P.O. Box 725 Arua, Uganda
Tel: +256 471 660057; Fax: +256 476 420316
Email: ul@muni.ac.ug
www.muni.ac.ug

MUNI UNIVERSITY LIBRARY (MUL) SERVICES

Library User Manual

2014

TABLE OF CONTENTS

SECTION ONE: INTRODUCTION

1.1 Welcome Message

Welcome to Muni University Library (MUL) Services. The library is the leading center for all your information needs. It plays a central role in the achievement of the University Vision and meeting all the University stakeholders Information needs. The library will from time to time conduct information literacy training in the library for building the skills of the users so that they can survive in the information and knowledge economy.

1.2 Citation

This document may be cited as Muni University Library User Manual 2014

1.3 Definition of terms

Muni University: The 6th Public University in Uganda located in Arua, West Nile Region. Established by Statutory Instrument 2013 No. 31

Library: Means any university library site which provides Library Materials, Library Services and Library Facilities to support the learning, teaching and research endeavours of the students and staff of the university and which is under the management control of the University Librarian.

Library Material: Includes all resources held or provided by the Library, regardless of format, including but not limited to books, journals, papers, audio-visual and electronic resources

Library Services: Are those services provided to users by Library Staff; e.g., Reference, Loans and Document Delivery.

User: Means a user authorised by the University Librarian to use Library Materials, Library Services and Library Facilities.

Tablets: Tablets currently are limited to Kindle Fires or eBook readers.

1.4 Vision

To be a model library in provision of quality and ICT based information for teaching, learning and research of Muni University

1.5 Mission

To provide wide range of quality information and facilities that support effective and efficient teaching, learning, research and innovation at the University.

1.6 Objectives

1. To Select and acquire up-to-date information resources in all formats that are relevant to the information needs of the university
2. To Adopt technologies that will make information resources accessible to the university community in an efficient and effective manner
3. To organise the collections using internationally accepted standards for easy retrieval and access
4. To adopt information dissemination strategies like current awareness services and selective dissemination of information to ensure optimum utilization of available resources
5. To establish, promote and maintain a wide range of services that will support the teaching, learning and research in the university
6. To conduct continuous information literacy training in the library for building the skills of the users so that they can survive in the information and knowledge economy
7. To support the Human Resource office in defining the job specifications for library staff

8. To set up and manage a repository for preservation and conservation of valuable information resources

9. To generate related policies and guidelines that will support the library operations

10. To Institute regular M&E tools to assess the library operations

1.7 Core Values

- Professionalism and quality services
- Respect Intellectual Property Rights, Copyright Laws and Conventions
- Responsiveness
- Innovation

1.8 Opening and closing Hours

Semester

Monday-Friday	8:00 am–09:00 pm
Saturdays & Sundays	9:00 am – 4:00 pm

Holidays/Recess

Monday-Friday	9:00 am – 5:00 pm
Saturdays & Sundays	9:00 am – 3:00 pm

Public Holidays

The Library remains closed

SECTION TWO: LIBRARY SETUP

2.1 Library Sections

The library has three (3) 2sections, dealing with different roles that contribute to better service delivery for our clients. These include:

Information Services section; E-Resources Section; and Technical Services Section

2.1.1 Information Services section

This section performs the following functions;

a) Reference Services

b) Charging and discharging of information resources

c) User Registration

d) Ensuring effective utilization of the library's collection through continuous user education, current awareness services and selective dissemination of information

e) Ensuring the library collections are well organized for easy access and retrieval

2.1.3 Technical Services section

This section of the library is only restricted for library staff and its responsibilities include:

a) Processing library materials through cataloging and classification, stamping and accessioning.

b) Acquisition of library materials through purchase, donations and gifts

c) Ensuring that users have access to the collections by creating access points thus, include all library materials into the library system (Online Public Access Catalog)

