Adventist University of Central Africa

P.O Box 2461 Kigali, Rwanda | www.auca.ac.rw | info@auca.ac.rw

LIBRARY POLICY

Office of Deputy Vice Chancellor for Academic Affairs

LIBRARY POLICY

Table of Contents

A.POLICY STATEMENT

1.0. DELEGATION

Conditions of use for the Library and associated fines, fees and other penalties will be as determined by the Deputy Vice-Chancellor Academic on the advice of the AUCA Librarian.

The AUCA Librarian shall be responsible for the Library, including the supervision of the Library in accordance with these procedures.

The AUCA Librarian may:

Delegate any power or duty conferred by this policy and these procedures to any member of the Library staff and

Authorize any member of the library staff to act under and for the purpose of this policy and these procedures.

2.0. PURPOSE

To ensure that University, through the library, provides services, facilities and material to support the leaning, teaching and research of the AUCA students and staff members to achieve the goals, and that library materials, services and facilities are used in appropriate and equitable way.

2.1. Introduction

The Adventist University of Central Africa Library is "a growing organism" and an ideal one stop Knowledge and Information Centre known to be a heart of academics. The core focal point for the existence of our Library is to be a Centre of excellence in delivery of distinctive Library services essential for the pursuit of cutting edge academic research, teaching, and lifelong Faith-directed learners as well as highly conducive atmosphere for private reading and research. The existence of the Library is to accomplish the tasks, functions and objectives as laid down in the University's Strategic Plan.

The AUCA consists of four main Campus Libraries distributed as follows: Masoro campus in Gasabo District Kigali City, Gishushu Campus in Gasabo District Kigali City, Ngoma Campus in Karongi District Western province and Adventist School of Medicine of East Central Africa (ASOME) in Gasabo District Kigali City.

2.2. Vision statement

A Centre of excellence in delivery of distinctive Library and Information services essential for the pursuit of cutting edge academic research, teaching, and lifelong faith-directed learners.

2.3. Mission statement

To provide holistic Students, Faculty, Staff and Community based Library and Information Services aiming at study, teaching and research services necessary for lifelong learners and knowledge enhancement.

3.0. The Library Core Values

The Library in the day to day interactions is guided by the Core Values of KRISQC (Knowledge, Respect, Integrity, Service, Quality and Communication).

3.1. Knowledge

To encourage the process of learning and the life of the mind.

We celebrate on truth seeking through discourse and investigation.

To anticipate and contribute to scholarly inquiry of the University.

We promote the Library as both a real and virtual extended classroom.

To embrace our role as collectors and custodians of the intellectual records and Knowledge.

3.2. Respect

We treat everyone with equal consideration and courtesy.

We encourage differences in different perspectives, opinions and ideas.

We consider the needs of others and serve them excellently.

We provide an environment that is inclusive and diverse to our patrons.

3.3. Integrity

We relate to each other with honesty and candor.

We adhere to the principles of fairness, justice and equality in our work.

To promote the highest standards of service with open and equitable access to information.

To demonstrate a strong work ethic, responsible for our actions, keeping our words, and following through on our commitments.

3.4. Service

To offer an environment that supports flexibility, creativity, and collaboration.

We believe that each user of our Library is unique and important.

We evolve to meet the changing needs of the Library and its users.

We maintain a comfortable, welcoming and secure place for study, research, work, reflection and interaction.

3.5. Quality

We commit ourselves to excellence and professionalism.

To seek out the best people and resources to accomplish our work.

We support individual growth and organizational development.

To work diligently to exceed the expectations of those we serve.

3.6. Communication

To engage in open and honest communication at all levels.

To recognize the importance of Library-wide participation.

To reach out to all segments of our user communities.

We share information and solicit opinions about decisions that affect the Library's success.

4.0. AUCA Library mandate

4.1. Collection development

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

4.2. User education

AUCA Library shall provide Information Literacy Training for students and academic staff.

4.3. Access to Information

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

4.4. Research environment

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

4.5. Customer care

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

4.6. Staff capacity building and professionalism

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

4.7. Statistics

AUCA Library shall compile monthly and annual statistics

5.0. How AUCA Library provides service

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

5.2. Equity of Service: AUCA 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.

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

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

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

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

• Reference resources available

• Library holdings

• Electronic resources

• Library and AUCA policies

• Emerging technologies

• Services provided

5.7. 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. AUCA Library 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. AUCA Library 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.

