UNIVERSITY OF RWANDA

Library Services Policy

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A. POLICY STATEMENT

1.0 Purpose of the policy

The purpose of the policy is to:

i. Establish a framework through which effective, efficient and dynamic library and information services can be developed, managed and provided in a manner that meets teaching, learning, research, innovation and community engagement needs of the University of Rwanda community and all stakeholders.
ii. Guide library staff in carrying out various library activities in a standard manner.
iii. Integrate the library Services with academic, research and other activities at the University of Rwanda to maximize the library's support of these activities.
iv. Encourage involvement of academic staff in the library and information service development and management in order to promote an understanding and appreciation of the service for sustainable maintenance of the best possible service.
v. Provide guidelines, including requirements, standards and boundaries for conduct as well as consistent implementation of daily library operations for users and staff respectively.

2.0 Introduction and background

The University of Rwanda Library Services (URLS), which was founded in 2013 when seven publically funded institutions were merged to form the University of Rwanda is the biggest University Library in Rwanda. URLS aspires to grow into one of the top academic research libraries on the African continent. It is committed to providing the highest level of service, access, and instruction services that meet the curricular, research, professional, intellectual, creative, and personal needs of the University of Rwanda community.

The URLS also provides an online Digital Repository, which can be accessed at: **dr.ur.ac.rw** URLS shall make special provisions as needed to permit users with disabilities to access, retrieve and use resource materials.

The URLS consists of nine main Campus Libraries distributed as follows: Gikondo, Remera and Nyarugenge Campuses in Kigali City; Huye Campus in the Southern Province; Rwamagana, Rukara and Nyagatare Campuses in the Eastern Province; Busogo Campus in the Northern Province and Rusizi Campus in the Western Province.

2.1 Vision

The vision of URLS is to be an academic hub of UR in advancing teaching, learning, research, innovation, and community engagement.

2.2 Mission

University of Rwanda Library Services facilitate the pursuit of knowledge and creativity through user-focused services and collections in an inviting, collaborative, and innovative environment.

2.3 URLS mandate

2.3.1 Collection development

URLS shall select, acquire and organize materials to facilitate teaching, learning and scholarly research. URLS also fosters relationships with potential donors.

2.3.2 User education

URLS shall provide Information Literacy Training for students and academic staff.

2.3.3 Access to Information

URLS shall provide access to the broadest range of information and offers the assistance necessary to find, evaluate, and use information effectively.

2.3.4 Research environment

URLS shall provide appropriate facilities, equipment, resources, and assistance to meet the research needs of students and academic staff.

2.3.4 Customer care

URLS shall employ qualified staff who facilitate access to library collections and services and help users pursue and achieve immediate and lifelong learning goals. URLS also shall serve communities beyond the University through outreach programs.

2.3.5 Staff capacity building and professionalism

URLS shall encourage staff to expand their professional competence in order to support students and staff .

2.3.6 Statistics

URLS shall compile monthly and annual statistics

2.4 Clientele

The URLS's clientele include:

- All students of the University of Rwanda
- All staff and honorary appointees of the University of Rwanda
- Alumni of the University
- Members of Board of Governors
- Members of the public

2.5 How URLS provides service

2.5.1 Code of ethics*:*

The following code of ethics shall govern all information transactions between library staff and users:

Equity of Service: Library staff shall provide information service to all users without discrimination based on race, creed, gender, sexual preference, disability, age, ethnicity, and English language proficiency.

Professional Conduct: All information transactions shall be conducted with courtesy, respect, and confidentiality.

Staffing: The library shall recruit staff with requisite expertise, qualifications and commitment. URLS shall at all times hire staff in proportion with the academic programmes offered, the user population, the number of service points, and the hours during which services are offered.

Reference and information service: URLS staff shall attempt to provide complete, accurate, and timely information in response to all questions.

Library staff competencies: All library staff shall attempt to adhere to the highest standards of knowledge and proficiency on:

- Reference resources available
- Library holdings
- Electronic resources
- Library and University of Rwanda policies
- Emerging technologies
- Services provided

Development and training- Professional development shall be the ongoing responsibility of all library staff, including maintaining of current skills, developing of new skills, required to implement the information services needed in a constantly changing environment. URLS shall provide in-house training for library staff, encourage and support attendance at local and external professional programs, and provide the appropriate equipment suitable for service at the highest level.

URLS will continue to provide workshops and other formal programs designed to help librarians keep abreast of new technologies and other advances and to maintain traditional skills at a high level. URL shall continue to foster an atmosphere of cordiality and collegiality that encourages colleagues to share their expertise with one another on a formal and informal basis.

2.5.2 Funding of Library activities and services*:*

The University of Rwanda shall provide and maintain adequate funding to facilitate the updating and purchase of new information materials to maintain growth in the existing and newly developed areas of study. To achieve this purpose, the UR shall set aside at least 10% of the total budget.

3.0 Definition of terms

Academic Journal: Articles are written by academics for academic audiences (researchers, professionals and students).

Annotation: A critical or explanatory note, usually included in a bibliographical reference or citation.

Anthology: A collection of stories, plays, or poems.

Article: A brief composition on a topic usually published in a magazine or journal.

Author: A writer of a book, essay, story, play, poem or other work. Some works have two or more co-authors. In library catalogues authorship is sometimes attributed to an organization, conference symposium, or institution. This is known as a corporate author. Other individuals such as editor, playwright, director, composer, performer, or other, may also be considered an author.

Bibliographic information: Information about published items. This information generally covers basic elements such as Author/Editor/Producer, Date of publication, Title of item, Publication information (Place of publication, Publisher, URL, Address), and Volume and issue number.

Bibliography: A list of all the books, journal articles, conference papers and websites that have been used during a person's research. The bibliography might include items not specifically cited in the text of a document, but they are still important background reading that support ideas and conclusions reached by the author. This list of references is found at the end of a book, article or assignment.

Call number: A unique location code or shelf number that appears on the spine of a book or bound periodical.

Catalogue: A catalogue contains records, with detailed descriptions and location information, of the material in a library collection.

