

INSTITUTE OF SOCIAL WORK



LIBRARY MANAGEMENT POLICY

2018

ABBREVIATIONS AND ACRONYM

BG	-	Board of Governors
DUCE	-	
ERC	-	Electronic Resource Centre
IRC	-	Information Resource Centre
IR	-	Information Resource
ISBN	-	International Standard Book Number
ISSN	-	International Standard Serial Number
ISW	-	Institute of Social Work
ISWL	-	Institute of Social Work Library
LIS	-	Library Information Services
PMU	-	Procurement Management Unit
SUA	-	Sokoine University of Agriculture

PREFACE

This Library Policy is for the Institute of Social Work (ISW). It is issued by the Board of Governors (BG) in pursuant to Section 17 of the National Social Welfare Training Institute Act, No. 26 of 1973 as amended by written Laws (Miscellaneous Amendment) Act No.25 of 2002. ISW Library was established to provide information services and related resources that support the Institute's core functions of teaching, research and consultancy. The current globalization and increased competitiveness has compelled the Institute to adopt the Competence Based Education Training (CBET) and introduce innovative teaching and flexible mode of assessment. All these developments require the library to be a state of art centre for information management serving the increasing needs of students, faculties and community.

To address these demands, ISW considered it imperative to develop this policy. The library policy translates into action the Institute's vision of becoming a provider of high quality, effective and competitive training, research and consultancy built around the Institute's core competencies which are responsive to the needs of its stakeholders.

This policy has been developed by using participatory and consultative approaches involving all the ISW's major stakeholders. It reviewed some of the regulations and guidelines to accommodate new developments as guided by the ISW Five Years Strategic Plan (2017/18-2020/21) and the Institute Board of Governors that emphasized on the application of ICT and strengthening of Library services by establishing e-library. Given the notable achievement within the Institute, the ICT landscape has changed since 2007, requiring a relook to reposition the Institute to better meet emerging opportunities while contending with their associated threats. This edition, therefore, among other things sets forth guidelines for e-library. It will be subject to revision after every three years as the need arises to match with the prevailing conditions, limitations, opportunities and resources. During this time the policy may be modified, reviewed or amended by any special terms contained in other documents such as Institute's Policies, Government directives and circulars that may be issued from time to time. Except as may be herein specifically reserved to the Board of Governors, the Rector (Chief Executive Officer) is hereby delegated with, and empowered to effect day-to-day application and interpretation of this policy.

Much as this is an Institute Library policy, the Institute staff and students are expected to translate it into action by committing themselves and participating actively to its successful implementation. The Institute Management undertakes to offer the leadership and support including facilitation needed in achieving the intended Objectives of this policy.

Zena Mabeyo
Ag. RECTOR

Contents

ABBREVIATIONS AND ACRONYM.....	ii
PREFACE	4
SECTION ONE.....	1
INTRODUCTION	1
1.1 BACKGROUND AND RATIONALE	1
1.2 THE ORIGIN OF THE POLICY	3
1.3 METHODOLOGY	3
1.4 ORGANIZATION OF THE POLICY.....	4
SECTION TWO	5
POLICY OBJECTIVES AND DEFINITIONS OF TERMS.....	5
2.1 POLICY OF OBJECTIVES.....	5
2.2 DEFINITIONS OF KEY TERMS.....	5
SECTION THREE.....	8
POLICY ISSUES, OBJECTIVES, STATEMENTS AND STRATEGIES.....	8
3.1 MANAGEMENT OF ICT SERVICES AND ELECTRONIC RESOURCES	8
3.2 CAPACITY BUILDING.....	8
3.3 FINANCE AND RESOURCE MOBILIZATION.....	9
3.4 DEPARTMENTAL LIBRARIES COLLECTION	10
3.5 SECURITY OF THE LIBRARY INFORMATION RESOURCES.....	11
3.6 SPECIAL RESERVE COLLECTION	12
3.7 STOCKTAKING, WEEDING AND EVALUATION.....	12
SECTION FOUR.....	13
ELIGIBILITY, CONDITIONS AND REGULATIONS FOR LIBRARY USE.....	13
4.1 ELIGIBILITY	13
4.2 GENERAL LIBRARY CONDITIONS.....	14
4.3 REGULATIONS AND PROCEDURES OF BORROWING	15
4.4 GENERAL LIBRARY REGULATIONS.....	17
4.5 CODE OF CONDUCT	18
SECTION FIVE.....	19
COLLECTION AND ACQUISITION OF MATERIALS.....	19

5.1	COLLECTION	19
5.2	ACQUISITION OF IR.....	20
5.3.	PROCEDURES.....	20
5.4	RESERVE RESOURCES	21
5.5	WEEDING.....	21
	SECTION SIX.....	23
	IMPLEMENTATION FRAMEWORK, MONITORING AND EVALUATION.....	23
6.1	INTRODUCTION	23
6.2	IMPLEMENTATION.....	23
6.3	MONITORING AND EVALUATION	24
6.4.	POLICY STATUS	28
6.5	KEY STAKEHOLDERS	28
6.6.	POLICY OWNER.....	29
6.7	CONTACT PERSON	29
6.8	REFERENCES.....	29

SECTION ONE
INTRODUCTION

1.1 BACKGROUND AND RATIONALE

1.1.1 Background

The Institute of Social Work Library was established in 1978 with the initial donation of about 1500 books from the Netherlands. It developed gradually and at present it has about 12,000 books and 200 journals (ISW, 2017). The collection contains materials on Social Work, Human Resource Management, Labour, Community Work with Children and Youth and Business administration. These are the major courses taught at the institute. The Institute Library is located at the Institute Resource Centre (IRC) building which has enough space for the readers. The present sitting capacity is 300 users at once. The library has also installed a Closed Circuit Television System (CCTV) to strengthen the security of its resources. Ever since its establishment and development, ISWL has been guided mainly by the goals and objectives of the Institute of Social Work of which it is a part. The library has felt a need to develop a new policy to have an improved framework on how to manage its information especially in this time where there is rapid development in ICT.