2.1.4 E-Resources Section

This section performs the following functions;

a) Ensuring library E-resources are well organized for easy access and retrieval both online and off-line

b) Manages the use of the Kindle Fires (e-book readers)

c) Training users on how to search for electronic online resources

d) Setting up and managing an Institution Repository

2.1.4.1 The use of Kindle Fires (E-Book Readers)

a) The Tablets are for use by current Muni University students, and staff excluding Continuing Education students (Long Distance).

b) To borrow a tablet, you must have proof of current enrollment at Muni University, a valid current Muni University Library card/Student Identity Card, and must read and sign the rules of use.

c) The person who checked out the tablet is responsible for returning the tablet in good condition. In case of damage, theft or loss, the user will be charged the cost of full replacement. ***Do not under any circumstances leave a tablet unattended.***

d) The tablet should be returned to a library staff member at the Circulation Desk during working hours by the date issued.

e) An overdue charge of **UGX 5,000** per day is levied when a tablet is overdue

f) Replacement fees are as follows: tablet – **UGX 650,000,** charger and power cord – **UGX 100,000**

g) If you have outstanding Library fines or charges that prevent you from checking out other Library or Learning materials, you will not be allowed to check out tablets.

h) There is a 3 day circulation period. You must return the tablet to the circulation desk in 3 days. At that time, you may renew for an additional 3 days. After 6 days, you must wait 24 hours before the tablet can be checked out again.

i) Advance reservations are not accepted for loaner tablets. Tablets are lent on a first-come, first serve basis. Users are not allowed borrow more than 1 tablet at a time.

2.2 Library Collection

The Library stock shall be documented and published on regular basis. The library will purchase at least 5 copies of every title of print or audio visual materials for the courses taught at the university. The library also has non-print information materials and subscribed e-resources. The collection is divided into the following broad categories:

2.2.1 General Collection

This collection comprises of mainly textbooks found on the open shelves and Reserved which may be borrowed for use outside the library premises for a duration determined by the librarian according to user category.

2.2.2 Special Collections

The collection includes textbooks, periodical articles, Government of Uganda publications, Dissertations and Thesis, magazines, newspapers, and audio visual materials e.g. CDs, DVDs, Video Tapes and Kindle Fire (e-book readers). These collections are for use within the library.

2.2.3 Reference Collections

Reference materials are for use within the library only. These resources are for answering user quick reference questions. They include dictionaries, encyclopedias, Who's who, year books, almanacs, gazetteers, etc. This collection is near the Information Services section and they have location symbol REF.

2.3 Library Services

2.3.1 Library Reference Services

The library offers reference services to the patrons through;

a) Face to face in the library reference section

b) Emails

c) Phone call

d) Live Chat, and

e) Social media (Facebook, Twitter, Google+, YouTube etc)

2.3.2 User Education/ Orientation

At the beginning of each academic year, MUL participates in new students orientation week. New students are given a guided tour of the library building, collections, and sections.   In collaboration with members of faculties, MUL shall conduct periodical Information Literacy training.

2.3.3 Lending Services

The Library allows its users to borrow information resources for a specific duration dictated by the user group. Books from open shelves and Reserves are loaned out from the Circulation Desk. Audio Visuals are loaned out from the E-Resource Section. Borrowers and readers should check the condition of the book and any other item before signing it out. Lending of library materials are guided by the following regulations:-

a) University Members of Staff who wish to borrow books or other library items must produce a University staff identification card valid for the current year.

b) Students who wish to borrow any information material from the library must produce a valid library or university identification card.

c) Only registered students and University staff are entitled to borrow library material.

d) Lost or mutilated information materials on loan will be replaced at the market cost of the information materials plus **UGX 10, 000** processing and administrative charges.

e) Information materials borrowed on regular loan and not returned on the due date will be charged **UGX 1,000** per day per item overdue.

f) Information material borrowed for short loan and not returned on the due time will be charged **UGX100** per minute per item, reserved books overdue, **UGX 500** per hour.

g) Borrowing rights of users may be withdrawn if the user persistently keeps library materials overdue.

h) Any library user who has not cleared overdue and lost book changes shall be denied borrowing rights.

