience, providing the learners access to various resources and services they need to enhance their knowledge. As the University encourages private self-financed students in its college/campus, it has more reasons to improve the services in the college/campus to satisfy their needs. Library services are one of the main services the students and their parents like to see so that they get in return for what they have paid. The library is also important for the academic faculty to support their teaching thereby benefitting the learners. To keep library collection current and provide uninterrupted services to its users, the college/campus management and the University must make sure that library staffs are adequate both in terms of numbers and skills with required training and professional development.

1.3.1 Staffing Pattern

The required number of staff and positions of the library staff will be according to the latest Human Resource Rules and Regulations of the Rift Valley University. However, if the head of the college/campus library feels that the library requires additional staff due to the increase in the volume of collections and number of students, a proposal with justification should be submitted to the University Human Resource Committee routed through the College/campus Library Committee. The college/campus management and the University should support the library to get staff with the required qualifications and skills. For an ideal situation, the college/campus library should have the following library personnel:

1.3.2 Chief Librarian

The Chief Librarian of the college/campus will be the head of the library and is responsible to take care of all library affairs in the college/campus including working as the Secretary to the College/campus Library Committee.

1.3.2.1 Roles and Responsibilities

- a. Plan and execute program of library services and activities including the annual budget of the library;
- b. Submit policy recommendations on library programs and activities to the College/campus Library Committee;
- c. Support the University in developing/reviewing University library policies and operational procedures;
- d. Study and recommend collection development of library in consultations with the faculty members, students, and fee-paying members;
- e. Plan annual activities of the library including the budget calendar;
- f. f. Provide user education and professional services as and when it is required;
- g. Lead and guide the staff in the library to provide the best library services to the users;
- h. Keep the library information system updated as and when required including the digital library services;

- i. Ensure all the new materials added to the library are entered in the Koha Library Management System within a stipulated time;
- j. Carry out any other task that may be assigned from time to time by the supervisor.

1.3.2.2 Qualification and Skills

- a. The Chief Librarian of the university should have a minimum of BA/BSc degree in relevant field;
- b. Have a minimum of 8 years working experience in the Library;
- c. Desire to meet and serve the library users;
- d. Ability to think analytically and to develop new or review procedures, and workflow;
- e. Ability to exercise initiative and independent judgment;
- f. Knowledge of computers, the internet, and available library software with open source license;
- g. Ability to support students in terms of references and citations in their academic assignments and projects;
- h. Ability to prepare comprehensive reports and present ideas clearly and concisely in written and oral form;
- i. Ability to make administrative decisions, interprets policies, and supervises staff;
- j. Ability to motivate, establish and maintain effective working relationships with associates, supervisors, and the library users;
- k. Adequate knowledge and techniques of library services and Koha Library Management System;
- l. Ability to organize annual library activities and work independently;
- m. Demonstrated knowledge of library materials and resources;
- N. Positive attitude toward library users with special needs;
- O. Use managerial skills effectively in directing, planning, organizing, staffing, coordinating, budgeting, and evaluating the library's operation;

1.3.3 Deputy Chief Librarian – Assistant Librarian

The college/campus library should have at least one library staff

1.3.1 Roles and Responsibilities

- a. Plan and execute program of library services and activities, assist the Chief Librarian to prepare the annual budget of the library;

- b. Draft policy recommendations on library programs and activities to the College/campus Library Committee;
- c. Support the University in developing/reviewing University library policies and operational procedures;
- d. Study and recommend collection development of library in consultations with the faculty members, students, and fee-paying members;
- e. Execute annual activities of the library as per the budget calendar;
- f. Provide user education and professional services as and it is when required;
- g. Guide the staff in the library to provide the best library services to the users;
- h. Keep the library information system updated as and it is when required including the digital library services;
- i. Ensure all the new materials added to the library are entered in the Koha Library Management System within a stipulated time;
- j. Carry out any other task that may be assigned from time to time by the supervisor.