Citation: A brief description of a text (book, article, report, World Wide Web page, or other) that has been quoted, or used as an authority. A complete citation for a book typically includes author, year, title, and publication information such as place of publication, publisher or URL.

Classification: Classification is used in libraries to keep like subjects together on the shelves. The major classification scheme used in the University of Rwanda is Dewey Decimal Classification Scheme (DDC).

Copyright: The legal right granted to an author, editor, composer, playwright, publisher, or distributor to exclusive publication, production, sale, or distribution of a literary, musical, dramatic, or artistic work. This legal right will limit what can be copied or quoted from any published work.

E-Journals: An electronic version of a journal. At the University of Rwanda e-journals are accessed via http://libhub.sempertool.dk/

Electronic resources: Any of several different categories of databases and machine-readable files, including, but not limited to electronic journals and e-books, online databases and World Wide Web sites.

Encyclopedia: A reference material containing information on all subjects, or limited to a special field or subject.

Information desk: The first service point for general enquiries and directions to collections as well help with borrowing and fines queries.

Fine: A fee charged for keeping a book or other library materials longer than the time allowed.

Handbook: A reference source that provides concise, useful data and other information on a specific subject.

Hardcopy: Printed material, as opposed to information in microform or digital (electronic) format.

High Demand: The High Demand Collection is where items that are in heavy demand are placed while students work on specific assignments. Items are held in this collection for a limited period of time and may be borrowed for a short period of time.

Holdings: All the materials (print, non-print, and electronic) owned by a library.

Interlibrary loan or Document delivery: A library service in which libraries loan books and other materials to each other. If the library does not hold an item, it can be borrowed from another library.

ISBN: Abbreviation for International Standard Book Number. A unique 10 or 13-digit number that is given to every book or edition of a book before publication to identify the publisher, the title, the edition, and volume number.

ISSN: Abbreviation for International Standard Serial Number. A unique 8-digit number that identifies a specific periodical title.

Issue: All the copies of a specific periodical title published on the same date.

Journal: A publication published periodically (monthly, quarterly, or other), devoted to a specific field or subfield of knowledge

Keyword: A word indicating a main term or concept or subject discussed in a document. It is used in searching catalogues and databases.

Mendeley: A referencing tool that enables you to collect, organize and create the reference list and /or the bibliography.

Microform: Medium for storage of miniaturized text. It includes both microfiche and microfilm.

Monograph: A publication that appears one time only. Books or reports are monographs; periodicals or serials are not.

Newspaper: A serial publication printed and distributed daily or weekly containing news, opinions, advertising, and other items of general interest.

Non-print: Material published in a format other than print on paper e.g. audio cassettes, compact discs, videocassettes, DVDs and electronic (online) resources

Online: Accessible via a computer or computer network, also called electronic.

Online Public Access Catalogue (OPAC): A computer database that lists most books, serials, and non-print items owned by a library to facilitate access to the library holdings.

Overdue: An item has been kept by the borrower past its due date. There are usually fines for overdue items.

Peer reviewed: A publication (journal or conference paper) is considered to be **peer reviewed** or **refereed** if its articles go through an official editorial process that involves review and approval by the author's peers (people who are experts in the same subject area) and are of a suitable standard.

Periodicals: Journals are published at regular intervals longer than a day but shorter than a year (weekly, monthly).

Plagiarism: An unacceptable practice of using other people's work or ideas without acknowledgement.

Popular/general journal or magazine: A periodical intended for the general public rather than for scholars. Examples include Newsweek, *Time* and *Business Week*.

Publication date: Year in which a book or periodical is published. The publication date is usually found on the back of the title page of a print book (verso) or on the cover of a print periodical, in the item's Library record or in the case of online resources, in the database that holds it. This is usually an essential part of a citation.

Recall notice: If a user requests a book which is issued to someone else, this means the original due date of the borrowed item is no longer valid. Library staff will send out a recall notice via email requesting that the item be returned. The borrower has to return the material by the new due date whether they have finished with it or not. This procedure helps to share high demand library material among all users.

Recreational reading: A collection of popular novels that provide light relief from study.

Reference book: A book such as a dictionary, encyclopedia or directory that contains specific facts, data, or other brief bits of information. Most hard copy reference books may not be borrowed. Many online dictionaries and encyclopedias can be accessed.

Reference List: The full bibliographic information for each source cited in a text. A source has to be referenced when it has been quoted directly or indirectly (paraphrasing).

Reference-only: Material which can be consulted in the library, but may not be borrowed.

Renew: To extend the loan period of a book or any other library material.

Request: If a print item is not on the shelves, is on loan, or in storage, staff and students can place a request.

4.0 Scope of the policy

The library policy applies to all students, academic and non-academic staff of the University of Rwanda as well as external persons and institutions who may wish to make use of the University of Rwanda Library Services.

5.0 The URLS Policy Structure

The policy consists of sections on circulation, instructional services, service to persons with disabilities, conduct within the library, collection development, donations gifts and monetary contributions, collection evaluation and weeding, special collections and archives, display space. The policy also describes the responsibility of the implementation of the policy as well as procedures and guidelines for the implementation of the policy.

5.1 Circulation

5.1.1 Library users' responsibilities

i. All Library users should familiarize themselves with access, circulation, and request services, policies, and procedures.

ii. All University of Rwanda students and academic staff who are currently registered or employed are eligible to access and use library services and resources provided no materials are overdue on their record.

iii. All users must follow appropriate procedures to check out library materials before removing them from the library. Guest-borrowing privileges shall be applied to external users.

iv. It is the responsibility of the user to know due dates and ensure that the borrowed materials are returned by due dates or pay the fines due for failure to return the materials in time.

v. Users must read their email messages and library notices and arrange to have email notices read or forwarded whenever they travel or are away or, alternatively, return all library materials before extended absences from campus. Library fines will not be waived if a user fails to read emails and respond to recall and overdue notices.

vi. Users must return books and other library materials unmarked and in good condition as they will be held responsible for materials returned damaged. If the book you wish to charge out is already damaged, bring it to the attention of circulation desk staff, who will make note of the damage so that you will not be held responsible.