Development brought by the advent of and the robust use of Information and Communication Technologies (ICTs) has made library management more complex than ever before. Given the current development, academic libraries are increasingly using ICTs to improve users' access to information resources beyond what used to be the traditional services. ICTs development has made it possible for information in the Libraries to be produced in both electronic and print formats which was not the case in the past. This Library Management Policy serves many functions including: the description of current collections and guidance for staff involved in library management. It sets a framework and parameters to guide information management in libraries. Also, it serves as communication channel between the library and outside users, and supports collection development, handling of gifts; selection and deselection of materials; weeding; retention; preservation and discarding of library materials.

1.1.2 Rationale

The gradual expansion of the Institute programs from Ordinary Diploma in the late 1970's to Post Graduate programs in 2015, shifting of the library to the more spacious building and increased use of ICTs has attracted more library users. Therefore, the library is developing a policy that will provide a framework for provision of its services and development. One of the core objectives of the Third Institute Strategic Plan 2012/16 was to strengthen library services. This has necessitated the establishment of this policy. This policy is designed to promote and support academic programs by ensuring that library services are provided in an equitable and timely manner. This entails that all users shall be treated with equal respect, regardless of their place of origin, race, age, social status, creed, gender or sexual orientation.

Use of ICT is now a national agenda. The Government of the United Republic of Tanzania recognizes that effective use of information and knowledge is a critical factor for rapid socio-economic growth, in its aspiration to become a middle-income country by 2025. ISW is increasingly using ICT in teaching and learning. Similarly, the library is more and more using Information and Communication Technologies to improve users' access. The introduction of e-resources (e-journals) through the INASP¹ is an example of the new developments. In so doing the institute is participating in the national industrialization agenda by preparing the necessary human capital that will also use ICT in service delivery to citizens. To guide the utilization of ICTs and print resources, ISW is developing this Library management policy.

This policy guides and determines present and future decisions on library services at ISW. In this respect this Policy is an instrument for giving direction and providing a framework to guide library users and the management on the whole business regarding library services. This is a document that defines the goal and purpose of library at ISW. This policy sets out to give guidance on various aspects.

The library is mandated to plan, select, acquire, process, store and provide users with access to relevant information resources. It is, thus, required to develop its collections in order to maintain a complete resource which will meet the needs of its present and future customers. ISWL, thus, is required to select and acquire current and relevant materials to enable its users access a number of freely as well as commercially available relevant electronic journals and databases. All these obligations need a comprehensive policy to guide their implementation and achievements. Thus, the Library Management policy is required.

1.2 THE ORIGIN OF THE POLICY

The ISW library management policy originates from the existing Institute's strategies, policies and guidelines including the ISW Five Year Strategic Plan (2012-2016), Information and Communication Technology Policy (2007) and Board of governor directives.

1.3 METHODOLOGY

In developing this library management policy, participatory and consultative approaches were used involving ISW's main stakeholders. In assuring "best practices" the policy development process, also, took into account other institutions' (from within and outside the country) library policies. The documents that were studied are: National Information and Communications Technology Policy (2016), Muhimbili University of Health and Allied Sciences Library Policy and Operational Procedures (2013), Sokoine National Agricultural Library Collection Development Policy (2011), Collection Development and Management Policy for Leeds University Library (2011), Library Collection Management Policy of University of Bristol Information Services (2009), Limpopo University Library policies (2011), and The Copyright and Neighboring Right Act (1999). These documents informed the establishment of this policy.

(a) The main objective of ISWL

The main objective of ISWL is to manage information so as to support core Institute functions of teaching, research and consultancy.

(b) Specific Objectives of ISWL The specific objectives are to;

- i) Establish and maintain a catalogue for easy location of materials available in the system and facilitate access to library resources both print and electronic.
- ii) Provide recreation materials such as novels, magazines and newspapers to help users make good use of their leisure time.
- iii) Act as bibliographic and documentation centre as well as a repository of published and unpublished materials.
- iv) Collect, preserve and update library collection in all formats to make it accessible 24/7/365. v. Educate users in the identification and effective use of information resources.

1.3.1 **Relevant government policies and legislation**

This policy is based on the following key policy documents:

- a) Education and Training policy (1995) that stresses on the importance of enhancing the library and information services at the Universities to enhance.
- b) The Universities Act 2005 that calls for the availability of adequate library resources in terms of quality and quantity to support the core functions of the university.
- c) National Information and Communication Technology Policy (2016) which emphasizes on the need for a wider dissemination of materials held in libraries and archives.

1.3.2 **Scope of library policy**

This library management policy applies to all librarians, students, academic and non-academic staff as well as visitors.

1.4 **ORGANIZATION OF THE POLICY**

This policy is divided into seven sections: Preface; Background and Rationale; Policy Objectives and Definitions of Terms; Policy Issues, Objectives, Statements and Strategies; Eligibility, Conditions and Regulations for Library Use; Collection and Acquisition of Materials and Monitoring and Evaluation

¹ International Network for the Availability of Scientific Publications

SECTION TWO

POLICY OBJECTIVES AND DEFINITIONS OF TERMS

2.1 POLICY OF OBJECTIVES

2.1.1 Main Objectives

The main objective of this policy is to establish an institutional-wide framework that will prompt effective, efficient and dynamic provision of library and information services.