2.3.4 Loan Periods

Category	Books	Audio Visuals	Reserve	Short Loan (8:30am-4pm)
Academic Staff	Max 5 1 Month, Renew twice	Max 2 1 week No renewal	Max 1 1 week No renewal	N/A
Other University Staff	Max 3 2 Weeks, Renew twice	Max 1 I week, No renewal	Max 1 3 Days, No renewal	N/A
Undergraduate and graduate Students	Max 3 I week, Renew twice	Max 1 1 Week, No renewal	Max 1 Overnight, No renewal	3 Hours
Short Courses	Max 2 3 – 7 Days, Renew twice	Max 1 1 Week, No renewal	Max 1 Overnight, No renewal	3 Hours

2.3.5 Recall/Reminder of Materials on Loan

a) The Librarian may recall any information material on loan regardless of due date from a user for special purpose determined by the librarian.

b) Reminders about overdue books will be sent to borrowers at week intervals (not exceeding two reminders). A user who fails to return an item after the two reminders shall get a letter and copied to his/her Dean in case of students, and his/her supervisor in case of other University staff indicating that the item is lost and is to be replaced by the borrower.

c) Any borrower, including University staff members who do not return the item as specified, s/he shall incur a fine of **UGX 1,000** per book per day. *Any University staff member who refuses to pay the fines or replacement cost of lost books will be liable to have these costs recovered from his salary through the Bursar's Office.*

2.3.6 Renewals

All information materials borrowed from the library may be renewed for a further period which depends on the user category provided they have not been reserved by another user and not overdue. Some high-demand/recalled items may not be renewed. Renewal is done by physical coming with the item to the library.

2.3.7 Reservations

a) If required information material has been borrowed by another user, users may reserve the same at the circulation desk.

b) All users **MUST** note the due date of the material and check in the library on that date. Reserved information materials must be collected within 24 hours of the notice. **Please provide an email address in your personal details for the notices to be sent to you.**

2.3.8 Inter-Library Loan Services

Muni University library is a member of the Consortium of Uganda University Libraries (CUUL) and participates in all the resource sharing initiatives that include library cooperation. These initiatives enable library users to access and use other libraries, to benefit from such arrangement contact the librarian for more information.

2.3.9 Reprographic Services

The library offers binding, scanning, printing and photocopy services. However, these services are offered to users under special arrangement with the librarian.

2.3.10 Electronic Services

The library subscribes to e-books and e-journals which can be accessed on campus and off-campus. These can also be accessed from the library if a user has a laptop through wireless connection or with any other gadget connected to the Internet. A link to electronic resources subscribed to can be accessed from the library website or online catalogue by clicking on the electronic resources link.

2.4 Organization of Library materials

The information materials in the library are arranged using a conventional classification scheme known as the Dewey Decimal Classification (DDC) scheme for easy retrieval.

The main essence of classification is to bring together information sources of related subjects. The ten main classes include:

000-099 Computers, Information and General Reference

100-199 Philosophy & Psychology

200-299 Religion

300-399 Social Sciences

400-499 Language

500-599 Natural Sciences

600-699 Applied Sciences (Technology)

700-799 Arts & Recreation

800-899 Literature

900-999 History & Geography

2.4.1 Call Numbers

A call number is a unique address placed on the spine of a book that comprises of the main subject division and subdivisions and 3 first letters of alphabets for the author or body responsible for the production of the information material. This information is crucial in locating (Searching) any resource within the library as books are arranged by their Call numbers on the shelves. They are alphanumeric and are arranged in ascending order. **e.g. 658.4 LAU** this is a book for Management Information system by Laudon, Kenneth.

2.4.2 How to retrieve a book

Search the information material on the shelves by using the call numbers guide, or by the library computerized catalogue through the Online Public Access Catalogue (OPAC). This catalogue can be accessed and searched at any computer that has been connected to the Internet anywhere.