5.1.2 Loan Periods

The University Senate shall set loan periods depending on the category of the user and the type of material.

5.1.3 Renewals

Users may renew most items. Materials that cannot be renewed include items that have been recalled by another borrower, reserve materials, and items for which the renewal limit has been reached.

5.1.4 Fines

Borrowing privileges will be suspended if items are kept for 30 days or more beyond their due date, or if a recalled item is one or more days overdue. Privileges will be restored when the overdue items have been returned.

Replacement bills for the replacement and processing costs shall be sent when items are 60 days overdue. The university reserves the right recover fines from staff salaries and to hold transcripts or certificates until a user pays his/her obligations.

5.1.5 Appeals to Library Charges

Library users have the right to appeal against overdue fines, lost item replacement costs, service processing fees, and damage charges incurred with the URLS. To lodge an appeal to library charges, users must contact the Head of Campus Library services within 21 days of the original notice of fine.

5.1.6 Reference-only

Certain materials are considered crucial to academic research and for that reason, they must always be available in the libraries in the Reference Collection. Materials classified as Reference Collection shall not be eligible for checking out.

5.1.7 Library Hours

The Library shall be accessible in the specified periods during weekdays and weekends. It shall be closed during public holidays and community service days (e.g. Umuganda day).

Library hours shall change during the academic year, while classes are in session, over the weekend, during semester breaks and examination periods.

5.1.8 Student workers

The student workers in the University of Rwanda shall play an important role because they will facilitate UR's overall success. URLS like other Academic libraries the world over shall employ student workers to help with many routine tasks, such as shelving books, processing new books, shelf reading, filing, retrieving materials for interlibrary loan, staffing service desks, designing displays, and performing clerical tasks.

Conditions of employment

Student workers shall generally be limited to work for 20 hours per week during the trimester and fulltime over the vacation.

Student workers shall be hired on an as-needed basis. This means that the student's employment can be terminated at any time.

The University shall make every effort to employ as many students as possible but there is no guarantee that a student will find a position.

Student workers shall not be eligible to receive employment benefits such as paid vacation, sick leave, holiday leave, medical, dental, life and long-term disability insurance, and retirement benefits.

Performance standards

Student workers shall be expected to:

i. Report to work on time, be responsible for all assigned shifts and notify their supervisor if they are unable to work as scheduled.
ii. Request permission in advance to be absent from work if special circumstances arise.
iii. Avoid excessive absences.

iv. Draw to their employer's attention any problems or concerns they have pertaining to their job.
v. Perform duties assigned to them to the best of their ability
vi. Dress appropriately for the job
vii. Be conscientious, and courteous for the benefit of both the staff and library users.
viii. Avoid doing personal work such as homework, reading, reviewing of notes, checking email, unless the supervisor grants special permission.
ix. Sign attendance and volunteer for available/unclaimed shifts, as needed
x. Avoid making or receiving phone calls during work unless it is necessary.
xi. Keep personal visiting with friends and conversations with co-workers to a minimumin order to meet general performance standards.

Training

The University of Rwanda Library shall provide training for student workers based on the job tasks and responsibilities.

5.2 Access to Electronic Resources

URLS subscribes to electronic journals, databases, and other full-text resources through commercial licensing agreements that restrict access to current students and staff. Only authorized users will connect from remote locations using User IDs assigned to them by the University ICT Unit. The licensed electronic resources made available by the University Library are for research, teaching and related activities of current University of Rwanda staff, students and other authorized users.

The University of Rwanda Library Services shall facilitate enrolled students and staff to access electronic resources (Internet, databases, etc.) while the ICT Services will be responsible for supplying all ICT support such as Internet access and maintenance required for continued access to e-resources.

Authorized UR users shall be able to:

- View and search the content of the online resources

- Download individual items or articles
- Print individual articles from the online resource

Authorized UR users shall not engage in activities that may result in suspension or revocation and /or discontinuation of access to e-resources for all URLS. Prohibited activities include:

i. Sharing of passwords or authorized access codes with un-authorized users as this result in suspension or revocation of library privileges.

i. Using of research4life passwords outside Rwanda

ii. Downloading articles or other information on a large-scale

iii. Using robots, spiders or intelligent agents to access, search and/or systematically download content

iv. Posting copyrighted materials on a publicly accessible web site

v. Reselling licensed information

vi. Engaging in actions intended to circumvent or defeat access control mechanisms of the Library or information provider.

The Library shall not be responsible for the accuracy or reliability of material found in Library resources especially on the Internet, or for the occurrence of information that might be considered offensive. As with any information resource, library users should approach the information critically.

5.3 Computer use

Computers are made available to URLS users for purposes of research, instruction, and learning. Consequently, users are expected to use computers in an effective, efficient, appropriate and ethical manner. The use of computers is governed by UR policies including "Policies for use of UR computing facilities." Unacceptable computer use includes, but is not limited to:

i. Viewing and printing material from the Internet that a reasonable person would consider objectionable such as sexually explicit or violently explicit pictures, movies, and/or videos which may create a hostile environment for other library users and employees.

ii. Any use that violates copyrights, patent protections, or license agreements, including unauthorized copying of software, downloading and using pirated software, systematically downloading or printing entire journal issues or volumes or large portions of electronic resources.

iii. Attempts to gain unauthorized access to information systems.

iv. Running programs that attempt to calculate or guess passwords, or that are designed to trick other users into disclosing their passwords, or intercepting or monitoring network communications that are not intended for you.

v. Viewing, printing, and distributing pornographic material.

vi. Tampering with library computers, including removing or replacing any peripheral device, power and Internet cables, or uninstalling authorized software and disconnecting library computers.

The Library reserves the right to designate specific uses for individual computers. When there is high demand for using computers, time limits shall be enforced; those not engaged in research or course-related activities shall be asked to relinquish their computer to those needing to use them for research purposes.