2.2.2 Specific objectives

The specific objective of this policy is to guide:

1. Library staff and users on the provision and use of library services and resources
2. Selection of library materials in adherence to Institute's mission and vision.
3. Acquisition of library resources by involving academic departments to obtain relevant materials.
4. Storage, retrieval and dissemination of information to users by computerizing library functions

2.2 DEFINITIONS OF KEY TERMS

Acquisition	Involves selection, ordering, receipt, processing and financial administration of information resources.
Borrowing	The process of checking-out and checking-in information resource to the library clients.
Catalogue	A service to allow library patrons to find out what material is held in the Library.
Cataloguing	The process that encompasses the production of bibliographic descriptions of books as well as other types of discovery tools of documents for inclusion in the catalogue.
Check in	The processes of returning information resources that were borrowed by a client.
Circulation/Lending or Check-out	The process of lending information resources to clients.
Classification	It is a system of coding and organizing documents, library materials or any information (books, serials, audiovisual materials, computer files, maps, manuscripts) according to their subject and allocating a call number to that information resource.

Clients	ISW staff and students and any other members.
Collection development	The process of planning, identifying, selecting, acquiring and building a useful and balanced collection of library materials over a period of years so that they are available for use by clients, normally constrained by budgetary limitations.
Damaged Information Resources	Information resources rendered unstable by some act of destruction, e.g. tearing off of pages, mutilating, defacing, writing on the pages and removal of whole chapters.
Donations/Gift	This is one or more books or other items given to a library, by an individual or a group, organization, estate, or other libraries. Most donated materials are unsolicited and arrive unexpectedly. Thus, donated items must be evaluated in accordance with the library's collection development policy to establish their relevance before either adding them to the collection or disposing them of.
Electronic resource	It is any library material that is made available electronically, such as an e- book, database or journal article. This resource may require the use of peripherals directly connected to a computerized device CD-ROM drive, or a connection to a computer network such as the Internet.
Holds	Booking made against open-shelf information resources that are out on loan and when the resources are returned the one who booked them has first preference to borrow them.
Information and Communication Technology	This refers to any product that will store, retrieve, manipulate, transmit or receive information electronically in a digital form.
Information literacy	A set of abilities for empowering individual to locate, evaluate and use a needed Library resource effectively.
Information resources	Information resources include, but not limited to monographs, continuing resources, multi-media and electronic resources.
Loan period	Time-frame granted to clients between checking-out and checking- in of information resources.
Loan Recall	Request made by library information system to clients to return borrowed information resource.

Monograph	An information resource that is complete in one part or intended to be completed within a finite number of parts. A book is an example of a monograph.
Multi-media	Information presented in more than one format, such as text, audio, video. A collection of material in various media formats, including non-book material for instance audio-visual, non-print materials.
Open-Shelf Information Resources	Information resources that may be borrowed for use outside the library for specified period of time
Overdue fine/charge	A fine/charge levied for retention of borrowed resources for longer than permitted period without renewal of the loan
Overdue Information Resource	Information resource that has been returned longer than permitted without renewal of loan
Overdue Information Resource	Information resource that has been returned longer than permitted without renewal of loan
Overdue Notice	Printed or electronic reminders for clients to return overdue information resources
Periodical	A publication that is published on a regular basis (daily, weekly, etc.). Magazines, journals, and newspapers are types of periodicals.
Policy	It is a procedure or plan of action that aims to achieve a certain objective. This document guides management of library resources and operational procedures
Reference collection	Information resources for reference only such as dictionaries encyclopedia
Renewal of loan	Extension of loan period upon request by client.
Reserved/short loan collection	Information resources that owing to high demand, have been placed aside for specific periods by lecturers to afford all their students equal access
Stock-taking	This is the physical verification of the quantities and condition of information materials held in the library.
Visitors	Rector may at his/her discretion grant access to the library visitor/s or any other non-library members
Weeding	Is the periodic and continual evaluation of your <i>library's</i> resources (books, journals or any other types of information materials) title by title with the goal of permanently removing obsolete, damaged, and rarely used ones, especially when space in the stacks is limited.

SECTION THREE

POLICY ISSUES, OBJECTIVES, STATEMENTS AND STRATEGIES

3.1 MANAGEMENT OF ICT SERVICES AND ELECTRONIC RESOURCES

3.1.1 Issue- low use of e-resources for cataloguing services

Although Information and Communication Technology (ICT) simplifies selection, acquisition, receiving, organizing, storing, retrieving, and dissemination of information, ISWL has not adequately used ICT for cataloguing.

3.1.2 Policy Objective

To strengthen cataloguing of library services by using ICT resources

3.1.3 Policy statements

ISW shall endeavor to:

- (i) Budget and acquire software for cataloguing.
- (ii) Digitize print materials and make provision for its staff to deposit their e-resources for the institutional repository
- (iii) Provide access to e-resources readily and equitably to all library users

3.1.4 Strategies

ISWL shall:

- (i) Solicit funds and support for installation of electronic catalogue.
- (ii) Liaise with respective Departments/ Units to acquire electronic materials that meet ISW's subject scope as per curricula and cater for all segments of customers.
- (iii) Select print materials and digitize them for the institutional repository
- (iv) Join consortia agreements that will facilitate acquisition of and access to e-resources
- (v) Make use of Open Access Initiatives (OAI).
- (vi) Establish e-book system to offer a variety of free digital books

3.2 CAPACITY BUILDING

3.2.1 Issue

Lack of comprehensive staff and patrons training and development programme characterizes ISWL. This has resulted to lack of confidence and initiatives among users mainly due to limited skills and competencies required.

3.2.2 Policy Objective

To promote continuous employees T& D programmes

3.2.3 Policy Statements

ISW shall:

- i) Appraise technical and end user competence necessary for development, management, control, maintenance and usage of the continuous evolving Library ICT infrastructure at the Institute.
- ii) Organize and implement a comprehensive capacity building/ training programme for its staff.
- iii) Strengthen library management skills through specific actions.
- iv) Empower, promote and motivate its staff to solicit, attend short courses. v. Secure fund to train its staff.