2.5 Library management system

MUL has an Automated Library Management System. It offers, Online Public Access Catalogue (OPAC) for users to search the library collections, Patron's/user accounts for reservations and making purchase suggestions. The library will from time to time conduct trainings for the users on how to use the system especially during orientation of new members.

SECTION THREE: LIBRARY RULES AND REGULATIONS

3.1 Introduction

Library rules and regulations should be followed to enable fair access and use of library facilities by all users. Failure to do so will result in the withdrawal of library rights, suspension of library rights, or suspension from the university. These rules may be revised either in full or in part by Senate Library Committee from time to time.

3.2 Registration

Each library user, with or without borrowing privilege, must be registered in the library before accessing the library services. The library will deny any person borrowing privileges or use of library facilities until she/he has signed a Library Registration form agreeing to abide by the set rules and regulations. A copy of these rules and regulations will be issued to each library user applicant during the registration process. The following persons are allowed to use the library:

3.2.1 All registered students of the University.

3.2.2 All members of Council, Senate, Faculty, Administrative, Technical and other staff of the university.

3.2.3 External Users: The University Library is primarily meant for the students and staff of the University. Other persons, not directly connected with the University may also be admitted. To qualify for External User membership a person must belong to one of the following categories and will be requested to register in the Library as an External User by paying a fee:

  a) Individuals pursuing scholarly research.

  b) Students, Faculty and academic members from other universities

  c) Members of a society/institution or community who are accorded the use of the Library by virtue of an agreement with the University.

3.2.3.1 Registration Fees for external Users

a) Individual Use

Period of Time	General Collection
Up to 3 Months	$20
3 Months-6 Months	$40
6 Months-1 Year	$60

b) Students, Faculty and academic members from other universities and Members of a society/institution or community

Period of Time	General Collection
Up to 3 Months	$150
3 Months-6 Months	$250
6 Months-1 Year	$400

3.2.3.2 External users have access to:

  a) The Library General, Special and Reference Collections.

  b) The Library's catalogue.

  c) Use of computers, research databases and other electronic resources when they visit the library.

3.2.4 Registered students will be issued library card at the Librarian's Office. If the card is lost PLEASE REPORT IMMEDIATELY to the University Librarian in writing and attach a letter from police. A fee of **UGX. 5,000** will be charged in replacement of the lost card.

Please Note: All persons (including external users) registered to use the Library are required to abide by the regulations of the Library. Proper identification is always required. Thus, library users must produce a valid library card or University identification card. Any user attempting to enter the library with ID other than his/her own and also any user who lends his/her card to another person, may have his/her library privileges withdrawn.

3.3 Expiration of Library Membership

a) At the end of each Academic year for students.

b) On leaving employment at the University for staff.

c) On expiry of one year from the date of registration for external membership.

3.4 Clearance from Library

Clearance from Library membership is mandatory for students upon completion of his/her studies. In the case of a member of staff clearance shall be done when his/her employment ends with the University or when he/she leaves the University for at least one year for any reason such as studies leave, leave without pay, medical treatment, etc.

3.5 Conduct/Discipline within the library

3.5.1 The library is a place for silent and private study. Good order and silence should be maintained in the Library at all times. Behaving in such manner

that would interfere with study and research activities of the other library users is prohibited.

3.5.2 Library items should not be taken out without proper authorization. Theft or attempted theft of library items, equipment, furniture or furnishings is prohibited.

3.5.3 Eating, use of substances and abusive drugs in the library is not allowed.

3.5.4 Misuse and abuse of lavatories is strongly prohibited

3.5.5 No notices may be displayed or any items distributed within the Library without the prior approval of the Librarian.

3.5.6 Students must leave their valid library or University identity card behind when borrowing reserve books.

3.5.7 Booking of seats in the library is not permitted. The Library staff may remove books and other personal effects left for any length of time on chairs and tables. The Library accepts no responsibility for personal belongings left lying on reading tables.

3.5.8 Users shall not obtain or use library card under false pretense.

3.5.9 All communication gadgets including cell phones, radios, etc. should be put on silent mode before entering the library. No call should be made or received in the library.