5. 4 Library Instructional Services

Library research, information-seeking, and information management skills are important components of information literacy. They are necessary for academic success, for competing in the workplace, for lifelong learning, and for everyday life. The URLS shall equip users with the necessary skills to effectively interact with and utilize information. URLS will employ learner-centered approaches to design appropriate materials, including demonstrations, exercises, and guided hands-on practice, which will be used to impart Information Literacy skills among students and staff. Library Instruction on using discovery tools, effective searching of electronic

resources, evaluation information sources as well as citing appropriately and using reference management tools such as Mendeley shall be provided. The Library and academic staff will work collaboratively on integrating information literacy as planned components of the curriculum.

5.5 Service to Persons with Disabilities (PWD)

URLS shall ensure that materials in a variety of formats as well as facilities, including assistive technology, auxiliary devices and physical assistance are provided to Persons with Disabilities. Well-planned technological solutions and access points, based on the concepts of universal design shall also be provided. URLS shall work with Person with disabilities, agencies, organizations and vendors to integrate assistive technologies into their facilities and services to meet the needs of people with abroad range of disabilities. Library staff shall be trained on available technologies and how to assist PWD with library technology.

5.6 Conduct within the Library

The URLS has developed a Code of Conduct to protect the rights of all users and provide an environment suitable for pursuit of scholarly activities. Consequently, library users shall ensure that their use of library facilities, services, collections, electronic resources, and equipment does not infringe on or disrupt the work, research, and use by other library users.

5.6 1 Care and Handling of Library Materials.

Library users shall help to extend the life of the UR Libraries' collections, by refraining from acts that may lead to misuse, defacement, misappropriation, or damage to library collections, resources, furniture, buildings, equipment and property.

5.6.2 Noise

URLS is committed to providing a welcoming environment that is conducive to a variety of study needs. Noise shall be kept to a minimum throughout the library. Quiet Study areas shall be designated in all of the libraries. Conversation and phone use shall not permitted in these areas. Group Study and discussions shall be permitted in all places that are not designated Quiet Study areas.

5.6.3 Mobile phone use

Use of mobile phones is permitted only in the non-quiet-study areas of the library. Users are expected to be respectful of other users while using their mobile phones.

5.6.4 Behavior Prohibited by URLS.

Prohibited behavior include, but is not limited to:

i. Acting as if under the influence of alcoholic beverages or drugs of any type is prohibited in all facilities of the University of Rwanda Libraries.
ii. Smoking, and use of tobacco products, electronic cigarettes and similar devices, is not permitted in any library or within a 20-foot radius of all library entrances, doors and windows, and air intakes.
iii. Reservation or booking of seats is not permitted. The library staff shall remove books and other articles left for 30 minutes on chairs and tables.
iv. Threatening, intimidating and disruptive behavior that interferes with normal use of the library, such as abusive language, threats of violence, fighting, hostile behavior or any other type of harassment to a user or library staff is not allowed and will lead to prosecution.
v. Use of library space for prolonged or habitual sleeping or as living quarters is not allowed.
vi. Use of restroom facilities for purposes other than which they are intended is prohibited.
vii. Posing a sanitary, health, or safety risk to others, including offensive body odor is prohibited.
viii. Engaging in sexual harassment or overt sexual behavior is prohibited.
ix. Asking to use a staff telephone or requesting supplies such as paper, envelopes, paper clips, rubber bands, writing implements is not allowed.
x. Theft and intentional mutilation of library collections, equipment, and/or facilities is prohibited and will lead to prosecution.

5.6.5 Food and Drink

URLS regulation on the use of food and drink is not only intended to preserve library collections and equipment and to maintain the overall longevity and comfort of library furnishings, but also to provide an environment respectful of all user's needs. URLS also strives to provide a neat and comfortable research and study environment. Therefore, food and drink shall not be used in the following areas:

i. Book stacks
ii. Near photocopiers, printers, and in Computer laboratories
iii. Special Collections and Archives

Library staff have the duty to uphold this code of conduct. URLS expects cooperation from all users to make the Library a quiet, safe, and appropriate environment conducive for study and research. Together, we will preserve an atmosphere for research and study and protect Library materials and equipment for present and future users.

5.7 Collection Development

URLS's primary collection development goal is to make available to all the users, wherever they are located, in an equitable, convenient and cost-effective manner, the digital, print and other scholarly resources that they need. This section of the policy provides a framework for the development and maintenance of the University Library's collections.

Collection development shall be a collaborative process involving library and teaching and research staff. The library professional staff and the academic staff shall work jointly to ensure that the library has the materials needed to further the educational and research mission of the University. The academic staff shall recommend materials that support their disciplines and specialties. URLS's vision for collection development is to:

i. Take full advantage of technology to facilitate the acquisition and use of collections resources.
ii. Make selection decisions based on user needs as identified through such measures and surveys of the user population.

iii. Maintain an appropriate balance between undergraduate, research and teaching needs of graduate students and staff.

iv. Maintain appropriate balance for collection budget among the broad subject areas based on the programs of the University.

v. Maintain an appropriate mix of formats of publications as is relevant to each field of study.

vi. Develop collections of distinction in areas of current strength and future growth.

vii. Develop collections that reflect the perspectives of an increasingly diverse world.

In order to realize this vision, URLS shall employ the following strategies:

Acquisition and licensing of resources. This shall entail:

i. Acquiring and maintaining resources in networked digital format wherever appropriate.

ii. Acquiring, housing and preserving print resources as appropriate.

iii. Refining subscription lists of core journals based on expressed need, impact data and usage statistics

iv. Monitoring and keeping to a minimum overlap among electronic resources.

v. Continuing participating in consortia agreements to maximize purchasing power, contain costs and improve the terms of licenses

Digitization Services. This shall entail:

i. Making use of UR Digital repository to preserve and disseminate UR scholarly resources, including academic staff publications and research data.

ii. Digitizing UR unique resources in Special Collections and making them available to national and international users.

iii. Pursuing digital preservation of brittle damaged or physically endangered resources, particularly those resources unique to UR.

iv. Preserving the born-digital publications (born-digital resources are items created and managed in digital form) of the university.

v. Providing digital resources within the framework of national and international laws and regulations.

vi. Ensuring that resources in the appropriate formats reflecting the great diversity of populations and viewpoints of the user community are added.