3.2.4 Strategies

ISWL shall:

- i) Plan and strengthen capacity among the library staff and patrons
- ii) Foster collaboration with other academic institutions and development partners to get critical opportunities of capacity building and facilities;
- iii) Design exchange programmes in terms of staff training, and utilization of facilities and equipment with other potential partner institutions

3.3 FINANCE AND RESOURCE MOBILIZATION

3.3.1 Issue- Low funding of library services

The main source of library funds shall still be the Government of Tanzania. The library, like other government departments, has suffered greatly due to cutbacks in government spending. This has resulted in dwindling little budgets and has also hindered the development of library and information services provision at the ISWL. Although the institute has been allocating funds to its various administrative and academic activities through its internal and other sources, a proportionately low amount is allocated to the ISWL. Acquisition of books has not been done regularly.

3.3.2 Policy Objective

To increase fund allocated to ISWL to improve service provision

3.3.3 Policy Statements

ISW shall:

- i) Strive to annually allocate adequate budget, and fund all library functions and services according to the library needs
- ii) Diversify sources of funding to supplement budget acquired from the government
- iii) Create conducive environment to attract library funding from the Government MDAs, private sector, development partners and individuals;

3.3.4 Strategies

ISWL shall:

- i) Ensure adequate institute and government funds are allocated to library services;
- ii) Motivate ministries, private sector/industry, development partners and individuals to contribute to ISWL's funding.
- iii) Develop fundable proposals to solicit funds from development partners within and outside Tanzania.

3.4 DEPARTMENTAL LIBRARIES COLLECTION

3.4.1 Issue: Integrated Library collection

The institute has not integrated other Departmental libraries to its Online Public Access catalogue (OPAC). Departmental libraries include all other libraries apart from the main library. These form an important part of the Institute's information resource base. All books once received/acquired by departmental libraries should pass through ISWL for processing (basically cataloguing and classification and data input into the library's Online Public Access catalogue).

3.4.2 Policy Objective

To integrate ISW library services with Online Public Access catalogue (OPAC)

3.4.3 Policy statements

ISW Shall:

- (i) Provide access to departmental libraries through the central catalogue
- (ii) Process in good time all books acquired by the Institute campuses/ departments
- (iii) Liaise with campuses/ departments in keeping the collection accessible to a wider readership

3.4.4 Strategies

ISWL shall:

- (i) Develop a computerized central catalogue
- (ii) Manage the collection and process all books acquired in good time
- (iii) Create awareness about the collection and usefulness as part of the Institute resource
- (iv) Solicit funds for maintaining the collections and keep collection accessible to patrons

3.5 SECURITY OF THE LIBRARY INFORMATION RESOURCES

3.5.1 Issue:- Information security threats

Library resources and systems are prone to a wide range of threats or information security risks ranging from theft, increased cyber crime, changing technology to computer viruses.

3.5.2 Policy Objective

To ensure physical safety of library staff, users and resources.

3.5.3 Policy statements

ISW shall:

- (i) Ensure security mechanism such as video surveillance cameras are in place to guard against all kinds of misuse of the collection such as theft, vandalism/mutilation.
- (ii) Establish archive for weeded materials.
- (iii) Ensure backup of electronic materials are created and maintained regularly.
- (iv) Encourage adoption of electronic systems that have been tested and shown to have acceptable security levels.

3.5.4 Strategies

ISWL shall:

- (i) Install security system such as Closed Circuit Television (CCTV) cameras and other devices.
- (ii) Create automatic and non-automatic backups of the databases from time to time.
- (iii) Install and configure secure electronic information systems.

3.6 SPECIAL RESERVE COLLECTION

3.6.1 Issue: Few copies of frequently used books

3.6.2 Policy Objective

To set aside frequently used library books requiring extra level of security

3.6.3 Policy statements

ISW shall:

- (i) Set aside few copies of frequently used books to facilitate access by all users in need.
- (ii) Orient patrons on using the special reserve section

3.6.4 Strategy

ISWL management shall:

Determine what goes to special reserve collection in consultation with the academic members of staff.

3.7 STOCKTAKING, WEEDING AND EVALUATION

3.7.1 Issue:- Complicated removal procedure of obsolete, irrelevant, and useless resources from ISWL general collection.

3.7.2 Policy Objective

To improve the ISWL collection

3.7.3 Policy statements

ISW shall endeavor to:

- (i) Stock take and stock count its collection on a regular basis to improve it
- (ii) Remove from its general collection obsolete, irrelevant, and those materials that are proved to be useless, not used for a significant period or anticipated to be of no use in future.
- (iii) Identify materials for weeding and archiving on a participatory basis.

3.7.4 Strategies

ISWL shall:

- (i) Plan for stocktaking and stock counting.
- (ii) Implement weeding and archiving.
- (iii) Involve faculties in identification and removal of obsolete materials

SECTION FOUR

ELIGIBILITY, CONDITIONS AND REGULATIONS FOR LIBRARY USE

4.1 **ELIGIBILITY**

Library membership is granted into two categories of people:

All staff and registered students including members of the Board of Governors. ii.
Selected categories of external members.

4.1.1 **Staff**

All full-time and part time staff have the right to be members of the library.

4.1.2 **Students**

- i) All full time and part time students who have been registered at the ISW are the members of the library.
- ii) All full time and part time students who have been registered and confirmed at the institute for a particular year.

4.1.3 **External members**

- i) Members of the Alumni.
- ii) Guest lecturers.
- iii) Individual member who have been allowed by the Rector.
- iv) Exchange students - as part of an exchange program.

