


DOCUMENTED INFORMATION FOR LIBRARY DEPARTMENT



KUC/13/ACAD/LRC

AUTHORIZATION: All documented information (Quality Objectives, procedures, opportunities and risk register for Library department are issued under the authority of:	
MANAGEMENT REPRESENTATIVE	
Signature:	
Date:	02/05/2018
PROCESS OWNER/HOD/DIVISIONAL HEAD	
Signature:	
Date:	02/05/2018

**QMS
KUC MANAGEMENT
REPRESENTATIVE**

**CHIEF LIBRARIAN
KENYA UTALII COLLEGE
NAIROBI**

SECTION A: QUALITY OBJECTIVES

OBJECTIVE	ACTIVITIES	RESOURCES.	RESPONSIBILITY	TIME FRAME.	KEY PERFORMANC E INDICATORS.
To ensure that all library collections are increased by 5% every year	Purchasing	Financial	CEO,DOS,Chief Librarian	6months	Accession register
2.Ensure 60% customers are satisfied with services provided in the Library.	Customer care	Staff in the Library	CL	6mpnth	Questionners
3,To ensure that 60% reading lists and research reference materials are available in the Library	Aquistion	Budget	CEO,DOS,CL	6MONTHS	Library usage register

SECTION B: PROCEDURES

Procedure for registration, borrowing and clearance of books, journals and magazines

1. PURPOSE

- 2.1 To make staff accountable for the Library use.
- 2.2 To keep a record of Library members.
- 2.3 To enable database links for document circulation control.

2. SCOPE

This procedure applies to registration of new members in the Library to the time that they are officially confirmed as members.

3. TERMS AND DEFINITIONS

CL – Chief Librarian

4. REFERENCE

Library Rules and Regulations
KUC Quality Management System Requirements
LIS, mandarin

5. PRINCIPAL RESPONSIBILITIES

The Chief Librarian or his appointee is responsible for implementing and maintaining this procedure.

6. INPUTS

Competent staff
Library resources (books, magazines etc.)
Borrowers' cards
Accession registers

7. KEY PERFORMANCE INDICATORS

- i. Number of registered members
- ii. Number of borrowed and returned books

8. PROCEDURE

- 8.1 Registration: When a potential user shows interest in being a Library member:

- 8.1.1 The CL Sends the Library rules and regulations to the user through mail or hard copy together with the registration form. If the applicant agrees with the regulations, he/she fills the registration form which is returned to the Library.
- 8.1.2 The CL shall verify that the application form is duly filled and signed.
- 8.1.3 The CL shall enter the relevant details in the library membership register and generate borrowers' cards for the new user.
- 8.1.4 The CL shall record the serial number of the borrowers cards issued.
- 8.1.5 The CL shall ensure that the applicant signs for the details recorded in the Library Membership Register.
- 8.1.6 The CL shall issue the signed borrower's cards to the new Library member.
- 8.2 Borrowing: Books
 - 8.2.1 The Library Assistant shall analyse the user's request for the book to determine the specific book to provide if available.
 - 8.2.2 The LA shall ascertain that the person is registered as a borrower.
 - 8.2.3 The LA shall inspect the books from the user to ascertain it's in good condition. If not available, the user shall do a reservation or get a substitute book.
 - 8.2.4 The LA shall stamp due date on date slip and allow the user to leave with the book(s)
- 8.3 Magazines/ journals/ newsletters:
 - 8.3.1 The LA shall enter details of journals/ magazines/ newsletter in the magazines register
 - 8.3.2 The LA shall enter details of borrower in the magazines register.
 - 8.3.3 The CL shall send the reminders and further follow ups in case the item is not returned as per the loan period.
- 8.4 Returning:
 - 8.4.1 The LA shall ensure that the book being returned is in good condition. the user to If not, request provide the appropriate remedy.

8.4.2 The LA shall check the due date and remove the card from the charging tray. If overdue, refer the issue to the Chief Librarian for further action.