1.3.2 Qualification and Skills

- a. The library personnel holding these positions should have a minimum of Bachelors/BSC in Library Science Degree and fulfill the criteria set out in the latest Human Resource Rules and Regulations of the University;
- b. Desire to meet and serve the library users;
- c. Ability to think analytically and to review procedures, and workflow;
- d. Ability to exercise initiatives for the development of library;
- e. Knowledge of computers, the internet, and available library software with open source license;
- f. Ability to prepare comprehensive reports and present ideas and concisely in written and oral form;
- g. Ability to motivate, establish and maintain effective working relationships with associates, supervisors, and the library users;
- h. Adequate knowledge and techniques of library services and Koha Library Management System;
- i. Ability to organize annual library activities and work in a team;
- j. Demonstrated knowledge of library materials and resources;
- k. Positive attitude toward library users with special needs;

Chapter two General services

2.1 Library Location

The Rift Valley University is composed of several member campuses/college which are spread across the country. Each member campus/college has its library which is located inside the campus. The Rift Valley University gives much importance to the development of the library in the campuses/college. It is the policy of the University to provide comprehensive access to library services and resources.

2.2 Opening Hours

The library should remain open for a minimum of 10 hours during working days, longer during the time of examinations, and for a few hours during weekends. Within this standard, the Campuses/college senate can decide on their opening and closing timings based on their situation. However, each college library can be adjusting its appropriate opening time based on users' interest. But the total service hours shall not be less than 80 hours per week. In general, each library is open to users as described in table below.

Day	Opening	Closing
Monday – Saturday	8: 00AM	8:00 PM
Sunday	8:00 AM	6:00 PM
Public Holidays	Closed	

The RVU libraries will be closed on all national holidays unless it is notified otherwise by the concerned library in charge or the college/campus management

2.3 Users

All community of RVU and external reader who are allowed by Chief Librarian for definite period are eligible to use all facilities of the RVUL

2.4 Library Tours

All RVU libraries at the college/campus must encourage library tours but with appointments. A class tour can be arranged in consultation between the module tutor and the library in charge.

2.5 Lost and Found

The library will not be responsible for the loss of personal belongings, including library cards. Items accidentally left in the library will be held for a limited time at the Circulation Desk.

- a. If the owner of the item can be identified, library staff will attempt to reach the owner.
- b. If the owner cannot be identified the library will not be responsible

2.6 University ID card

The university community should have a valid university card issued by the competent authority. The university student and staff identity card used for entitlement of readers to use the library facilities. Therefore, these cards should be shown at entrance or anywhere and anytime when requested.

External readers will have library entrance ID card for limited Period that s/he permitted to use the library.

Chapter three Information services

3.1 Acquisitions of materials

3.1.1 General Criteria for selection of books

The Library has a mandate to acquire all kind of resource in all formats in libraries for educational and research purposes.

- a. RVUL will acquire materials published or written by the university staff and students for collection development and digital Institutional repository.
- b. Selection of materials done based on definite criteria to ensure the library acquires important and scholarly works.
- c. Selection must be applied on both printed and electronic resources.

- d. All acquired books and other library materials must be essential for the teaching learning and various activities of the university community.
- e. The number of books subscribed for library is not less than 2 copies and not exceed 5 copies;
- f. Teaching staff or Department committees participate in selection of course related materials and scholarly Journals;
- g. Branch libraries shall have ordered order file for requested materials and accession lists for received materials; Procedure guide for purchasing publication will be obtained

3.1.2 Criteria for selection

To be built a collection of merit, materials are evaluated according to one or more of the following standards. However, an item need not meet all of these criteria in order to be acceptable.

- a. The material should be potentially relevant to the user community needs.
- b. Selected material shall be requested by library patrons or its volubility determined by librarian.
- c. It should be current for particular area of studies,
- d. Criticized and reviewed one is preferable,
- e. should Reasonable in price,
- f. Suitability of content and style for intended audience,
- g. Suitability of physical form for library use,
- h. Relation to the existing collection and to other materials on the subject,

3.1.3 Content evaluation

Any materials acquired by the library shall be measured via the following evaluation points.

- c. Comprehensiveness and depth of treatment;
- Objectivity, Vitality, originality, Clarity; Currency;

- Technical quality; binding, Color, fonts, etc.
- Skill, competence, and purpose of the author;
- Reputation and significance of the author;
- Consideration of the work as a whole;
- Artistic presentation and/or experimentation;
- Sustained interest;
- Effective characterization;
- Authenticity of history or social setting

3.1.4 **Ordering Materials**

1. Check request against the On Order File in Process File and other files for duplication. If titles are available inform the requesting party.
2. Verify and locate other information.
3. Prepare Purchase Request (End-User) and submit same to Deans and Office of the President for signature/approval.
4. Forward Purchase Request to Budget Officer for allocation.
5. Budget Officer forwards Purchase Request to Procurement Office for bidding or canvass.
- 6 Forward bidding or canvass to Supply Officer for preparation of Purchase Order.
- 7 Forward PO to Budget for final funding.
8. PO to Accounting.
9. Procurement office negotiates with book dealers.
10. When paid, purchased books are forwarded to the Supply Office for processing