All library members have rights and privileges based on their particular membership category.

4.1.4 **Access to the Library**

Staff, registered students, members of the Board of Governors and external members have access to the Institute Library.

4.1.5 **Access to ERC**

It is the responsibility of the library and information services to give enrolled students and staff access to electronic resources (Internet, Databases etc.) in the Electronic Resources Centre.

4.1.6 Purpose of ERC

The purpose of ERC is to provide the students with access to computers and Internet facilities in order for them to become more computer literate. The facility can therefore be used for the following:-

- i) Searching and obtaining information.
- ii) Learning how to search and filter information.
- iii) Sending and receiving formal and informal electronic mail.
- iv) Electronic discussions with other fellow students or their lecturers.
- v) Typing and saving projects, research reports and assignments etc.

4.1.7 Management

4.1.7.1 The operational Management of the ERCs shall be done by the appropriate Library staff.

4.1.7.2 ICT Unit shall be responsible for supplying all ICT support e.g. Internet access, maintenance etc.

4.2 GENERAL LIBRARY CONDITIONS

4.2.1 Membership Period

- i) Library membership is valid for the duration that students are registered at the Institute.
- ii) Library membership is valid for the duration that staff is employed by the Institute.

4.2.2 Borrowing of Information Resources

Staff, students and external members are allowed to borrow information resources from the ISW library.

4.2.3 Information Services

Staff, registered students and external members have access to the information services.

4.2.4 Information Literacy Training

- i) The Institute library shall constantly provide information literacy training to all library clients with the aim of equipping them with the necessary skills to effectively utilize information resources.
- ii) Staff, registered students, members of the Board of Governors and external members have the right to acquire information literacy training.

4.2.5 Information Literacy shall be:

- i) Offered to all ISW members as part of their library literacy training and to the existing staff members on request.
- ii) Free of charge.

4.2.6 Photocopying Facilities

Staff, registered students and external members shall have access to photocopying facilities subject to the availability of such facilities.

4.2.7 Membership Fees

- (a) ISW staff, members of the Board of Governors and registered students have free access to the library.
- (b) External members may pay fees subject to the approval of the Rector (Chief Executive Officer). All membership fee is payable in advance at the Accounts Department.
- (c) Membership fees will be reviewed after every three years.
- (d) All staff, students and persons holding valid ISW identity cards shall be afforded privilege to borrow information resources that are contained in the library.

4.2.8 Specific Requirements for external members

An introductory letter from the relevant academic department (where the head of the department accepts to stand for replacement value of any library materials lost or damaged because of the negligence of the user concerned or any outstanding charges).

4.3 REGULATIONS AND PROCEDURES OF BORROWING

4.3.1 Regulations of Borrowing

Borrowing and returning of library materials shall be guided by the following regulations:

- i) All eligible members as defined in section 4.1 shall borrow information resources from
- ii) ISW Library.
- iii) The loan period shall be 2 weeks. Issue may be renewed for a further period of three days if the document is not reserved for other readers.

- iv) Borrowers must contact circulation and reserve counters of the library in person or by phone (where applicable) to request an extension of the loan period of the resources in their possession.
- v) To check in information resources; clients must return the resources to the circulation and reserve counters. The resources must be returned at the section where they were checked out.
- vi) For ERC time restriction shall be determined by the library staff in respect to the use of computers to allow equitable access for clients.
- vii) Care should be exercised to use the services responsibly, ethically and lawfully.
- viii) Students shall not utilize the facility to deliberately originate, store or forward mailings, chain letters, computer viruses, illegal copies of materials protected by copyright.
- ix) Student may not store or forward messages containing discriminatory, intimidating, intolerant remarks based on race, religion, gender, age sexual orientation, disability, belief, political opinion, culture, language or birth, pornography, explicit nudity, gross depictions and religious content.
- x) Access to any official, prescribed academic information would be regarded as priority i.e. library information systems, online catalogue, the official ISW website and other official academic resources.

4.3.2 Procedure of Borrowing

- i) Valid ISW identification cards must be produced at the circulation and reserve counters of the library before any information resources can be checked out.
- ii) No materials shall be removed from the library until it has been officially issued to the borrower at the issue desk.
- iii) Library users will be provided with two (2) tickets which will allow them to borrow two books at once.
- iv) The ticket must be retained by the borrower when not in use. The loss of the ticket should be reported to the library at once. Replacement of borrowing ticket will be charged Tshs. 5000/=
- v) Normal books will be borrowed upon presentation of identity card. No person may exercise the privilege of borrowing until he/she had attended library training which signifies that the borrower has read these rules and agreed to abide with them.

4.4 GENERAL LIBRARY REGULATIONS

- i) All library members shall abide to the rules, regulations and code of conduct regarding information services.
- ii) The library and information services reserves the right to suspend library membership in cases where staff, registered student and external member do not abide to the rules, regulations and code of conduct.
- iii) Where applicable, all prospective external members shall complete an application form before membership is granted.
- iv) A valid ISW identification card is required for information resources to be checked out.
- v) Reader's tickets are the library property; the head of the library shall require that all tickets be returned to the main library after the final paper of the finalists to ease their clearance.
- vi) Two (2) printed or electronic reminders shall be sent to defaulters, after which information resources not returned shall be regarded as lost and replacement charges levied.
- vii) Any borrower including a member of academic staff who fails to return library resources from the general collection on the date due shall be liable to a fine of 1500/= per resource each day until the resource has been returned, or two weeks after the final overdue notice thereafter the resource will be deemed to have been lost by the borrower. A replacement value of 200% shall be levied to the culprits.
- viii) If a member fails to pay replacement fee mentioned in rule 4.4 (vii) above, the Deputy Rector Academic will facilitate the process of the library to block the member's examination results until the outstanding amount is paid to the library.
- ix) Where negligent loss of ISW library property is done by a member of staff, it shall attract disciplinary action against him/her.
- x) The library reserves the right to suspend membership of a member who had a book missing under his/her custody until all checked out resources have been returned and all charges paid.
- xi) The library reserves the right to recall checked out resources from borrowers.
- xii) Reference works shall be used in the library only.