AUCA Library 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.

5.8. Funding of Library activities and services:
The AUCA Library 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.

6.0. Definition of terms
Library

Means any AUCA Library campus which provides library services, materials and facilities to support the leaning, teaching and research activities of the students and staff of the university, and which is under the management control of the AUCA Librarian.

Library Services

Those are services provided to users by library staff. Eg: Documents delivery, Reference…

Library Facilities

Are those furniture, equipment, including but not limited to Computing's, equipment, provided at or by the Library.

Library Material

Those 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 user

This means user authorized by the AUCA Librarian to use library services, Materials and Facilities.

Material (Book, Journal…) Processing

Library materials have to be processed before being taken on the shelves. Stamping is one of actions under this. For AUCA library four stamps will be used: Ownership stamp (AUCA LIBRARY), Gift Stamp (AUCA LIBRARY GIFT), Reserved Stamp (AUCA LIBRARY RESERVED), Information Stamp (Accession number, Call Number, Accession Date, Department).

For Ownership stamp, each book with pages greater than one hundred pages, AUCA Library will stamp after each 100 pages. For books less than one hundred pages, AUCA Library will stamp after each 50 pages.

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. KOHA Data Entry sheet will be used in recording book information.

AUCA LIBRARY

KOHA DATA ENTRY SHEET

Classif

ISBN(ISSN)								
Author								
Additional Author								
Title								
Edition								
Volume								
Place of Pub								
Publisher								
Date of Pub								
Description	Pages		Accompanying material		Other Details		Binding	
Subject								
Type			No. of Copies	Nature of Acquisition		Price		
Location	Library Branch			Shelving Location				
Classmark/ Call Number								
Accession No.			Date of ACCN					

Classification

Classification is used in libraries to keep like subjects together on the shelves. AUCA library uses Library of Congress Subject Heading and Library of Congress Classification Schedule to obtain class number for library materials. For author number, C. A. Cutter's Two-Fugure Author Table will be used.

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.

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.

Hardcopy

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

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.

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.

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.

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.

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 AUCA Library Services.

7.0. The AUCA Library 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. The policy also describes the responsibility of the implementation of the policy as well as procedures and guidelines for the implementation of the policy.

7.1. Circulation

7.1.1. Library users' responsibilities

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

ii. All AUCA 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.

Ill. 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.

7.1.2. Loan Periods

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

7.1.3. 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.

7.1.4. 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.

7.1.5. 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 Library. 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.

7.1.6. 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.

7.1.7. 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.

The Library hours during which the library shall be open shall be determined by AUCA Librarian and Communicated to Users. Three days prior notice shall be given of any change in the hours opening.

Sunday – Thursday 08:00 AM to 21:00 PM

Friday 08:00AM to 01:00 PM

The Library is closed in the Sabbath (Saturday) and in the public holidays

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

7.1.8. Student workers

The student workers in the Adventist University of Central Africa shall play an important role because they will facilitate AUCA's overall success. AUCA library 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.

7.1.9. 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.

7.1.10. 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 minimum in order to meet general performance standards

7.1.11. Training

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

8.0. Accessing E-Library/Library Internet/Computers

The Library has a 24/7 Internet service accessible through Hotspot both within and outside the Library Building. Users who may not have personal laptops can use the available Library Computers to access such Internet and other related academic research service. These are only for the registered Library Users who MUST have Library User Card. These are accessible from the e-Library at Gishushu Campus and Library Computer Lab at the main campus Masoro.

All Library users/patrons who expect to access Library computer services MUST adhere to the Rules or else will be ordered to leave the Library and face the disciplinary Committee for such unbecoming behavior and misconduct.

Upon entry into the e-Library at Gishushu Campus or Library Computer Lab at the main campus Masoro; you must fast register in the Library computer log book. One must register the computer number that he/she wants to use.

Only one Computer is allowed per person at a time. FACE BOOK, TWITTER, GAMES, MUSIC PLAYING, and none academic or research based activities are STRICTLY NOT ALLOWED. Any person found guilty of such will be ordered to leave or else face disciplinary actions.

DO NOT REMOVE OR REPLACE any peripheral device, power cables, Chairs, tables etc. without permission. DO NOT INSTALL OR UNINSTALL any software program(s).

