



## LIBRARY AND INFORMATION SERVICES POLICY

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Related policies	<b>UFS documents:</b> <ul style="list-style-type: none"><li>- UFS Strategic Plan</li><li>- UFS Financial Policies and Guidelines</li></ul>

- UFS Human Resources Policies and Guidelines

**Legislation:**

- National Council for Library and Information Services Act, Act No. 6 of 2001
- Library and Information Services Transformation Charter, 2009
- South African Community Library and Information Services Bill, 2010
- National Guidelines for School Library and Information Services, 2012
- National Archives and Records Service of South Africa Act, Act No. 43 of 1996
- Promotion of Access to Information Act, Act 2 of 2000
- Electronic Communications and Transactions Act, Act 25 of 2002
- Copyright Act, Act 98 of 1978

**Annexures:**

- Annexure A: Collection Development Policy
- Annexure A.1: Donations Policy
- Annexure A.2: Weeding Policy
- Annexure B: Cataloguing Policy
- Annexure C: Circulations Policy
- Annexure D: Inter-Library Loans Policy
- Annexure E: Journals Policy
- Annexure F: Special Collections Policy
- Annexure G: Finance Policy
- Annexure H: Human Resources Policy

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## 1. TITLE

Library and Information Services Policy

## 2. PREAMBLE/BACKGROUND

It is the policy of the UFS Library and Information Services (UFS LIS) to put policies and procedures in place for the administration and management of the LIS. UFS LIS serves as one of the primary support services of the university. It is mandated with acquiring worldwide information resources that satisfy the primary information needs of the university, which are the teaching, learning and research needs. UFS LIS also has a responsibility of assisting the university in developing well-rounded students by availing information that satisfy the secondary information needs of clients such as recreational, social, economical (entrepreneurial), emotional, environmental, political and spiritual needs of library clients. It further serves as a collector and preserver of rare and special collections.

It is the intention of UFS LIS to provide access to information in different formats, viz. print (books, newspapers, magazines, and journals), non-print (compact disks, digital video disks) and electronic/virtual (e-books, e-journals). In responding to the technological developments that enhance service delivery, UFS LIS intends to revitalize its resources, products, services and physical infrastructure to encompass its virtual presence and thus an increased access to relevant services remotely. There will be an increased dependence on appropriate ICT infrastructure, relevant staff skills, and i-access clients training and development.

UFS LIS, still entrenched in the fundamental principles of collection, organization and dissemination of information, seeks to embrace the following:

- Become a vibrant centre of information/knowledge centre;
- Be client centred;
- Create information commons with internet portals;
- Provide adequacy of access to information (shift from ownership to access/ i-access paradigm);
- Provide immediate services (reduced turnaround time to services); and
- Embrace social interaction networks.

### 2.1 Vision

To deliver library and information services that support the academic and human projects of the university.

## **2.2 Mission**

In support of the vision, the UFS Library and Information Services has a mission which is committed to:

- providing access to information resources that support the university's teaching, learning and research needs;
- contributing towards the development of leaders and life-long learners within the home of academic excellence; and
- presenting the physical and virtual information hub of choice;

through the delivery of excellent, equitable and innovative library and information services, supported by professional and competent staff members that are governed by the values of the university.

## **3. PURPOSE**

The purpose of this policy is to document the fundamental mandate of UFS LIS and provide overarching rules and regulations for the proper administration and management thereof.

## **4. SCOPE**

The policy applies to all the internal and external clients of UFS LIS.

## **5. DEFINITIONS AND ABBREVIATIONS**

- "CHELSA" stands for Consortium for Higher Education Libraries of South Africa
- "External members" means other library clients not specified as internal clients (Alumni, Members from CHELSA Consortium, Community Members (Learners 18 years and above), UFS Community Engagement Projects Members).
- "Identity Card" means Staff and Students' Cards
- "Information resources" means print, non-print and electronic resources such as books, databases (e-books, e-journals), compact discs, digital video discs, videos, maps, dictionaries, encyclopaedias, etc.

- “Internal members” means students and staff members (academic and support staff) who are respectively registered and employed for a particular year, and could be at any UFS Campus or Branch Library.
- “UFS LIS” stands for University of the Free State Library and Information Services.
- “Students and Staff” means registered UFS students and employed staff members.