3.1.5 **Receiving**

- a. Check received materials against purchase order
- b. Identify publications received for imperfections and return defective items/issues to vendors.
- c. Register on accession list
- d. Stamp library ownership on the following
 - Stamp accession number on the following:

- Upper left hand corner of inside front cover;
 - Upper right hand corner of inside back cover;
 - On the back of the official title page
- e. Transfer received materials to Cataloguing section
 - f. Prepare **claim list** for materials not received and send to vendor

3.1.6 Digital Collections

The college/campus library is committed to convert the material to other media for achieving compatibility of use and preservation within permissible rights. One of the common forms of converting to other media is the digitization of the printed material using the scanner. Digitization improves the convenience of reading materials. However, if work is copyright material, permission is required to make a copy, with certain exceptions. The laws apply even if the copy is only for personal use. Therefore, such legal issues should be cleared before the libraries digitize the materials.

The head librarian should prepare a list of books that require digitization and submit it to the College/campus Library Committee for approval. However, digitization work should be carried out only when the permission to do so is granted by the copyright holder and other legal issues are cleared.

The Library collect E-books, e- Journal articles from various Open sources make them accessible to users through internet and intranet facilities

Gifts are library materials that are obtained free of charge. Gifts may be in any format. They may be solicited or unsolicited.

Exchanges are library materials obtained through either donation from government and private bodies or through cooperative institutional agreements between the LLC and other libraries, universities or research institutes. Some examples of such exchanges are ZU serial publications and extra copies of donated publications to LLC.

3.2 Classification

All materials in the library are classified according to the “Dewey Decimal Classification (DDC)” scheme. The call number of each book constructed from DDC and cutter number. Materials are arranged on shelves in their Call Number. Each Library item is arranged on shelf by its call number order.

Summery list of the main classes of DDC are given below.

000 - Computer science, information & general works

100 - Philosophy & psychology

200 - Religion

300 - Social sciences

400 - Language

500 - Science

600 - Technology

700 - Arts & recreation

800 - Literature

900 - History & geography

Each main class is divided into ten divisions, and each division is divided into ten sections and sub sections.

3.3 RVUL Catalogue

The key to any library collection is its catalogue. As soon as new publications are received in Acquisition Section of the RVUL and registered on “Accretion list” of the library, those items transfer to a cataloger for classification and cataloguing purpose.

3.3.1 Objectives of cataloguing.

- To have physical describe of books and other publications;
- To tales the content or subject of item to users;
- To lead the reader to a particular item on the shelf;
- To facilitate inventory purpose;
- To facilitate system of collection management.

3.3.2 Contains of RVUL catalogue

A card catalogue will contain Call number, Main Entry, Title statement, Author statement, edition statement, imprint, collation, Series statement if any, Note area and Tracing

3.3.3 Arrangement of Catalogue Card

RVUL Catalogue cards are arranged into three parts. Such as:

- a. Author- Title Catalogue;
- b. Subject Catalogue and
- c. Shelf List.

Television in Education

Means entries are made-up of three headings, such as 'audiovisual education, 'Moving picture in Education' and 'Television in Education'. Therefore, you can find under such three headings.

Chapter four Public services

4. Circulation of Library Materials

Library circulation or library lending comprises the activities around the lending of library books and other material to library patrons. A circulation or lending department is one of the key departments of a library. The main public service point is the circulation desk which is found near the main entrance of all RVULs library. It provides lending services and facilities for return of loaned items.

Circulation

4.1.1 Loan System

All material in the RVUL are eligible for short and long period loan as determined by RVUL sets limits loan periods and the number of renewals allowed for both on spot & long period loan. Customers may place a hold on materials that are borrowed. Library has the right to reserve rare and demanding book and documents for in library use only

4.1.2 Borrowing procedures

- a. A valid membership card is required to borrow materials from the library.
- b. The loss of library cards must be immediately reported to the library circulation desk to prevent unauthorized use.
- c. Not all library materials will be circulated. The non-circulating materials are reference books, magazines, and newspapers and must be used inside the library only.
- d. The user should be responsible for all the materials borrowed.
- e. The user is not allowed to borrow materials on behalf of other users.
- f. A staff who is on study leave or availing leave for more than a month is required to return materials before leaving.