- xiii) All lost or stolen ISW identification cards must be reported immediately to the relevant Institute authorities for blocking against any further use of the card.
- xiv) Queries about fines levied should be made to the Head of the Library Unit.
- xv) Day visitors or other person who is not library member shall not be allowed to borrow information resources.

4.5 CODE OF CONDUCT

- 4.5.1 Silence must be observed in the library.
- 4.5.2 Smoking is not permitted in the library.
- 4.5.3 The use of matches or open light in any part of the library is prohibited.
- 4.5.4 No dispatch case/wallet of over 8" x 5" in size or attached cases may be brought into the library. The overcoats and Macintoshes must be left out of the library.
- 4.5.5 Readers must dress and behave in manner that will cause neither offence nor damage. Thus, for example, the removal of shirts, the placing of feet on furniture, and the wearing of high- heeled shoes are forbidden.
- 4.5.6 Loose sheets of paper for purpose of taking notes may be taken into library.
- 4.5.7 The assistant at the control counter in the entrance lobby will insist that a reader show all his/her books on leaving the library as a precaution against the illegal removal of books. Borrowers are asked to give the assistant their full cooperation in this matter.
- 4.5.8 No food may be brought into the Library including all type of drinks and fruits as they attract insects easily.
- 4.5.9 Mobile phones must be switched off while in the Library. Readers found in breach of this regulation shall be liable to a penalty of TShs. 5,000.00.
- 4.5.10 Coats, bags, parcels, etc. must be left in the area assigned for them in the Entrance lobby and must not be brought into the library.
- 4.5.11 Readers are required to show their identity cards at every checkpoint and at the issue desk when checking out a book (s) on request.

SECTION FIVE

COLLECTION AND ACQUISITION OF MATERIALS

5.1 COLLECTION

It is the responsibility of the head of the library and information officers to build a well-balanced and up to date collection of various information resources so as to always meet the ever- changing information needs of the Institute.

5.1.1 Regulations

5.1.1.1 The collection shall be built from the information resources budget, gifts, endowments and contact.

5.1.1.2 The head librarian and other relevant library staff, in collaboration with Heads of Departments are mainly responsible for the selection of information resources that support academic programs and research.

5.1.1.3 Information resources are acquired according to but not limited to the following criteria:

- i) Relevance to the academic programme.
- ii) Authority of author and publishers, including books reviews. iii. Physical format and technical equality.
- iii) Scope and contents.
- iv) Depth of the existing collection in the subject.
- v) Price - including foreign currency.
- vi) Appropriateness -language, currency, target readership. viii. Printed or e-resources

5.1.1.4 The library accepts donation of information resources. However, the library and information services reserve the right to integrate donated information resources in the most suitable manner for its purposes. Donations and gifts are valued at fair value at time of donations.

5.1.1.5 Guidelines may be compiled for the development of specific subject areas.

5.1.1.6 For a collection to be properly developed, weeding must be done on a regular basis in conjunction with departments (see policy on weeding).

5.1.1.7 Procedures for collection development are covered under the policy on acquisition of information resources.

5.2 ACQUISITION OF IR

The library staffs are responsible for the acquisition of information resources to deliver library and information services geared to the business of the Institute.

5.2.1 Regulations

5.2.1.1 Acquisition of information resources shall be done in accordance with the collection development policy of the library in collaboration with PMU of the Institute.

5.2.1.2 Sufficient funds should be available in the library budget.

5.2.1.3 The library shall not accept items or reimburse staff for items bought without prior arrangement with the library.

5.2.1.4 The library and information services shall limit the number of copies to be ordered according to factors such as need for the items, price, and available funds. A maximum of 5 and a minimum of 3 copies shall be ordered per title at once.

5.2.1.5 Gifts of either information resources or money to purchase them will be accepted provided they fit into the policies and provided that there are no conditions attached.

5.2.1.6 The library must be free to dispute of any resource that is not needed. The gifts collection will be integrated with the library collection. An acknowledgement letter shall be written to the donor.

5.2.1.7 Unwanted donation may be offered to other libraries, students, staff, and sold or discarded.

5.3 PROCEDURES

5.3.2.1 Requester complies purchase recommendation for giving as much information as possible for the library staff to identify the information resources wanted, e.g. Author, title, edition, year of publication, ISBN/ISSN if known.

5.3.2.2 Requester's departmental head approves recommendation by signing the purchase recommendation form. Form is submitted to Acquisition librarian. Acquisition librarian informs requester when order has been placed and received.

5.4 **RESERVE RESOURCES**

5.4.1 Rare, most expensive and most used resources shall be kept in the reserve section.

5.4.2 Life shelf for reserve resources shall be 3 years thereafter will be shifted to the main collection except if:-

- (i) The library committee advises otherwise
- (ii) The subject expert recommend otherwise

5.4.3 The resource materials shall be shifted to the main collection before time mentioned in if:-

- (i) It is replaced by a new edition
- (ii) It is mutilated to irreparable state
- (iii) It is claimed redundant by the library committee
- (iv) Not consulted for more than one year.

5.5 **WEEDING**

Weeding or the removal of materials from the library should be considered as an internal part of the total organized effort to study and develop the collection. Weeding is an essential element of collection development that ensures the library materials are useful and accessible. A library collection is limited by the space available to house it. Academic Library Collections change over time to reflect changing information needs of the programme.