5.7.1 Selection criteria for acquisition

Within the financial resources available, URLS shall acquire items in line with the disciplines in which UR specializes, including materials required for teaching, learning, research, and to provide a selection of other relevant publications. URLS shall ensure the overall high quality of the library's collection by adopting the following selection criteria:

Relevance and demand

Materials that meet curriculum needs, including course offerings, new areas of emphasis, and evolving subject fields and support of the teaching, learning and research needs of the University shall be selected.

Language

English language resources shall be purchased with the exception of material required to support teaching in foreign language courses

Quality, scope and content.

Materials that offer authoritative authorship, reliable and well sourced data as well as appropriate for the level of use ;(undergraduate, postgraduate or research) shall be selected.

Currency

The University of Rwanda shall recognize as up to date, published materials that are less than ten (10) years old. Materials that provide up to date and current information, with the exceptions of research purposes, or where a historical perspective is important shall be selected.

Accessibility

Electronic format shall be preferred, where reasonable access to technology and licensing can be provided. Other formats such as print, DVD or microform shall also be acquired when they are more appropriate for the intended use and designed to provide accessibility for people with a disability.

Usability

Materials that are user-friendly and suitable for the intended purpose shall be selected.

Manageability

Ease of installation and management shall be a condition for selection. Some resources shall be excluded from acquisition if they require highly complex installation or are prone to malfunction.

Pricing, budget and procurement

Materials shall be selected if they are priced appropriately to offer value for money, and comply with the University of Rwanda and Government of Rwanda Procurement policies.

5.7.2 Criteria for acquisition of electronic resources

Technical requirements

i. Preferably web based and easily accessible
ii. Require use IP or proxy authentication, rather than passwords
iii. Use standard technologies
iv. Easy to install, set up, access and manage

Functionality and usability

i. Easy to use, and include help screens and tutorials
ii. Provide good navigation
iii. Provide stable links and have a reasonable response time.

Licensing

i. Compliance with the University ICT Policy
ii. Accessed widely within the institution and remotely by authorized users
iii. Allows for satisfactory printing and downloading
iv. Meets teaching, learning and research needs.

Publisher and vendor services

Vendors and publishers shall be selected if they can:

i. Provide free trial and evaluation periods as well as support materials and training
ii. Resolve access problems promptly
iii. Provide regular usage statistics
iv. Notify promptly of any changes of the product and license terms.

5.7.3 Subject Area and Intensity Level- based selection criteria:

The primary subject areas shall be those that support the teaching, learning and research activities of the University community and other entitled users. Collection development shall be based on the desired level as follows:

Research level:

A collection that provides major source materials, including research reports, major reference works, specialized monographs, serials, indexes, abstracts and e-resources required for Postdoctoral and postgraduate levels of research shall be developed.

***Study level advanced*:**

A collection that is adequate to support the course work of advanced undergraduate and postgraduate programs or sustained independent study shall be developed. It shall include a wide range of basic monographs, complete collections of the works of more important writers, a selection of representative journals (in electronic form), and the reference and fundamental bibliographic tools pertaining to the subject.

Study level initial:

A collection that is adequate to support undergraduate courses, including a selection from currently published basic monographs, supported by retrospective monographs; a broad selection of the works of more important writers; the most significant works of secondary writers; a selection of the major review journals; the most significant reference works and bibliographies pertaining to the subject shall be developed.

Basic level:

A collection that provides materials, which serve to introduce and define a subject, including major dictionaries and encyclopedias, selected editions of important works, important bibliographies and representative journals shall be developed.

5.7.4 Resource materials

URLS shall acquire materials in all formats (books and other hard-copy printed materials ,serials (i.e. journals, periodicals or newspapers in both electronic or hard-copy format),databases (electronic collections containing bibliographic citations and/or full-text items) multimedia material (including CDs, DVDs, computer software, and online); and realia (i.e. physical objects, such as models)) for maintaining strong existing collections and meeting learning, teaching and research needs of the University. The resource materials shall include:

Reference Materials

Materials for the Reference Collection shall be selected according to the same criteria as materials for the circulating collection. The reference collection shall be built on the need for quick access to specific information, and items shall be selected to support the curriculum and to meet the informational needs of the academic community and other users of the Library. Special emphasis shall be placed on keeping the reference collection as current as possible.

Reserve Materials

The Reserve collection shall consist of a temporary collection of materials that are purchased, or gathered from existing holdings, to provide maximum access to users and to support the direct needs of course instruction. The reserve collection is also the permanent home for some materials that require monitoring due to heavy use, as well as fragility of format.

Textbooks

The library shall not purchase textbooks that are used in classes except areas, which fall within the basic level of collection, or in those disciplines where textbooks provide the best overview of a subject.

News papers.

Newspapers shall be acquired on a highly selective basis with emphasis on electronic local and regional newspapers.

Maps

Maps, atlases, globes and charts shall be purchased selectively.

5.8 Donations Gifts and Monetary contributions

Through donations and monetary contributions, the library is able to build strong library holdings. The library staff shall supply, upon request, a list of needed materials for consideration by potential donors. The gifts may include monetary donations and gifts of materials such as books, manuscripts, oral histories, digital resources, archival materials, scores, photographs, media, CDs, DVDs, videos, and recordings. The material shall be assessed by the same standards of selection as those applied to the purchase of new materials. All gifts accepted shall become the property of the University of Rwanda, and URLS shall have the right to interfile gifts with other collections on the same subject, so that all collections are organized and classified according to library standards. URLS shall determine retention, disposition, location, exchange, sell, and other considerations related to use of the gifts. All sale proceeds shall be used for the benefit of building research and teaching collections of the University of Rwanda.

5.8.1 Acceptance of Gift Materials

Offers of gift materials shall receive careful consideration by URLS library staff and/or academic staff with knowledge and experience in building library collections in various subject areas. The initial review of the proposed gifts shall consider any potential restrictions, limitations, and the costs associated with accepting and processing the gift materials (e.g. freight, insurance and clearance costs).