## **6. POLICY CONTENT AND GUIDELINES**

### **6.1 Rights and Responsibilities**

- 6.1.1 The rights and responsibilities of library management: UFS LIS is dedicated to the principle of the free flow of and equal access to information. The rules pertaining to the optimal use of library services, collection, equipment and facilities are in the interest of protecting the fundamental rights of all library clients and library staff. Thus any action by a library client or staff which leads to the denial or restriction of reasonable access and availability of any service, facility, equipment or collection, to the detriment of other clients, shall be in breach of the rules and subject to disciplinary measures as set forth by the University Management. Library management and staff shall be responsible for ensuring that UFS LIS delivers a professional, quality, timeous and relevant service. It is the responsibility of UFS LIS management to ensure that all clients have reasonable access to LIS policies and regulations.
- 6.1.2 The rights and responsibilities of library clients: A library client shall have the right to access library and information services, collection, facilities and equipment, but like every right, there are responsibilities and limitations. A library client shall be responsible for ensuring that s/he:
- familiarizes herself/himself with the policies and procedures pertaining to the use of UFS LIS;
  - abides by rules and regulations; and
  - safeguards UFS LIS’s property.

### **6.2 MEMBERSHIP**

- 6.2.1 Staff and registered students in possession of a valid University Identity Card qualify for free membership of UFS LIS.

6.2.2 External members of UFS LIS shall be charged membership fees, where applicable. (See *Annexure C - Circulations Policy*)

6.2.2.1 Paying members: Community members, Alumnis

6.2.2.2 Non-paying: UFS pensioners, Members from CHELSA Consortium, UFS Community Engagement Projects Members).

6.2.3 Staff members who resign shall be required to return all information resources belonging to UFS LIS. A resigning staff member shall bear the responsibility of ensuring that UFS LIS signs a Clearance Certificate, which shall serve as confirmation that the staff member concerned does not owe UFS LIS anything.

6.2.4 UFS students who withdraw, discontinue or have completed studies at the University shall be required to return all resources belonging to UFS LIS. Failure to do so shall result in such students' results/certificates withheld by the University.

6.2.5 UFS LIS shall have the right to request Finance Department to debit the student's account or staff member's pension funds to recover any impending Library losses.

### 6.3 LIBRARY HOURS

Library hours shall be reviewed annually and made available on UFS LIS web page. Currently library hours are as follows:

- Closed on Sundays
- Opened on Saturdays, except from the second Saturday in December to the first Saturday in January.
- Closed on public and university holidays
- Overnight facilities are open 24 hours a day

#### During Semester

Days	Main Campus Library	Qwaqwa Campus Library	South Campus Library	Medical Library	Music Library
Mondays to Thursdays (Except Wednesdays and Fridays)	08h00 – 22h00	08h00 – 21h00	08h00 – 18h00	08h00 – 17h30	08h00 – 16h30
Wednesdays	09h00 – 22h00	09h00 – 21h00	09h00 – 18h00	09h00 – 17h30	09h00 – 16h30
Fridays	08h00 – 22h00	08h00 – 18h30	08h00 – 18h00	08h00 – 16h30	08h00 – 16h30

Saturdays	09h00 – 13h00	09h00 – 13h00	09h00 – 13h00	Closed	Closed
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**During Recess (April and September Holidays)**

Days	Main Campus Library	Qwaqwa Campus Library	South Campus Library	Medical Library	Music Library
Mondays to Fridays (Except Wednesdays)	08h00 – 18h30	08h00 – 18h30	08h00 – 16h30	08h00 – 16h30	Closed
Wednesday	09h00 – 18h30	09h00 – 18h30	09h00 – 16h30	09h00 – 16h30	Closed
Saturdays	09h00 – 13h00	Closed	Closed	Closed	Closed

**During Recess (July, December and January Holidays)**

Days	Main Campus Library	Qwaqwa Campus Library	South Campus Library	Medical Library	Music Library
Mondays to Fridays (Except Wednesdays)	08h00 – 16h30	08h00 – 16h30	08h00 – 16h30	08h00 – 16h30	Closed
Wednesday	09h00 – 16h30	09h00 – 16h30	09h00 – 16h30	09h00 – 16h30	Closed
Saturdays	09h00 – 13h00	Closed	Closed	Closed	Closed

All services at the Circulation Services Counter shall be closed fifteen (15) minutes before closing time.