8.4.3 The LA shall remove the book slip and fix it into the book card and cancel out the due date.

8.4.4 The LA shall return borrower's card to the user.

8.5 Clearance

8.5.1 The CL shall analyse the user's clearance certificate and pick the relevant details.

8.5.2 The CL shall use the details to establish if he/she has any Library document(s). If the person has some outstanding documents then the CL shall defer the clearance and advise the staff to return the document before clearance.

8.6.3 If the borrowed document(s) is lost/mutilated the CL shall ensure that the user compensates the lost/mutilated document(s) equivalent of the prevailing market price of the lost materials.

8.6.4 If the user does not have any outstanding borrowed document(s) the CL shall clear the person accordingly.

9. OUTPUTS

- i. Library users
- ii. Information materials
- iii. Overdue fines

10. RECORDS

- i. Membership Card
- ii. Borrowers Card

Clearance form

11. KEY PERFORMANCE INDICATORS

Procedure for classification and cataloguing of library books

1. PURPOSE

To establish the specific details of a reference book for purposes of achieving easy subject identification, filing on the shelves and documents retrieval as may be required from time to time.

2. SCOPE

2.1 This procedure outlines the steps followed from the completion of work instruction KUCup to the time it becomes a serviceable material.

3. TERMS AND DEFINITIONS

4.1 Library Catalogue - Print out of Library database

4.2 Library Database - Computerised In-house list of Library documents

4.3 DDC - Dewey Decimal Classification Scheme- An international classification scheme used to classify and assign codes to books and other documents in libraries

4.4 AACR2 – Anglo-American Cataloguing Rules 2(1978)

4.5 ISBN – International Standard Book Number

4. REFERENCE

5.1 Dewey Decimal Classification Scheme 21st edition

5.2 Library Catalogue/ Database

5.3 AACR2

5.4 ISO 9001:2015 Quality Management System Requirements

5. RESPONSIBILITY AND AUTHORITY

The Chief Librarian is responsible for implementing and maintaining this procedure.

6. INPUTS

Competent staff

Library resources (books, magazines etc.)

Accession Register

Dewy Decimal Classification system

Rubber stamps

ICT Technology

7. KEY PERFORMANCE INDICATORS

- iii. Number of new registered information materials processed
- iv. Number of new information materials to be shelved
- v. Skill level of staff in classification

8. PROCEDURE

8.1 CLASSIFICATION

- 8.1.1 The CL shall analyse a document and determine its subject.
- 8.1.2 The CL shall use the DDC index to determine the subject number of the document.
- 8.1.3 The CL shall do the number building and expand the number to include a call number.
- 8.1.4 The CL shall fix the call number on the designated parts of the book and add to the database.

8.2 CATALOGUING

- 8.2.1 The CL shall identify the bibliographic details of the book.
- 8.2.2 The CL shall identify: - Title, Author, Volume, Publisher, Place of Publication, Year of Publication, edition, ISBN and Abstract. And call number as in 7.1
- 8.2.3 The CL shall put all the above details into the database.

9. OUTPUTS

- i. Library users
- ii. Information processed materials
- iii. LIS Data index generated