- g. Borrowed items must be returned or renewed on or before the due date or fines will be imposed.
- h. Borrower rights will be suspended as soon as an item becomes overdue by 7 days.
- i. Any loan may be recalled before the due date if required by another user.
- j. Individuals are responsible for ensuring that all outstanding loans and charges are cleared before their membership expires.

4.1.3 on Spot Loan

Permanent reserve books cannot be charged out unless the borrower is instructor and with the consent of the head of the circulation. Temporary reserve books are reserved by instructors for one or two semesters behind the circulation desk and subjected to on spot loan.

Number of students assigned to read a printed single temporary reserve book should not be exceeded thirty. The library will duplicate temporary reserve materials if scarcity exists. Every qualified user can borrow any book, journal or other information resources for on spot reading by depositing his/her ID card.

4.1.4 Long period Loan

For stack collections the Library shall facilitate loan system including distribution of library pocket. The number of library pockets issues to users are determined based on status of users, (Faculty; Postgraduate, undergraduate students and administrative staff).

All Authorized users who are interested to borrow library books should take library orientation and sign the membership card before the issuance of library pocket. Lost library pocket should be immediately reported to respective library. A receiver of library pocket(s) is responsible for materials borrowed by his/ her pocket. Lost Library pockets will be replaced within a month if receiver submits lost pocket clearance.

4.1.5 Loan Periods

- a. Students can borrow essential readings for a period of up to one week and other materials for two books.

- b. Academic staff can borrow essentials and additional reading materials for a period of up to one semester and other materials for one month.
- c. Administrative staff and fee-paying members can borrow materials for a period of up to one month.
- d. Irrespective of the type of users, audio-visual materials can be borrowed for a period of up to five days only.
- e. General reference books, Journals, magazines, most documents, and some books (such books are marked “Reserved”) are not checked out of the library, unless accompanied by a special pass signed by a responsible Library staff member authorizing a special loan

4.1.6 Returns and Renewals

- a. Materials borrowed must be returned on or before the actual due date to the circulation desk.
- b. The user can renew borrowed materials at the circulation desk by email or online using the library management system up to two times.
- c. Materials cannot be renewed if it is on hold by another user.
- d. If the overdue duration exceeds by 7 days, the renewal will be granted only upon clearing the overdue fine.
- e. Materials cannot be renewed more than two times online. The renewal for the third time will have to be done at the circulation desks.

4.1.7 Holds and Recalls

- a. The user can make a request for a reservation at the circulation desk or by using the online catalog. When a reserve material becomes available, the user will receive an email notification.
- b. When a material is requested by another individual, a recall notification will be sent to the user who currently has the material checked out in his/her name.
- c. After a recall is made, the borrower should return the item within seven (7) working days after which a fine will be imposed.
- d. Items will stay available on hold for users at the Circulation Desk for three (3) days only.

4.1.8 Overdue fine and replacement of lost materials

- a. Borrower must return or renew a borrowed material on a given time

- b. A lost book while on loan should be reported immediately to the librarian
- c. Lost or damaged book should either be paid or replaced with the same title or of later edition.
- d. The replacement should be done within one month.. If an item is lost and failed to replace it, the borrower will be charged 1.5 times the actual printed price of the item. This includes Processing and handling fee.
- e. To promote the prompt return of materials and optimal sharing of the library collection, the library is authorized to charging overdue fine of Br. 3 per day for students and Br. 5 per day for staff and fee-paying members will be charged

4.2 Reference Services

As a gateway to knowledge and information, the library should be in a position to provide quality services and adequate facilities that can foster the nature of teaching and learning, carry out research, and update knowledge. Such requirements can be achieved by holding quality information resources, providing equitable access to its users, and providing various services like referencing and professional services. The RVU libraries will strive at all times to provide excellence in customer service. The library will try to have skilled and knowledgeable staff members who are ready to provide assistance in identifying and locating materials to the users

4.2.1 Interlibrary Loans (ILL)

While each library or college/campus maintains a balanced collection that meets the needs of the programs and staff it serves, it is not possible to purchase every item that each cardholder wishes to access. Therefore, the library will attempt to borrow any item that it does not own from other libraries. ILL refers to the borrowing materials on demand from another college/campus library or another library in the country.