Library computers are strictly for academics and other researches ONLY. One person is allowed to use one computer for a maximum of one and half hours ONLY. No sharing of computers. Booking of a specific computer number ahead of time may be allowed by the staff on duty or Lab Attendant and one must be allowed access to the Computer booked for that time.

All LAPTOPS owners MUST be in one designated place (Laptops Section). No user shall be allowed in the Library with a laptop outside the designated Laptop Section.

No user shall be allowed to plug in his or her peripheral devices.

Authorized AUCA 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 AUCA users shall not engage in activities that may result in suspension or revocation and / or discontinuation of access to e-resources for all AUCA Libraries. 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.

ii. Using of research4life passwords outside Rwanda

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

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

v. Posting copyrighted materials on a publicly accessible web site

vi. Reselling licensed information

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

The AUCA 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.

The AUCA 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.

9.0. 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 AUCA Library shall equip users with the necessary skills to effectively interact with and utilize information. AUCA Library 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 KOHA shall be provided. The Library and academic staff will work collaboratively on integrating information literacy as planned components of the curriculum.

10.0. Service to Persons with Disabilities (PWD)

AUCA Library 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. AUCA Library 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.

11.0. Conduct within the Library

Library Rules and Regulations

- SILENCE is to be observed in the Library all the time. Noncompliance to this is an offence and liable to punishment upon withdrawal of the Library card(s).

- Use of A MOBILE PHONE is NOT ALLOWED in the library. Users MUST switch off their mobile phones or set them in a silent tone. Usage of cell phones as well as ringing Cell phones will be confiscated and withdrawal of the Library card.

- Library User Card(s) will be withdrawn from any person suspended from the Library.

- Readers must leave their bags, brief cases, paper bags, etc. to the Cloak Room with the Staff at the library entrance who may issue one Card per item left with him/her at no cost. No person will be allowed to collect each other's properties from the Library Cloak Room.

- Users are advised not to keep valuable items in their bags or briefcases.

- Wearing of hats are not allowed in the Library.

- Smoking and consumption of food and drinks are forbidden in the Library.

- Bottles of Ink may not be brought into the Library.

- The reservation of seats in the Library is not permitted. Books and other materials left for any length of time on chairs and tables may be removed by the Library staff. Items left in the Library will be cleared away during the closing time. Removal and or shifting of chairs and tables is not allowed in the Library.

- The Library Management accepts NO RESPONSIBILITY for personal belongings left in the Library.

- Books picked and consulted from the OPEN shelves should be left on the desk/table after use.

- Books are not taken out of the library without proper charging and discharging procedures by Library Staff on duty. Such books may be carried to the Circulation Section for charging and officially.

- An individual or Reader/Borrower is responsible for the Books borrowed by him or her and must therefore return the Books he/she borrowed; no borrower shall return borrowed books on behalf of a friend.

- Books taken into the Library must be checked by the Library Security staff at the Library Entrance. No such books will be allowed in the Library without informing the Library security staff who may open for checking.

- Reading between the shelves is prohibited because it interferes with the shelving and retrieval processes.

- Use of library space for prolonged or habitual sleeping or as living quarters IS not allowed.

- Engaging in sexual harassment or overt sexual behavior is prohibited.

- Asking to use a staff telephone or requesting supplies such as paper, envelopes, paper clips, rubber bands, writing implements is not allowed.

- Theft and intentional mutilation of library collections, equipment, and/or facilities is prohibited and will lead to prosecution.

AUCA Library staff have the duty to uphold this code of conduct. AUCA library 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.

Library Dos and Don'ts

DOs:

1. Be a registered Library User
2. Present Library User Card on entry, borrowing books for home use
3. Present University Student ID when borrowing books for hourly use, and References (Dissertations) Periodical/Reference Section.
4. Respect Library Rules and Regulations
5. Always come to the Library (identify your needs/know what you want)
6. Use all the Library Resources
7. Whisper while talking always
8. Tiptoe while walking always
9. Use all Library Sections
10. Use Library PCs only for research/academic works
11. Pay Library dues
12. Use suggestion box (for your ideas)
13. Always ask for what you want

DONTs

1. Do not make noise in the Library (or its surroundings).
2. Do not use cell phones inside the Library
3. Do not STEAL (all items are books) from the Library
4. Do not listen to music while in the Library
5. Do not sleep (no lodging) inside the Library
6. Do not talk loudly or walk noisily inside the Library
7. Do not carry/move any item out (chairs, tables, books, etc.) without permission from Library

8. Do not carry bags, wear hats inside the Library

9. Do not remove dictionaries from the pulpits

10. Do not install or uninstall any software program(s).

11. Do not remove or plug in your own peripheral devices.

Borrowing Rules and Regulations

1. Here and elsewhere the term *"BOOKS"* is deemed to cover all types of Library OR Information materials. With the exception of certain categories below; all books may be borrowed from the Library. A separate Form/card must be filled in for each book borrowed. Completed forms/cards and books must be handed over to the Library Assistants at the issue desk for verifications before the books are taken out of the Library.