It is a periodic or continual evaluation of resources intended to remove items that are no longer useful from the collection. Weeding shall involve transferring of lesser used materials to storage or discarding of excess copies of seldom used items, irreparably damaged copies, and materials which contain inaccurate or outdated information.

5.5.1 **DECISION ON WEEDING**

Decision to remove materials will be made by library staff in consultation with academic departments most directly concerned with their possible future use.

5.5.2 CRITERIA FOR WEEDING

Criteria which shall be used as guidelines for weeding are:-

- (a) Superfluous multiple copies.
- (b) Superseded editions (e.g. annuals, yearbooks, manuals)
- (c) Worn out, badly marked or mutilated volumes.
- (d) Works containing outdated or inaccurate information.
- (e) Works superseded by, or cumulated, in more comprehensive publications.
- (f) Subject areas no longer collected i.e. irrelevant to clients needs.
- (g) Materials that has not circulated for 10 years.
- (h) Trivial materials.
- (i) Materials easily available elsewhere.

These criteria are guidelines and the staff concerned must decide whether to apply them in specific cases. Authorization to write off weeded materials should be according to ISW Records Management Policy.

SECTION SIX

IMPLEMENTATION FRAMEWORK, MONITORING AND EVALUATION

6.1 INTRODUCTION

Monitoring and Evaluation of ISW Library Policy is designed to ensure its effective and efficient implementation. It is instituted as a review mechanism to monitor the progress and assess the impact based on the original objectives, targets and expectations as indicated in the ISW's 2017- 2021 Four Years Strategic Plan. More emphasis will be on participatory M&E.

6.2 IMPLEMENTATION

In the environment of continuous technological and socio-economic change it is the Institute of Social Work's management which has the sole responsibility of implementing this Library policy. This Policy delineates a set of principles relating to the development and regularly reviewing a blueprint that will guide in the design, development, implementation, and effective use of the Library services and resources. Where there is no separate Library services standard document for the Institute, this policy will serve, alongside other related published documents, as the reference document on Library standards. The implementation of ISWL Library Management Policy shall be institutionalized within the ISW's organization structure, Institute of Social Work Strategic Plan and the subsequent strategies addressing Library issues in the Institute, Directorates, Departments, and Units.

This Policy shall be coordinated by the Library Committee which shall be headed by the Head of Library Unit. The Head of Library Unit shall report to the DRAC on all Policy matters.

The Academic Committee of the Board (ACB) shall endorse any changes that may be made to the policy before approval by the Board of Governors.

6.2.1 **The Role of the ISW Library Committee in the Implementation Framework**

- (i) To monitor the implementation of the Library Management Policy.
- (ii) To recommend the Library Management Policy to the Board of Governors.
- (iii) To advice on changes needed for the Library Management Policy.

6.2.2 The Role of Other Stakeholders

The success of the Library Management Policy depends on cooperation from every member of the Institute community. However, there are some stakeholders who shall be consulted from time to time to support and facilitate the effective implementation of the Policy. ISW Curriculum Development Committee, Departments and DRAC Office shall be frequently consulted.

6.3 MONITORING AND EVALUATION

Monitoring and evaluation will be strengthened. To ensure that library goals at ISW are met, scientific progress report to the institute will be mandatory.

6.3.1 Monitoring

The most pronounced finding of empirical studies on the impact of Library services is that there is low use of Library services. It is a policy of Institute of Social Work, therefore, to monitor the implementation of this policy. The purpose is to ensure that the plan is in line with what is expected by the concerned parties. Not only that but also monitoring seeks to measure the effectiveness and impact of Library Policy which is a joint thought that ISW members have agreed to accomplish. Monitoring will be done on regular basis to give regular and timely feedback to the implementers who will update it. The monitoring of Institute's Library Policy will reinforce commitment and mobilization of resources, discipline, accountability and transparency among key implementers. This aims at making the Institute adaptive to the ever- changing Library and users' needs. ISW Library Committee shall be responsible for monitoring and evaluation of Library policy implementation. The major focus will be on the following issues:

- i) To monitor the effectiveness and efficiency of the implementation of the scheduled activities;
- ii) To monitor the relevance of different activities vis- a- vis primary goal of the ISW's Library Policy;
- iii) To monitor the impact of Library policy on various outlined activities;
- iv) To monitor reactions of different implementers of the Library Policy.
- v) To monitor the response of the clients on the inputs and the output and the rate of changes.

6.3.1.1 **Monitoring Process:**

The Institute's Library Policy strategic monitoring process will focus on measuring the main activities versus outputs. Measuring will abide first to the established schedule and indicator of progress such as, recording of expenditures and checking expenditure incurred to execute an activity according to the allocated budget. The second process is to identify factors affecting the progress of Library Policy's activities and outputs. The third process is to monitor the impact. This type of monitoring will seek to measure the initial response and the reaction to the Library Policy activities and their immediate effects. Unlike the previous two processes this will be an internal and ongoing monitoring process which will provide constant feedback to the management, staff and other stakeholders so that corrective measures are taken. Impact monitoring will focus on the following issues:-

- i) Participants' / beneficiaries responsiveness to Library Policy activities.
- ii) The immediate effects of the Institute's Library Policy.
- iii) The validity and reliability of Library Policy.

6.3.1.2 **Monitoring Tools**

- i) Constant observation of the activities implementation.
- ii) Verbal communication with different actors/ implementers.
- iii) Scheduled briefing meetings to assess the progress and implementation.
- iv) Correspondence between different actors and Departments.
- v) Performance report prepared by the Head of Library Unit
- vi) Physical inspection of Library activities and facilities on regular basis.