The following items are identified for interlibrary loan

- Texts Books
- Journal articles
- Dissertations and thesis
- Magazines

- Reference materials

4.2.1.1 ILL Request

Interlibrary loan service is applicable within the RVU libraries (college/campus) as well as libraries in the country. The service can be requested through the mail, telephone, fax, and email by the requesting library in charge to the lending library in charge. The lending libraries may reject requests for high use, valuable or fragile materials, or reference materials.

4.2.1.2 Loan Periods and Renewals

The loan period of ILL will be the maximum period of three months from the date of issue. If the patron wishes to renew, the renewal must be requested no later than 3 business days before the expiration of the loan period at the circulation desk. Renewal requests must be made to the lending library by email.

4.2.1.3 Delivery and Return

Loan materials may be sent via an overnight courier, registered mail, or some other reasonably secure carrier. The requested materials are posted from the lending library addressed to the library in charge at the requesting library. The postal charges for both delivery and return of the materials should be borne by the requesting library. The requesting library is solely responsible for the safe return of the borrowed items and financially responsible for any damage or loss of such materials while in their possession. ILL agreements will signed between RVUL and other libraries.

4.2.2 Orientation

Every college/campus library must provide a library orientation program at the start of the academic year when new students join the college/campus. For this purpose, librarian in consultation with the Dean of Academic Affairs should allocate suitable slots for each group of students. A minimum of an hour duration should be allocated for each group of students. The orientation program should be designed in such a way that the students are motivated to come to the library to use the various library resources and services.

To provide effective and efficient reference services, the library orientation may include the following points.

- a. Explain about rules and regulations of library service;
- b. Orientation of new users in accessing print and electronic resources;
- c. Who to use interlibrary loans;
- d. Inform about new arrivals;
- e. Update users on system change;
- f. Recommend reader on special item;
- g. Guide about collection of periodicals;
- h. Guide usage of Audio/visual;
- i. Explain available computing service and e- resources

4.2.3 Readers' advisory service

Readers' advisory service is one of the functions of the libraries in the RVU and covers a wide range of services including research assistance, homework help, assisting in using a computer, bibliographic verification, and referral services.

Readers' advisory service is to provide accurate answers to library users' questions by trained staff members during all hours of operation of the library. This is accomplished by:

- a. Interviewing clients on their request and collect relevant information from various sources and packing information to answer requests.
- b. Keeping the users informed about the services and resources available and encouraging to consume services.
- c. Providing materials and services to meet users' needs for timely, accurate, and useful information.
- d. Assist users and to facilitate access to the library's collections and resources.
- e. Assist users in the use of reference resources, library materials, and in the development of research strategies.

4.2.4 Information Literacy

Information and knowledge has become the 21st-century engine of economic, social, political, and cultural life. Accessing and using a wide

range of information resources enables people to engage in independent learning, decision making and problem-solving to address personal, professional, and societal issues.

In this age of the digital world, we are surrounded by an ocean of information in all formats. Information literacy is critically important so that users are not deterred by the lack of information literacy to use the library resources. Information literacy is empowering readers on the following purposes.

- a. Gathering and evaluating information effectively and appropriately;
- b. Identifying information sources appropriate to their discipline;
- c. Critically evaluating and incorporating information to address a specific information need;
- d. Utilize appropriate information technology;
- e. Understand the principle of intellectual property and the legal and ethical uses of information;
- f. Organize, store, or archive information;
- g. Compile bibliography, indexing and citations.

4.2.5 Pedagogical Approach

The pedagogical functions of library will strive to:

- a. Support student-centered learning Include collaboration with faculty and student researchers;
- b. Provide library instruction designed to foster information literacy;
- c. Develop promotional and outreach initiatives for library instruction;
- d. Create research guides, handouts, tutorials (online and in-person);
- e. Engage in planning activities designed to provide structure and direction for the program; and Experiment with a wide variety of methods.
- f. To maintain the aesthetic quality of the library,

Eating is prohibited inside the library. Covered drinks such as water or coffee are allowed anywhere in the building, except for the rooms where there are computers. Care should be taken not to place drinks on the shelves or in other locations where spills are likely to occur and damage the property.