Reference Collections Borrowing.

1. The Library makes every effort to provide timely, accurate information through encyclopedias, atlases, online resources, and other reference materials. Due to their cost and difficulty in replacement, reference books are intended for in-Library use only and do not circulate.

2. Research Projects/Dissertations and or Theses are regarded as Reference Books (Reference Section). They may be borrowed during working days/hours only for specific hours. These are not taken out of the Library building and must not be photocopied. Borrowing is ONLY allowed for a maximum of 1 (ONE) hour.

3. The following categories of books may be borrowed with special permission from the University Chief Librarian or Assistant Librarian in his absence.

4. The Special Collections

5. Government Documents

6. Dissertations and Theses

7. Periodicals

8. Rare books/Reference books

9. Works bound in several volumes and pamphlets

10. Archival books

11. Current Newspapers

12. And any other as may be decided upon by the University Chief Librarian.

Rights and Responsibilities of Card Holders.

1. The Library card entitles its holder to check out materials as established in the Library's circulation policy. The borrower remains responsible for the borrowed books as long as the borrowing Form(s)/Card(s) remain uncancelled and/or the borrower has not returned the borrowed book(s) for discharging.
2. Books borrowed by one reader must not be passed unto another reader but MUST in all cases be formerly returned to the Library and re-issued at the issue counter. If Library materials are returned late or with damage, the Chief Librarian reserves the right to assign fines and/or penalties as outlined in the Library's Rules and Regulations.
3. Borrowing/Library cards are completely not interchangeable among Library users. Lost Library User cards should be reported in writing to the Chief Librarian. The replacement of Lost Library User cards shall be done at the cost of 2500RwF.

Borrowing privileges.

1. Each patron wanting to check items out from the Library must present their Library User card at one of the Circulation Desks for the items they wish to check out. The card presented must belong to the patron in question, and patrons may not impersonate others to circumvent circulation policy as prescribed in the Library Rule and Regulations.
2. Academic staff of the University may borrow up to 10 (TEN) volumes at a time for the Period of 21 days from the date of issue and only renewable once. The borrowed book may be taken again by the same person after two weeks from the date of renewal. This is with exception of reserved books.
3. Students of the AUCA may borrow up to 3 (THREE) volumes at a time for the Period of 5 (FIVE) days from the date of issue and only renewable once.
4. Administrative and the Technical staff of the AUCA may borrow up to 2 (TWO) Volumes at a time for the period of 1 (ONE) week renewable once. An external borrower from Institutions that have correlations with AUCA (those Within Rwanda) may have up to 2

(Two) volumes at any working time for the period of NOT more than 12 hours from the hour and date of issue and non-renewable.

Reserved books borrowing.

1. Books on reserve as may be specified by the Library staff are for use by Academic (staff) and students following the particular course of study and may not be taken out of the Library.
2. Reserved Books may be borrowed by students and staff for a maximum period of 2 (Two) hours only or less with special permission from the Library staff at the issue counter.
3. Students must leave their Original Identity cards behind when borrowing Reserved Books and Dissertations/ Theses.
4. If a requested book is in use, reservation may be made for the person who needs it.
5. Borrowers must return this category of books to the Library issue counter before the loan period and must make sure that the loan has been cancelled out on the form. Books in excess of the stipulated numbers may be borrowed only in special circumstances and by permission of the University Chief Librarian or Assistant Librarian.
6. Such books if in circulation, and are required FOR ANY OTHER SPECIAL PURPOSE, may be recalled at any time regardless of the date of issue.

External Users.