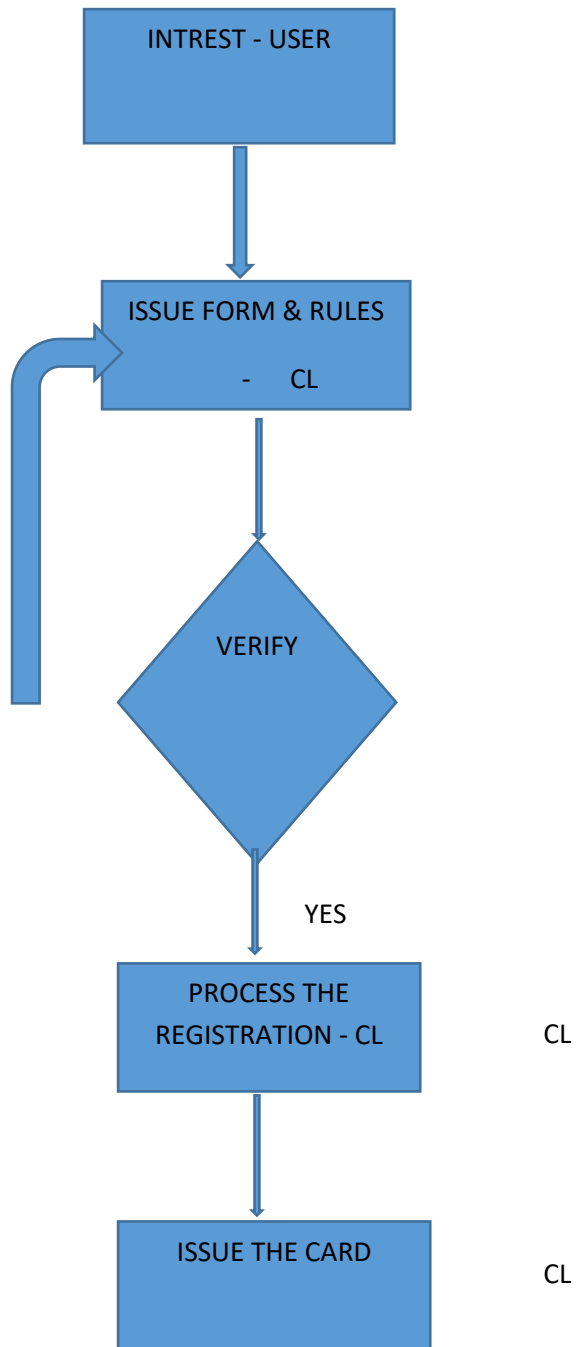
10. RECORDS

- i. Cataloguing Register
- ii. Borrowers Card
- iii. Date slip
- iv. Spine class Mark

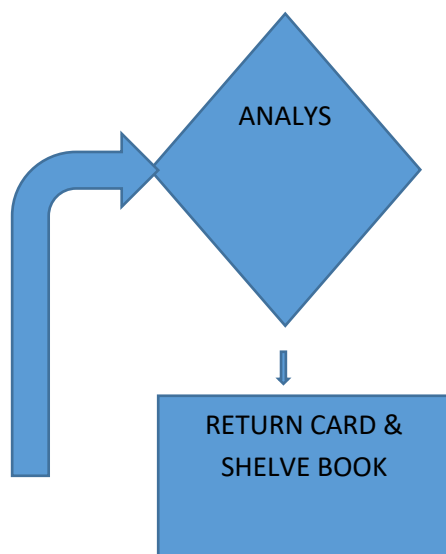
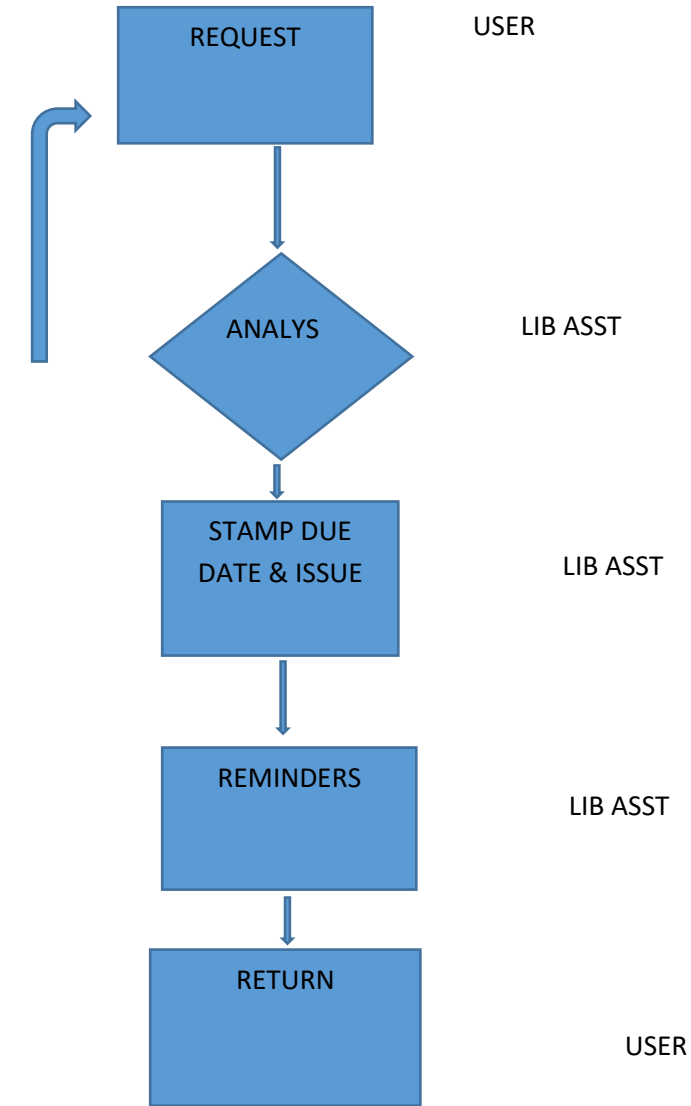
11. KEY PERFORMANCE INDICATORS