Chapter five

Code of Conduct

5. General Rules and Regulations

- a All the students and faculties do have privilege to use any of the RVU campus libraries by using their official RVU ID.
- b All students/scholars and outsiders entering the Library must be presented books and notebooks and bags to the security guard at the checkpoint for inspection while leaving the Library.
- c Identity Card is compulsory for getting access to the library.
- d Books removed from the shelves by clients should be kept on the book trolley or on table nearest to them. Shelving is does not allowed for readers because a book misplaced is equal to a book lost.
- e The newspaper(s) should be folded properly after reading and kept back in the designated place.
- f Readers should not deface, mark, cut, mutilate or damage library resources in any way. If anyone is found doing so, he will be charged the full replacement cost of the resource. Books borrowed should be protected from RAIN, DUST, INSECT, etc.
- g Reserve Books are issued to students for overnight during the examination time only.
- h Those students who do not return the books, issued for overnight use, in time, will not be issued any book for a period of 7 days.
- i All the students who want to return the books issued on their names are advised to wait until the books are shown as cancelled against their names.
- j There will be a fine for overdue of Br. 3.00 per general shelf book per day and for Reserve shelf book Br. 5 per hour.

- k Conversation and discussion disturb library ambience. Therefore, all are requested to maintain silence. If discussion is necessary, the common room should be utilized for the same.
- l Smoking is not permitted in the Library.
- m All users are requested to keep their mobiles switched off or in silent mode in the Library.
- n Beverages and Eatables are not allowed inside the library.
- o No visitor or guest is permitted to use the Library without obtaining a visitor/day membership.
- p No photograph be taken in library without proper authorization.
- q Library reserves the right to call back any issued book/item at any time.
- r All students are advised to come to the Library in decent dress as they are in the classrooms.
- s Demand and suggestion slips are available at the circulation desk for your use.
- t All types of lost items will be reimbursed with one and half of the current price of the item in the market and additional fees if necessary.

The library code of conduct is established to ensure that the environment is maintained and observed as a space where learning takes place for all. It is the responsibility of the users to respect library resources, spaces, and facilities and honor the library policies. It applies to both the library users and library staff.

5.1 Staff Code of Conduct

Each library staff is a representative of the Library, and their actions and appearance contribute to the Library's public image. The RVU libraries expect their staff to adhere to the highest standards of personal and professional competence, integrity, and impartiality to ensure public confidence and trust. In particular, the library staff will

- a. promote an environment that demonstrates standards of ethical and professional behavior.
- b. ensure that the code of conduct is made available to all users at the time of their initial orientation and posted on the Library's website.
- c. ensure users are aware of and act in compliance with this Code of Conduct and related policies.

- d. demonstrate behaviors that are consistent with the Code of Conduct.
- e. establish and maintain adequate systems, procedures, and controls, which supports compliance with this Code of Conduct.
- f. maintain the confidentiality of information that may be learned about the Library's affairs and the users.
- g. Ensure to be fair and impartial and to treat all users the same in equal bases and make decisions that benefit the library and its users.
- h. not accept any gift, hospitality, or entertainment that could be construed as given in anticipation of future, or of past, special consideration in providing library services.

Any staff found to have violated the Code of Conduct will be subjected to disciplinary action as governed by the latest University Human Resource Rules and Regulations.

5.2 Privacy and Confidentiality

All Libraries under the Rift Valley University are committed to protecting the privacy and personal information of library users. This policy applies to all circulation and library use records, including the use of the internet as well as any other personally identifiable information. No individual will use the information other than for library purposes.

Library records deemed confidential will not be made available to members of the public, press, or any agency of the state or the government without an order from a court of competent jurisdiction, or as otherwise required by the law of the nation.

The RVUL will not sell card holder information to third parties and do not disseminate cardholder information except when required by the law of the nation. The library collects only enough information necessary to transact library business and provide services consistent with its mission.

5.3 User Code of Conduct

The Code of Conduct should be observed by everyone inside the library premises. Unacceptable behavior includes, but is not limited to:

- a. Any activity that constitutes a violation of national or local criminal statutes or ordinances;
- b. Damage, defacement, or theft of any library property or material, or any personal property or material;
- c. Possession, distribution, or use of alcohol;
- d. Possession, distribution, or use of controlled substances;
- e. Use of tobacco products or e-cigarette devices;
- f. Public display of affection;
- g. Use of profanity, abusive or threatening language or threatening gestures, bullying or unwanted physical conduct;
- h. Unreasonable noise levels including shouting, loud talking or disruptive conversation, uncontrolled or repeated ringing of cell phones and loud cell phone conversations;
- i. Solicitations, petitions, or canvassing in the library or the library premises;
- j. Bringing animals inside the library;
- k. Prolonged sleeping that interferes with the use and enjoyment of the library by others;
- l. Use of the library restrooms for anything other than their ordinarily intended purpose, it being understood that such purposes do not include bathing, shaving, or washing hair.
- m. Use of personal electronic equipment at a volume that disturbs others;
- n. Leaving unattended children or adults who require supervision;
- o. Carry bags inside the library;
- p. Plug-in your devices to the computers inside the library;
- q. Installing or uninstalling any software to the computer inside the library;
- r. A proper dress code should be observed during office hours and the attire must conform to the standard of decency at other times.
- s. To maintain the aesthetic quality of the library, eating is prohibited inside the library. However covered water, tea or coffee are allowed anywhere in the building, except for the rooms where there are computers.
- t. The use of cell phones in the library tends to be disruptive. Anyone carrying a cell phone is encouraged to set it to vibration mode in the library

premises, to answer calls in a quiet voice, and to keep calls within the library premises very brief.

5.4 Enforcement

The College/campus management authorizes library staff to suspend the library privileges for those whose behavior prevents or interferes with the effective use of the library by others. Violation of these rules may cause a temporary or permanent prohibition from future use of library facilities.

Anyone unable or unwilling to abide by the Library Code of Conduct may be required to leave. Any person who repeatedly violates these rules, or any person who commits a single, serious violation of the rules, in addition to being required to leave the library, may not also be allowed to return to the library.

Anyone whose privileges have been revoked may have the decision reviewed by the College/campus Library Committee. Further appeals may be taken, upon prior written request, to the College/campus Management Committee.

Chapter Six

Library Security Guidelines

6.1 Introduction

Depending upon the size of the library, it contains volumes of books and other equipment costing in millions. Therefore, it is the duty of the college/campus management to making sure that no item in the library is lost or damaged due to negligence of the users. This chapter guides the library staff on how to make library buildings secure and reduce the loss or damages due to the carelessness of the users.

A Radio-Frequency Identification (RFID) library security system is the latest technology used by libraries worldwide for security and efficient tracking of materials throughout the library. The RVU college/campus libraries have implemented the library security system using RFID and it is fully compatible with Koha. The RFID system detects an unauthorized removal of materials from the library. The introduction of the security system and its integration into an integrated library system (Koha) have helped the libraries to safeguard collections

and allowed library staff to provide direct service to users. The system also helps the library staff to easily monitor if someone takes unchecked materials from the library.

6.2 Security System Components

The RFID security system consists of several components such as gate, tag, tattle-tap, workstation, and self-check machine. A tag and tattle-tap are placed inside a book and it is required for all the materials. The library should purchase the tags of the same brand as and when required otherwise there may be a compatibility issue.

A workstation operates as a tag programming station and lets the circulation desk handle multiple items at the same time. The workstation processes both barcodes and tags during circulation and integrates with Koha ensuring a fast and efficient service. One workstation is recommended for every 500 users to ensure circulation services are expedited. The library should purchase a workstation of the same brand for compatibility.

6.3 Integration with Koha

The ICT division at the college/campus should ensure that the RFID security system is fully compatible to integrate with Koha as the version of Koha changes bi-annually. The library in charge is responsible to check that the Koha is integrated with the security system.

6.4 Closed Circuit Television

In addition to RFID security system, the library can use closed-circuit television (CCTV) security monitoring systems where appropriate to provide an additional layer of protection. The library can back up the footage for one semester to verify event occurrences including proof of circulation.

8.5 Security Guard

- a. Conducts routine patrols of the interior and exterior of library buildings;
- b. monitors buildings for unauthorized and suspicious activities;
Reports security and hazardous conditions to Library management;

- c. Intercedes with patrons who fail to comply with the law and/or Library rules and policies; enforce correction of infractions;
- d. Works with local law enforcement, and/or emergency medical services as needed.
- e. Report exclusion of incident/accident
- f. Assists with the development of security, operations, and emergency policies and procedures.
- g. Identifies conditions that are hazardous to the safety of the staff and the public and takes actions to mitigate those hazards.
- h. Coordinates removal of hazardous materials and substances.
- i. Provides guidance on proper opening and closing procedures.
- j. Works with management and staff to implement loss prevention, access control procedures and surveillance and investigative activities.
- k. Perform other duties as assigned

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5. *Yitaku Nega. Acquisitions Manual, Addis Ababa: Addis Ababa University Libraries, 1997.*