1. The Library has two categories of Users i.e. External Users (those outside the University) and Internal Borrowers (those within the University). External borrowers may be those from Institutions that have no direct correlations/relationships with AUCA and as well as those from Institutions that have direct correlations/relationships with AUCA.
2. An external borrower from Institutions that have correlations with AUCA (those within Rwanda) may have up to 2 (Two) volumes at any working time for the period of NOT more than 12 hours from the hour and date of issue and non-renewable.
3. An External Borrower from Institutions that have no correlations with AUCA (those outside Rwanda) may be required upon registration with the Library, to pay a nonrefundable deposit fee of **12,000Rwf** per month. This category will be issued Library External User ID for the period of time registered for.

Reminders for Overdue books.

1. Only one reminder about the overdue books will be sent to the borrower in case of staff one day after the overdue date.

2. In case of failure to return the book (s) in his or her possession, the letter will be written to him/her and a copy will be sent to the Vice Rector Academics and Vice Rector Finance and Administration indicating to him/her the overdue fines to be paid.

3. No further loans/borrowing of any kind will be made to the Borrower who has books in his possession which he/she has failed to return in response to the recall notice.

4. **Fines for Overdue damaged and lost books**. **OVERDUE FEE:** In the case of **STUDENTS,** a fine of 300Rwf only is payable on overdue of each book in his/her possession each day until the reader reports that the book is lost.

5. **A STAFF MEMBER** who is a Defaulter shall pay a non-refundable reasonable fee of 500Rwf per day from the date of Overdue of each Book.

6. Noncompliance to this will lead such a person to face the disciplinary committee.

7. **LOST/DAMAGED/DEFACED AND ADMINISTRATIVE FEES:** Borrowers and readers will be held responsible for any book in their charge and will be required to pay Current Cost in replacement of the lost, damaged or defaced book and a nonrefundable administrative charge of 5000rwf to cover the cost of ordering, cataloguing, classifying, and related Book processing processes.

8. A borrower who mutilates or defaces a book will be fined frw5000 per book or be asked to pay the replacement cost and a fine of 5000frw depending on the extent of damage.

9. The defaulter who is a member of staff who fails to pay the due fines will be dealt with by the Disciplinary Committee who may later forward the case to the VC for Action.

10. When the amount of fines levied as prescribed by the Regulations exceeds the costs of replacing the book, including the administrative charge, the borrower will be charged for the book as if it were lost.

11. Fines and charges will be paid directly to the Specified AUCA University bank Account as may be specified by DVCF and the payment slips/receipts will be issued for each charge levied by the bank and brought to the Chief Librarian's office.

12. Fines and charges will be regarded as debts to AUCA University and in the case of non-payment; the defaulters will be liable to face the Disciplinary Committee and not be cleared during his her departure from AUCA.

13. If the amount of a fine is in question, the Chief Librarian's decision shall be final.

Library Equipment/Furniture.

1. AUCA Library provides a diverse range of equipment and Furniture for use in the Library and others outside the Library. These items include but are not limited to computers (and other Computer peripherals), Printers, tools, Power cables, CDs and DVDs, Chairs, Tables, Counters, Shelves, paper Cutters, book rollers, and other Knowledge or Information related materials referred to as BOOKS as prescribed by Library Rules and Regulations; the usage of the said materials shall be in accordance to the Rule and Regulations hence with.

2. No person is allowed to carry any furniture outside the Library building. Unnecessary movement of these furniture's is strictly not allowed as detailed in the Rules and Regulations. However, any need expressed for borrowing furniture must be through the approval of the Chief Librarian or Assistant Librarian in his or her absence.

3. In the event these materials are granted, the outside party in possession of Library equipment's is responsible for any damage or destruction to this property while in their care.

Inter-Library Loan.

1. The Library strives to supply a broad selection of materials that will generally suit the needs of our patrons. If we do not have a particular item, we will attempt to access it either through local and international cooperation with other Libraries, or order it online from another Library. Availability of such items is subject to the holdings of other libraries, as well as their ability and willingness to send materials. This service may not carry any fees.

Accessing E-Library/Library Internet/Computers

1. The Library has a 24/7 Internet service accessible through Hotspot both within and outside the Library Building. Users who may not have personal laptops can use the available Library Computers to access such Internet and other related academic research service. These are

only for the registered Library Users who MUST have Library User Card. These are accessible from the e-Library at Gishushu Campus and Library Computer Lab at the main campus Masoro.

2. All Library users/patrons who expect to access Library computer services MUST adhere to the Rules or else will be ordered to leave the Library and face the disciplinary Committee for such unbecoming behavior and misconduct.