Donations shall be considered for acceptance based on their potential to support or enhance teaching, research, and only on the understanding that the Library has control over selection, location and disposal of resource materials.

URLS shall not accept duplicate materials or out-of-date materials or items in poor condition or materials that fall outside of the scope of UR's teaching and research collection.

URLS shall not accept gifts if they pose major preservation hazards (e.g., mold, insect infestation, dampness); and/or come with special conditions and constraints that cannot be

honored; or require extensive processing or conservation treatment. Wherever possible, in the interest of researchers, URLS shall direct prospective donors toward a more appropriate institution for materials that do not meet its criteria.

5.8.2 Donation of art objects and other types of materials

The Vice Chancellor on the advice of the University Librarian shall make the final decision on the acceptance of donation of art objects.

5.8.3 Recognition of Gifts

Gifts shall be recorded in the gifts recognition database.

5.8.4 Use of Gifts

All gifts are accepted with the understanding that at some point in time it may be necessary to disposed of them in the best interest of the library. Therefore, URLS shall not commit itself to housing a donation perpetually.

5.8.5 Acknowledgment of Gifts

Donors shall be given written acknowledgments in a timely fashion, unless they specifically request that no acknowledgment be made. Acknowledgments shall include a description of the materials donated, including quantity.

5.9 Collection evaluation and weeding

Library staff shall regularly monitor, evaluate and cull the collection, with input from academic staff, to ensure its relevance and currency.

Weeding is an essential, continuing library practice in which materials are removed permanently from the Library's collections. The process maximizes the collections' usefulness and ensures that they remain viable and continue to support the teaching and research requirements of the users. In addition, the process frees shelf space for newly acquired materials.

5.9.1 Responsibility for weeding Library materials

Final responsibility for weeding materials from the library's collection rests with the University Librarian. Individuals who shall assist in the weeding decision making process include the

Director of Campus Library services, Head of Campus Library Services, and Librarians. The library shall involve academic staff in identifying materials to be weeded.

5.9.2 Criteria for weeding Library materials

Library materials may be identified for weeding on the basis of the following criteria:

Currency

Materials that are superseded by newer, revised, or updated editions as well as textbooks and instructional materials that are more than ten (10) years old shall be weeded.

The library shall take into consideration staff and students whose scholarship and teaching require the use of historical texts in areas such as history, psychology, mathematics, and physics.

Usage

Low or no usage shall be a factor to guide weeding decisions. Library personnel shall consult circulation statistics to determine materials for weeding. Material that has not circulated in the last five (5) years shall be weeded.

Physical Condition

Materials that have deteriorated or are badly damaged (missing pages, loose pages, fragile and brittle paper, torn cover, highlighting, writing, underlining, and damaged binding, mutilated) and beyond reasonable preservation efforts shall be weeded.

Duplicates

URLS shall weed duplicate copies of materials because of space limitations. Library staff shall take into consideration the need to have more than five copies of a title, especially for materials that are heavily used or are a part of a university-wide program.

Completeness

Materials that are part of a multi-volume set of which the library does not have all volumes shall be weeded.

Importance

Trivial material of no discernible literary or scientific merit shall be weeded.

Uniqueness

The library shall not weed materials that are considered unique.

5.9.3 Disposition of weeded Library materials

Materials approved to be weeded from the collection will be physically removed from the building. Weeded materials shall be donated, sold for recycling or destroyed in line with requirements of confidential waste disposal, including shredding and use of other appropriate methods corresponding to item (s) being discarded. Records for these items will be removed from the library catalog.

5.9.4 Replacements of Library materials

Materials that are missing, lost or weeded, because of damage shall not be automatically replaced. Potential replacements shall be evaluated using the same criteria for selection as regularly purchased items. Heavily used materials determined to be necessary for teaching and research shall be replaced as fast as possible, if they are still available.

5.10 Special Collections and Archives

URLS' Special Collections and Archives shall include rare, unique, and specialized materials in a wide range of fields and formats that support the research and informational needs of UR as well as those of the broader communities of international scholars and researchers. URLS special and/or archival collections shall be located in the Main Library. The responsibility for acquiring materials shall rest with the archivists charged with the stewardship of discrete subject collections within the Library. University Archives shall comprehensively collect records that document the history of the University of Rwanda, its programs, services, and members of its community, and shall be the final repository of University Records.

5.10.1 De-accession

Special collections and archives within URLS regard de-accessioning as an important element of strategic planning, collection building, and public service. Although materials are gathered

with the full expectation they will remain in its care in perpetuity, it will be necessary to engage in modest acts of de-accessioning when materials are judged to be out of the collecting scope, or when their physical condition has significantly decayed-with the exception of University records. De-accessioning activities shall be guided by UR record retention and disposition Schedules in conjunction with the creating offices.

5.10.2 Preservation and Conservation

The University Library is committed to the retention and preservation of the collections it holds in perpetuity. URLS shall maintain the integrity of original objects through programmes of environmental control, periodic fumigation, use of suitable object housing and comprehensive conservation treatments. URLS shall consistently adhere to the standards of best practice set by recognized international conservation and preservation bodies.

5.11 Display Space

URLS shall maintain bulletin boards, display cases, electronic boards, emails, text messages and social media for the exclusive purpose of promoting the services and programs of the library. Although patrons are invited to make suggestions for themes or activities, the responsibility for design and placement of all displays shall rest with the library staff.

5.12 Complaints

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by URLS, including perceived failure to do something agreed upon, failure to observe policy or procedures, error made by a staff member and unfair or discourteous actions and /or statements by staff members.

Handling Complaints by URLS

URLS shall ensure that:

i. Complaints are dealt with promptly and resolved as quickly as possible.
ii. Review of complaints is fair, impartial and respectful to all parties.
iii. Complainants are advised of their options to escalate their complaint to a more senior staff if they are dissatisfied with outcome.

iv. Complainants are provided with clear and understandable reasons for decisions relating to complaints.

v. Updates are provided to complainants during review processes.

vi. Complaints are used to assist in improving services, policies and procedures

5.13 Clearance

All students shall be required to present proof of clearance from the Library in order to be cleared for graduation. Similarly, all staff shall be required to provide proof of clearance from the Library for the finance office to prepare payment of their terminal and other benefits.