## 6.4 RULES AND REGULATIONS

### 6.4.1 Rules of Conduct

- The right of admission to UFS LIS shall be reserved
- Behaviour which disrupts the activities of UFS LIS or impinge on the right to a quiet and orderly work and study environment of other library clients shall not be permitted. Library clients shall conduct themselves in an orderly and appropriate manner.
- Reasonable silence shall be observed throughout UFS LIS, except in designated areas for group discussions.
- Smoking, eating, and drinking shall not be permitted anywhere in UFS LIS.
- Information resources, equipment or facilities shall not be defaced, damaged or stolen.
- Cellular phones shall be put on silent for message purposes, accessing UFS LIS catalogue, electronic resources, facebook, and NOT for conversations.



- UFS LIS shall not accept any liability for loss of, or damage to, personal property. However reasonable measures shall be put in place for providing a secure environment.

#### **6.4.2 Fines**

Library clients shall be charged fines for non-compliance in the following circumstances (See *Annexure G - Finance Policy*):

- Failure to return information resources within stipulated time frames;
- Damaged information resources; and
- Lost information resources.

UFS LIS shall reserve the right to suspend membership until all checked-out resources have been returned and all charges paid up.

#### **6.5 SERVICES**

- Information/Reference Services: Client Services aimed at bridging the gap between clients and UFS LIS.
- Inter-Library Loan Service: A service aimed at increasing access to worldwide information by sharing information resources with other participating libraries.
- Circulation Service: A service that manages the use of information resources outside UFS LIS premises.

#### **6.6 COLLECTIONS**

- Open collection: Information resources that are on open shelves and can be borrowed by library clients and used outside UFS LIS premises.
- Reserved collection: Information resources that have been reserved and can only be used in UFS LIS for identified duration (on short loan), viz.
  - Textbooks collection: A collection consisting of core books that have been prescribed by lecturers for a specified period (1 or more years);
  - Supplementary collection: A collection of study resources meant to assist students for assignments or tasks for a specified period.

- Reference collection: Popular and/or general reference works that are identified by Librarians and/or Lecturers and reserved permanently for easy access and use on level 3.
- Special collections: A collection consisting of rare and expensive resources, government gazettes, and university output (Theses, Dissertations, public lectures, inaugural lectures, memorial lectures, etc.).
- eResources collection: A collection consisting of electronic and online resources which provide access to eBooks, online books, online journals, and online question papers.
- Periodicals collection: A collection of information resources that are published regularly and in series/volumes
  - Journals: A collection of academic periodicals meant to support teaching, learning and research.
  - Magazines: A collection of advanced periodicals meant to support the recreational and general information needs of users.
  - Newspapers: A collection of local, national and international resources meant to expose library clients to the world's general, daily news.
- Reference collection: A collection that makes available ready reference sources as a starting point for evaluating a topic to be researched. Print and online sources includes dictionaries, encyclopaedias, maps, yearbooks (Directories, University Calendars, etc.), and almanacs.
- Media collection: A collection that houses information in non-print format, such as compact discs, digital video discs, videos, and audio cassettes.
- Office and Project Collections: Collections that are meant to address information needs of lecturers' special needs and housed in their offices for identified periods.

## **6.7 FACILITIES**

- Research Unit: A customized service meant to support researchers and postgraduate students.
- Twenty four (24) hours facilities: Facilities that library clients can have access to for 24/7, for the purpose of studying.
- Photocopy services: A facility for duplicating library resources, as stipulated by the Copyright Act (Act No. 98 of 1987)

- Users shall load their identity cards at the UFS Cashiers and then pay for making copies using their those cards
- Discussion Rooms: Specialised rooms meant to provide up to 10 students with facilities for discussions of any nature (meetings, formal or informal discussions, group consultations, etc.)
- Study Cubicles: Small lockable rooms that are rented out to postgraduate students for individual, enclosed studying.
  - Students shall be charged for this exclusive use of these cubicles (*See Annexure H.1 – Tariffs Policy*)
- Computer Laboratories: Computer rooms meant to provide access to e-resources for study purposes. They shall be managed, upgraded and maintained by UFS IT.