3.5.10 The marking, defacing, mutilation, willful alteration or destroying identification marks relating to ownership of any library facilities, furniture, equipment or furnishing is prohibited.

3.5.11 Any materials such as ink bottles, paints, which may accidentally damage library property, will not be brought into the library.

3.5.12 All bags, briefcases, metallic containers etc. should be left in the place provided for the purpose at the library entrance. Such items must be securely locked or protected, as the Library will not be responsible for their contents. However, before locking, the owner may be required to show the staff on duty the contents in the bag, brief case, etc.

3.5.13 All readers leaving the library in possession of books, papers, paper bag and file folders must show them for checking to the Library security or Library staff at the exit point.

3.5.14 Re-shelving of materials used within the library is prohibited. Materials used should be left on the tables or put on trolleys to be re- shelved by library staff.

3.5.15 Books shall not be marked in any way e.g. by text underlining, text highlighting in transparent colour, writing comments in a book, ticking, removal of a page, pages or pictures, etc.

3.5.16 Time allowed for usage of the library must be observed. After the second bell every library user should be on their way out.

3.5.17 No visitor will be allowed to tour, use library facilities except with permission of the University librarian

3.6 Borrowing

3.6.1 All library materials may be borrowed including audiovisual materials with the exception of reference works, periodicals, special collections and materials in great demand placed temporarily on short loan. A borrower remains responsible for the item as long as it is not checked in.

3.6.2 Loaned items should not be transferred from one borrower to another but must be returned to the library and formally re-issued.

3.6.3 Borrowers are held personally responsible for the safe custody of any material(s) on loan to them. They shall be required to pay the cost of replacement of any item, which is lost while on loan to them.

3.6.4 Borrowers shall be liable to pay compensation as may be fixed by the University Librarian for any damage on any items while on loan to them.

3.6.5 Respect the loan periods for various categories of information materials. The Librarian is has the right to decline to issue any particular item or items or to restrict their circulation.

3.6.6 Library users will not be cleared unless all borrowed book(s)/ or information material(s) are returned. All lost items must be replaced by the borrower.

3.7 Copyright

Most library materials are protected by the Copy-right Law, which makes deliberate infringements, such as unauthorized copying as a criminal offense. Permissible copying limits for academic purposes shall be less than 10% (one third) of a book under the "FAIR USE" policy. All users of library materials and equipment shall observe these limits, whether on library premises or elsewhere.

3.8 Service Notice

Any notice will be sent to the user through the last known address registered by the university library. Failure to receive such a notice will not invalidate any subsequent action.

3.9 The Use of Computers and Wireless Network

We encourage our library users to make good use of the available electronic services available in the library. However, you're required to take note of the Muni University ICT Policy especially on the acceptable and unacceptable use of ICT facilities. While in the library take note of the guidelines below very seriously because If any abuse/noncompliance is discovered/or detected the wireless connection privileges and use of

computers in the library will be terminated with immediate effect and disciplinary action taken.

3.9.1 Computers provided in the library are for research and other educational endeavours. Misuse of these facilities for game playing, personal email, e-trade, hacking, and reading or viewing pornographic materials, change of computer or Network settings, etc. is prohibited.

3.9.2 Users of Laptops must maintain order and avoid distracting other users.

3.9.3 Laptops should only be used in designated areas in the library.

3.9.4 The Library has no control over the information accessed and cannot be held responsible for the content or quality of the information retrieved.

3.9.5 For safety of our computers, no user is allowed to use his/her flash disk or any external media in the Library without authority.

3.9.6 Text handling services like word processing, typesetting and such related use, are prohibited on library computers.

3.9.7 Damage of computer system or equipment due to negligence, misconduct or mishandling, such as dropping, cutting, spilling liquids, opening or dismantling the casing or other parts, unauthorised attempt at systems/equipment repair, deleting programs, etc., shall be interpreted as deliberate damage and the offender will pay the cost of repair of the damage caused to the system/equipment or pay its replacement cost

3.9.8 Users may not download files, install, remove, or alter software or in any way alter the configuration of the computers. Users should request for installation of programs/software not currently available on the computers from the University Librarian.