3. Upon entry into the e-Library at Gishushu Campus or Library Computer Lab at the main campus Masoro; you must fast register in the Library computer log book. One must register the computer number that he/she wants to use.

4. Only one Computer is allowed per person at a time. FACE BOOK, TWITTER, GAMES, MUSIC PLAYING, and none academic or research based activities are **STRICTLY NOT ALLOWED**. Any person found guilty of such will be ordered to leave or else face disciplinary actions.

5. **DO NOT REMOVE OR REPLACE** any peripheral device, power cables, Chairs, tables etc. without permission. **DO NOT INSTALL OR UNINSTALL** any software program(s).

6. Library computers are strictly for academics and other researches ONLY. One person is allowed to use one computer for **a maximum of one and half hours** ONLY. No sharing of computers. Booking of a specific computer number ahead of time may be allowed by the staff on duty or Lab Attendant and one must be allowed access to the Computer booked for that time.

7. All LAPTOP owners MUST be in one designated place (Laptops Section). No user shall be allowed in the Library with a laptop outside the designated Laptop Section.

8. No user shall be allowed to plug in his or her peripheral devices.

12.0. Collection Development

AUCA Library 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 AUCA 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.

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

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

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

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

In order to realize this vision, AUCA Library 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 AUCA Digital repository to preserve and disseminate AUCA scholarly resources, including academic staff publications and research data.

ii.   Digitizing AUCA unique resources in Special Collections and making them available to every users.

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

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

12.1. Selection criteria for acquisition

Within the financial resources available, AUCA Library shall acquire items in line with the disciplines in which AUCA specializes, including materials required for teaching, learning, research, and to provide a selection of other relevant publications. AUCA Library 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 Undergraduate, postgraduate or research) shall be selected.

Currency

AUCA 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 AUCA, Seventh Day Adventist Church Procurement Policies and Government of Rwanda Procurement policies.

12.2. 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 AUCA 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

Resource materials

AUCA Library 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 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.

Newspapers.

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.

13.0. 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 AUCA, and AUCA Library 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. AUCA Library 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 AUCA.

13.1. Acceptance of Gift Materials

Offers of gift materials shall receive careful consideration by AUCA 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.

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

AUCA Library 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, AUCA Library shall direct prospective donors toward a more appropriate institution for materials that do not meet its criteria.

13.2. Donation of art objects and other types of materials

The Vice Chancellor or Deputy Vice Chancellor for Academic on the advice of the AUCA Librarian shall make the final decision on the acceptance of donation of art objects.

13.3. Recognition of Gifts

Gifts shall be recorded in the gifts recognition database.

13.4. 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, AUCA Library shall not commit itself to housing a donation perpetually.

13.5. 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

14.0. Collection evaluation and weeding

AUCA 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.

14.1. Responsibility for weeding Library materials

Final responsibility for weeding materials from the library's collection rests with the AUCA Librarian. Individuals who shall assist in the weeding decision making process include the Depute Vice-Chancellor Academic, Business Manager and Librarians. The library shall involve academic staff in identifying materials to be weeded.

14.2. 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, tom cover, highlighting, writing, underlining, and damaged binding, mutilated) and beyond reasonable preservation efforts shall be weeded.

Duplicates

AUCA Library 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 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.

14.3. 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.

14.4. 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.

15.0. Complaints

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by AUCA Library, 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.

15.1. Handling Complaints by AUCA Library

AUCA Library 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

16.0. 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

17.0. Responsibility of the implementation of AUCA Library Policy:

The responsibility for implementing this policy lies with the AUCA Librarian with support of AUCA Library Committees.

18.0. AUCA Library Committee

Committee Members:

1. Deputy Vice Chancellor for Academics (Chairman)
2. Librarian (Secretary)
3. Vice Chancellor
4. Deputy Vice Chancellor for Administration and Finance
5. All Deans of Faculties
6. Director of Research and Publication

7. Director of Quality Assurance

8. One senior student (selected annually)

Functions and Responsibilities:

Functions and Responsibilities	Authority
1. To study the needs and functions of the library and to provide direction in the running of same.	Power to Act
2. To study the financial needs of the library and to recommend appropriate solutions to the administration by means of the Finance Committee.	Power to Recommend
3. To approve the utilization of library funds for the purchase of books and periodicals by the different schools.	Power to Act
4. To control the selection of general books and periodicals for the library.	Power to Act

19.0. Review of the policy

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