## **7. LIBRARY ADMINISTRATION AND MANAGEMENT**

### **7.1 Administration and Management**

UFS LIS shall be governed by the following formal committees:

7.1.1 Library Advisory Committee (LAC) that shall have an oversight role, advising and advocating for UFS LIS. It shall comprise of members occupying the following posts or portfolios:

- Vice-Rector: Academic Planning
- Director: Library and Information Services
- Deputy Director: Professional Services
- Deputy Director: Client Services
- Systems Librarian
- Director: Institutional Research and Academic Planning
- Director: Centre for Teaching and Learning
- Director: IT
- Manager: Research Clusters
- One representative from each faculty
- SRC: Undergraduates (Bloemfontein Campus)
- SRC: Postgraduates (Bloemfontein Campus)
- SRC: Qwaqwa Campus
- Qwaqwa Representative
- South Campus Representative
- Union Representatives (UVPERSU and NEHAWU)

7.1.2 Library Management Committee (LMC) that shall be responsible for the day-to-day administration and management of UFS LIS. It shall comprise of members occupying the following posts:

- Director: Library and Information Services
- Deputy Director: Professional Services
- Deputy Director: Client Services
- Assistant Director: Qwaqwa Campus Library
- Assistant Director: South Campus Library
- Assistant Director: Medical Branch Library
- Assistant Director: Information Services
- Assistant Director: Acquisitions
- Assistant Director: Cataloguing
- Assistant Director: Circulations
- Assistant Director: Finance
- Assistant Director: Journals

7.1.3 Formal communication with internal and external members shall be designated to members of the above committees, mainly through the Director: Library and Information Services and/or a delegated member.

7.1.4 UFS LIS shall deliver services according to strategic planning document that supports the University's priorities.

- Develop a three (3) strategic planning document that states the direction LIS plans to take, guided by the University's overall direction. Review the document annually (November) to ensure relevancy
- Develop annual operational planning documents, outlining the exact projects and programmes to be reached in a year
- Write and analyze quarterly (By the 7<sup>th</sup> of the next quarter) and annual (By the 31<sup>st</sup> of January) reports

7.1.5 Review and strengthen legal and statutory mandates and agreements

- Service Level Agreements with key user groups put in place, and understood by the responsible staff members.
- License Agreements with service suppliers adhered to
- Memorandum of Agreements/Understanding with other academic institutions implemented as stipulated.

## 7.2 Human Resource Management

- 7.2.1 Organizational Structure (Organogram) shall guide human resources planning in relation to performance management and development, supervision, workflow and leave management.
- 7.2.2 UFS LIS shall appoint staff members with requisite competencies (Qualifications, Knowledge, Skills, Experience and Attributes), as identified through a human resource planning exercise.
- 7.2.3 All staff members shall perform their duties according to performance plans linked to UFS LIS's strategic plan
- 7.2.4 Performance management and development system shall be used to monitor performance, address shortcomings and reward excellent performance (Promotions, Merit awards, etc.).
- 7.2.5 New staff members shall be taken through in-service training (induction) and assigned mentors until they are satisfactorily acclimatized into their new jobs.

## 7.3 Financial Resources Management

- 7.3.1 UFS LIS shall cost the strategic plan to determine the budget annually
- 7.3.2 Procurement of services and goods shall be according to the University's Procurement Policy
- 7.3.3 Caution shall be exercised in ensuring that UFS LIS does not under- or over-spend allocated funds.
- 7.3.4 The principle of cost-effective and efficient expenditure shall be applied in all financial transactions.

## 8. ANNEXURES

Detailed explanations are provided in each Policy and Procedures governing each Sub-Division of UFS LIS.

- Collection Development Policy : Annexure A
  - o Donations Policy : Annexure A.1
  - o Weeding Policy : Annexure A.2

- Cataloguing Policy : Annexure B
- Circulations Policy : Annexure C
- Inter-Library Loans Policy : Annexure D
- Journals Policy : Annexure E
- Special Collections Policy : Annexure F
- Finance Policy : Annexure G
- Human Resources Policy : Annexure H