6.3.1.3 **Methodology**

The process of monitoring will be instituted immediately after starting the implementation of the Library Policy. The following methods will be used:

- i) Preparation of a detailed plan of activities to be done per annum showing quarterly targets and reporting the extent to which the targets have been accomplished based on the format given in the main plan of activities.
- ii) Physical observation and interviews/ discussions between the ISW Library Committee and various stakeholders to get informed insights and clarifications. A field observation schedule will be prepared by Institute of Social Work Library Committee to guide the physical observation.
- iii) Conducting enquiries with assistance of questionnaire administered once every two years with aim of obtaining opinions of various stakeholders so as to obtain early warning signs that may indicate potential problems during the implementation of Library Plan.

6.3.1.4 Reporting

Recommendation on continued funding of the project shall depend on producing satisfactory reports. Monitoring reports at any level and Institute level in particular will comprise of:

- a) A narrative Library Policy implementation report plus a summary table prepared after every six months.
- b) Contents of the narrative report will include but not limited to.
 - i) The approved objectives and their target indicators at the relevant levels.
 - ii) Approved strategies, activities and outputs related to the strategic objectives.
 - iii) Achievements in terms of outputs, the deviations in the planned activities and outputs.
 - iv) Achievements should reflect both qualitative and quantitative achievements.
 - v) Constraints in the implementation of Library Policy and any internal and external factors which have affected implementation.
 - vi) Proposed remedial actions and the way forward for solving the problems faced indicating clearly the planned activities to be carried out in the next period (six months and one year depending on the nature of the report).

In general, there will be three quarterly performance reports per annum² i.e. July to October, November to February and March to June. When reporting on implementation of the March to June report, the reporting unit will also be reporting on the achievements and constraints of the whole year. Thus, the report ending June will be composed of both the 4 months report and the annual one.

6.3.1.4.1 Reports

The reports from ISW shall include:

- i) Quarterly performance and annual reports on the implementation, achievements and constraints of the Institute level Rolling Library Policy as reflected in Strategic Plan.
- ii) Physical observations and responses from interviews and questionnaires included as part of the annual reports.
- iii) Summary of the major recommendations for improving the implementation of Library Policy, preparing annual operating plan for the subsequent year and the implementation and monitoring process in the subsequent year.
- iv) Schedule of the reports:

² ISW Five Year

For the July - October and November- February reports, the following schedule of reporting will be observed:

- A. Department(s) to submit quarterly and mid-year progress performance reports to the Library Committee by ends of October and November as per agreed uniform format as shown in Tables 8 and 9³.
- B. Department(s) or the Institute to prepare performance reports on implementation of scheduled Library Policy activities for July - December of the respective year. The reports will follow a uniform agreed format as may be updated by the Institute's Library Committee.
- C. Library Committee to finalize preparations of the Institute level mid-year progress performance by mid-February.
- D. An Institute wide mid-year review workshop to discuss progress on the Library Policy implementation will be held in February.

When reporting for July to December, the Department(s) should bear in mind that this is the mid- year report. The narrative report should include achievements and constraints for the last six months. Department(s) will be required to explain how they attempted to redress them.

For January - June, the following schedule of reporting will be observed:

- a. Department(s) to prepare end of year performance reports by mid June and also to provide operating plans for implementation in the subsequent year (i.e. work plans).
- b. Department(s) to prepare performance reports as per Institute of Social Work ISPU format⁴ by end of June for immediate submission to the Library Committee. The reports will be accompanied by an operating plan scheduled for the subsequent year.
- c. Institute of Social Work Library Committee will finalize the preparation of the Institute level report for the end of the year progress report by end of June and also produce a fully rolled over FYSP of the next five years annually. The Library Committee will produce an operating plan for the coming year by end of July.

An Institute wide end of the year workshop to discuss progress of Library Policy implementation will be held during the 1st week of August of each year. Because of the resulting reporting burden to Heads of Departments, the management should consider introduction of some performance based incentives for them.

6.3.2 **Evaluation**

There will be two types of evaluation on the implementation process of the Library Policy at ISW. One type is the evaluation done once in every three years using internal evaluators. The second type is the evaluation done once every five years using an external evaluation team working with one internal evaluator. Three months prior to the coming of the external evaluators, an internal evaluation will be conducted by a team appointed by the Library Committee. The report will be discussed during the next annual meeting.

The evaluation reports will be discussed at all levels at the bi-annual progress review workshops. The recommendations adopted will be implemented.

6.3.4 **Next Review Date**

The ISW library management policy will be reviewed after every three years or when need arises to evaluate the effectiveness of its implementation and establish policy areas that need to be revised. The regular review will ensure the policy is in line with the ISW, national and global changes that might have taken place.

6.4. **POLICY STATUS**

This is a new policy

6.5 **KEY STAKEHOLDERS**

6.5.1 Stakeholders who were consulted during development of this policy were:

- i) Rector
- ii) Deputy Rector Academic Research and Consultancy
- iii) Deputy Rector Planning Finance and Administration
- iv) Students
- v) Library Committee Members and Library staff

6.5.2 The main stakeholders of this policy are

- i) ISW staff and students
- ii) Dean of students
- iii) Heads of Departments and Administrative units

6.6. POLICY OWNER

The Institute Board of Governor shall own the policy.

6.7 CONTACT PERSON

The contact person for issues related to the library policy and procedure shall be the Rector, Institute of Social Work.

6.8 REFERENCES

Institute of Social Work (2017). About the Institute Library. Available online at <http://www.isw.ac.tz/index.php/department/library> (Accessed 24.05.2017) ISW (2012). Five Year Strategic Plan (2012-2016)

³ Op. Cit pgs 64 and 65.

⁴ ISW Five Year Strategic Plan (2012-2016), pgs 64 and 65.