5.14 Responsibility of the implementation of URLS Policy:

The responsibility for implementing this policy lies with the University Librarian with support of UR and Campus-based Library Committees.

5.15 UR Library Committee

The University's teaching and learning strategy is to provide an exceptional distinctive and high quality learning experience for all students. Effective engagement of the University community in academic decision-making is an integral part of this strategy. To provide effective engagement of the University's academic staff, researchers and students, the role and function of the Library Committee is to represent the interests of these library users to the Librarian, to act as a forum, and to advocate for the Library.

5.15.1 Terms of Reference of UR Library Committee

The Library Committee is a Standing Committee of Senate and it shall be responsible for:

i. Deliberating and advising on the direction and development of policies for URLS

ii. Monitoring the quality of the University's scholarly information services and resources and ensuring that these are appropriate to academic teaching and research programs, taking into account of international developments and best practice in order to ensure that services and resources are of the highest possible quality and standards.

iii. Identifying strategic development paths most conducive to appropriate library service provision and advising the Vice Chancellor and Senate on priority areas for development of scholarly information services and resources.

iv. Advising the University Librarian on library collection, service, and facility issues and identifying strategies for library funding and staffing.

v. Referring of business from the Library Committee to Senate

vi. Asking Campus Library Committees to investigate, collate and report to the Library Committee the views of users of the Library on particular key issues, which may, from time to time, be needed by the Library Committee to inform policy discussions and advice on strategies for user-focused service development and provision.

vii. Submitting to Senate annually (or at such frequency as Senate deems fit), for subsequent submission to Board of Governors, a written report of recent activities and developments within the purview of the Library Committee.

5.15.2 Membership

The membership of the Library Committee is summarized in the Table 1 below:

Table 1: Membership of the UR Library Committee

No	Responsibility	Designation
1	Chairperson:	Deputy Vice Chancellor for Academic Affairs and Research
2	Member	One Academic staff nominated by each Campus
3	Member	Student representatives nominated by the Student Guild
4	Member	Chief Information Officer
5	Member	Director of Centre for Postgraduate Studies
6	Member	Director for Research and Innovation
7	Member	Director for Teaching and Learning Enhancement
8	Member	University Librarian

5.15.3 Frequency of Meetings

Meetings shall be held three times a year and special ad hoc meetings shall be held as requested by members.

5.15.4 Quorum

The quorum for the Library Committee shall be 2/3 of the membership.

5.16 Campus Library Committee

5.16.1 Terms of reference

The Campus Library Committee shall advise in the following specific areas:

i. Policies and procedures related to library use and services.

ii. Planning of new facilities.

iii. Collection development in terms of recommending new books, journals, audio-visual materials;

iv. Removal of out-dated or inappropriate material; and cancellation of subscriptions.

v. The Chair of the Campus Library Committee shall report to University Library Committee at all its seating.

vi. The Committee members will facilitate the two-way communication between the library and its clients

5.16.2 Membership of the UR Library Committee

Membership of the Campus Library committee is presented in Table 2 below:

Table 2: Membership of the UR Library Committee

No	Responsibility	Designation
1	Chairperson	Principal of the College or Dean of School
2	Member	One Academic staff nominated by each school
3	Member	Head of Campus Library Services
4	Member	Student representatives nominated by the Student Guild
5	Member	Representatives of the Centres of Excellence based on the Campus
6	Member	College Director of Centre for Postgraduate Studies
7	Member	College Director for Research and Innovation
8	Member	College Director for Teaching and Learning Enhancement
9	Member	College Registrar

5.16.3 Frequency of meetings of UR Library Committee

Meetings shall be held three times a year or more frequently if the business requiring its attention should so dictate.

5.16.4 Quorum of the Campus Library Committee

The quorum for the Library Committee shall be 2/3 of the membership.

B.PROCEDURES AND GUIDELINES FOR IMPLEMENTATION OF THE POLICY

B1. Borrowing procedure:

The right of borrowing the Library materials shall be accorded to UR both academic and administrative staff as well as students. The loan periods and number of items to be checked out shall vary according to the category of the user and items. Students shall borrow four (4) items at a time while staff shall be allowed to borrow a maximum of ten (10) items. Guest users shall be required to provide valid identification and proof of residence for the case of Rwandans. Guest from outside of Rwanda shall provide proof of affiliation in Rwanda in addition to valid identification. Guest users shall be allowed a maximum of two items at a time. Please see Table 3 below for the loan periods for various categories of users.

Table 3: Loan periods for various categories of users.

Nature of Material	Undergraduate students	Graduate students	Academic Staff	Non Academic staff	Alumni	Other Guests
	Loan Periods					
Books	2 weeks	4 weeks	8 weeks	4 weeks	4 weeks	4 weeks
Course Reserves	1hour	2 hours	4 hours	2 hours	2 hours	2 hours
Special collection materials	In-library use only	In-library use only	In-library use only	In-library use only	In-library use only	In-library use only
Government documents	1 week	2 weeks	4weeks	2weeks	2weeks	2weeks
CD	2days	4 Days	8 Days	4 days	In-library use only	In-library use only
DVD	2days	4 Days	8 Days	4 days	In-library use only	In-library use only

B2.Fines

If a library user fails to return the item (s) on or before the due date, the **first fine shall be waived**. The charges highlighted in Table 4 shall be applied to all consecutive overdue items.