3.9.9 The University Library accepts no responsibility for loss of personal laptop computers, data or software therein.

3.10 PENALTIES

The University Librarian is has the right to levy a fine, in addition to recommending to the Library and ICT committee of Senate suspension as a result of infringing the library Regulations.

Offence	Penalty
3.10.1 Theft or attempted theft of library items, equipment or furnishing	Twice the replacement cost of the item, Administrative fee of UGX. 10,000/-, suspension from the library for maximum period of one academic year. In the case of the culprit being a member of staff, appropriate disciplinary action shall be taken against him/her in accordance with the terms and conditions of service. Those who are neither students nor staff of the University, legal steps will be taken against anyone found stealing Library material in accordance with the laws of the Republic of Uganda
3.10.2 The marking, defacing, mutilation or damaging of any library facilities, building, furniture, equipment or furnishing, willful altering or destroying identification marks relating to ownership.	Replacement cost of the item, Administrative fee of UGX. 10,000/-, suspension from the library for maximum period of one Semester. In the case of the culprit being a member of staff, appropriate disciplinary action shall be taken against him/her in accordance with the terms and conditions of service. Those who are neither students nor staff of the University, legal steps will be taken against anyone found stealing Library material in accordance with the laws of the Republic of Uganda
3.10.3 Eating, use of substances and	Suspension from the library for maximum

abusive drugs in the library	period of one Semester.
3.10.4 Misuse and abuse of lavatories is strongly	Suspension from the library for maximum period of one Semester.
3.10.5 Aggressiveness, undue confrontation and sexual harassment to staff and students	The case will be heard by the University Librarian/deputy or Faculty Librarian, who will determine whether the case be heard at Student disciplinary committee
3.10.6 Violating a suspension that is in effect	Suspension from the library for maximum period of one academic year on top of the current suspension
3.10.7 Use of communication gadgets including cell phones, radios, etc.	Suspension from the library for maximum period of one Semester or payment of **UGX. 5,000**.
3.10.8 Possession of items from other libraries that are either overdue or have evidence of having been removed without proper authorization	The item will be confiscated, awaiting consultations with the concerned library
3.10.9 Noise making, discussions, consultations in the reading areas, staircases and cloak rooms	Suspension from the library for maximum period of one month.
3.10.10 Contravention of intellectual property stipulations of the university such as photocopying limits or abusing licensing agreements concerning the use of e-resources.	Suspension from the library for maximum period of one Semester.
3.10.11 Bringing unauthorized items such as overcoats, big bags, briefcases etc. into the library	Suspension from the library for maximum period of one month.
3.10.12 Obtaining or using library card under false pretenses	Suspension from the library for maximum period of one academic year.
3.10.13 Misuse of computers provided in	Suspension from the library or use of

the library for playing game playing, e-trade, hacking, reading or viewing pornographic material, change of computer or network settings, etc.	library computers for maximum period of one Semester and payment of costs.

Note:

1. Fines and charges for lost and overdue books will be paid to the Accounts Department with an authorization note from the University Librarian.

2. Fines and losses will be regarded as debts to the University and in case of non-repayment the defaulter will be liable to face the University Disciplinary Committee

3. A suspended user shall re-apply in writing to the University Librarian for re-admission to Library membership.

4. We advise that you be security conscious while in the library. The reader next to you may be a potential thief or a destroyer of valuable information material or furniture/fitting. Please report anyone you suspect of malicious behavior to the Library staff.

I understand that I am responsible for the effective utilization of Muni University Library and acknowledge that I have read and understand the Rules of Use of the library listed above. If damages or late fees are incurred I understand that I am responsible for all charges up to the full replacement cost of library material or equipment.

Name: _____

Registration/ Staff Number: _____

_____

SIGNATURE   **DATE**