Table 4: Fine and Penalties foroverdue and lost materials:

NATURE OF ITEM	DURATION	CHARGES	
		Students	**Staff and other users**
Reserved items	Per hour	300 RWF	600
Open stack- items	Per day	500 RWF	1000
Over-due recall	Per day	500 RWF	1000
Lost item	After 60 days	Twice the current cost of the item and administrative charges of 40% of the item.	Twice the current cost of the item and administrative charges of 40% of the item.
Lost items which cannot be replaced e.g. out of print	N/A	Twice the current cost of the item and administrative charges of 40% of the item.	Twice the current cost of the item and administrative charges of 40% of the item.
Item lost and found	2 Months	Money will be refunded by UR	Money will be refunded by UR

B3.Opening and closing procedure

URLS shall open and close according to posted schedules in order to meet expectations of library users. URLS shall operate varied opening times as illustrated in Table 4 below:

Table 5: Opening schedules

Day/period	Information desk services begin	Information desk services end
Mon – Friday	8:00	22:00
Exam period	8:00	00:00
Saturday	8:00	17:00
Sunday	8:00	13:00
Semester break	08:00	17:00
Public Holidays & Community service days (Umuganda)	Closed	Closed

Warning for closure shall be given 15 minutes before the closing time. Users shall co-operate with library staff and leave promptly at closing times.

B4.Procedure on food and drink

URLS users shall:

i. Avoid messy foods that may damage library material and facilities
ii. Leave library resources, furnishings, and equipment as they found them.
iii. Avoid consuming food and drinks or smoke and tobacco products while using library resource materials checked out from the library.
iv. Dispose of all trash in appropriate containers so that a clean environment can be maintained at all times.
v. Report any spills they cannot effectively clean up to library staff so that appropriate action can be taken
vi. Not consume food while using library computers.

Users contravening the policy shall be asked to leave the library

Security personnel shall be called to assist if users fail to comply with Library staff instructions

B5. Weeding Procedure

Using the criteria in this policy, titles deemed appropriate candidates for weeding shall be identified.

i. Circulation staff will change each item's location code to "Weeding" and notify the Head of Campus Library Services

ii. This location shall appear in the Library's public catalog. If anyone does ask for a weeded book, it shall be retrieved from the weeding area.

iii. The Head of Campus Library Services shall generate a spreadsheet of items to be weeded, including reasons for weeding (older edition, duplicate, outdated content or damaged) so as to help academic staff review the list. For each title, the spreadsheet shall include call number, title, author, publisher, publication date, and total number of checkouts, date of last checkout, and item creation date.

iv. The Director of Campus Library Services shall visit respective campus in order to review the list of items to identified for weeding to confirm adherence to the weeding criteria provided by this policy.

v. The Director of Campus Library Services shall review circulation data to consider keeping or updating titles that are currently in demand.

vi. The Director of Campus Library Services shall send list to the Deans who then shall notify the academic staff in the departments and ask for their feedback/inputs.

vii. The academic staff shall be given two (2) weeks to review the list and respond. After two weeks, if there is no response from the department, the Library shall proceed with weeding the items.

viii. The academic staff shall send back a list of items they need the Library to retain OR the materials to be weeded.

ix. The weeded books or materials shall be available for review for a period of one month during all hours that the library is open.

x. After the one-month period, the Director of Campus Library Services shall then make a decision taking into consideration inputs from academic staff.

xi. The Director of Campus Library Services shall update the Head of Campus Library Services on the materials to be retained in collection and have their location changed back from "weeding" to regular location and the materials to be withdrawn and weeded.

xii. In case of a disagreement between the Director of Campus Library Services and the department about whether an item should be retained or weeded, the University Librarian shall be consulted.

xiii. After receiving inputs from all the involved parties, the list of items to be weeded shall be presented to the Library Committee for approval.

xiv. The University Librarian shall communicate, in writing the Library Committee's weeding decisions to the academic staff, Heads of Campus Library Services and Circulation staff.

xv. Circulation staff shall update locations for items to be kept from the weeding shelf, back to the appropriate stacks.

xvi. Circulation staff shall then notify Cataloging staff that the serial records need to be suppressed, updated, or deleted as appropriate.

xvii. Cataloging staff shall suppress or delete records as appropriate.

xviii. Cataloging staff shall notify Circulation staff in writing once items have been suppressed/deleted from the catalog.

xix. Circulation staff, stamp items as "withdrawn," and "discarded".

xx. If a decision to disseminate rather than discard is made, then the Director of Campus Library Services shall make arrangements to contact the new owner(s).

B6. Noise and Mobile use phone procedure

If a patron is not being respectful of others, you may point it out to them. If you are not comfortable doing so, please go to the information desk to report the problem. Be sure to give a specific location and descriptive information about the person/persons.

B7. Complaint Receipt and Handling procedure

A complaint shall be received verbally (by phone or in person) or in writing (, or email). An employee who receives a complaint shall determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has specific knowledge that is needed to resolve the problem.

It shall be the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it.

If the complaint is transferred, the recipient shall acknowledge to the transferor that he/she has received it and will act on it.

The person who initially receives the complaint shall acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another employee. If a timeframe for action can be determined, that shall be included in the acknowledgement.

Basic contact information of the complainant, including the name, phone number and email address shall be recorded.

Resolving the Complaint

Every effort shall be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff shall listen and seek to understand the complaint, and attempt to resolve it immediately. Complaints received in writing shall be acknowledged within 48 hours and staff shall attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it shall be forwarded to the Head of Campus Library Services. If the Head of Campus Library services cannot resolve the complaint, it will be escalated to the Director of Campus Library Services. If the complaint is about the Head of Campus Library services, it will be handled by the Director of Campus Library Services. If it cannot be resolved by the Director of Campus Library Services, it shall be forwarded to the University Librarian. If it cannot be resolved by the University Librarian, it shall be forwarded to the Chairperson of the Library committee. The complainants shall be kept informed of the status of their complaint. Every attempt shall be made to resolve escalated complaints within a month. Complaints records, including a description of the complaint, who handled it, what was done to resolve the complaint, timeframe and description of the resolution shall be maintained.

A summary of the complaints received including number and type shall be reported to the Library Committee and Senate annually.

6.0 Review of the policy

This policy shall be reviewed every five years in the light of the developments in teaching, the interests of the university.

Professor Philip Cotton OBE

Vice Chancellor, University of Rwanda