12. APPENDICES

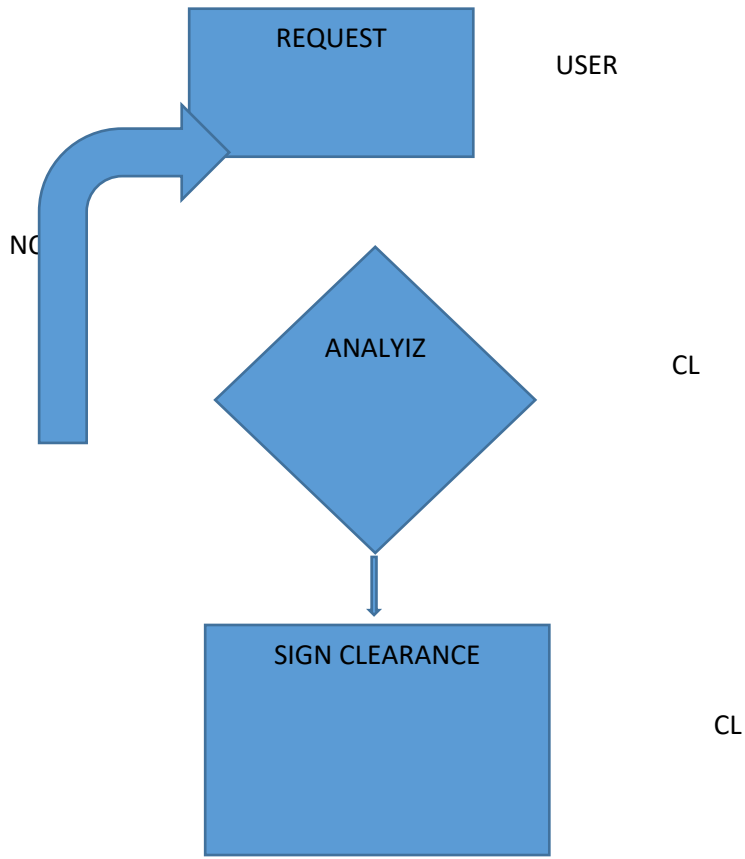
LIBRARY MEMBERSHIP CHART




BORROWING AND RETURNING CHART



LIBRARY CLEARANCE CHART



KUC/ACAD/R/080



**KENYA UTALII
COLLEGE**

STAFF BORROWER'S CARD

CARD NO. _____

NAME:.....

DEPT:.....

NO:.....

EXPIRY:.....

ng...

Learning Resources Centre Membership form

You must show proof of your identity and address. Please print clearly.

Mr Mrs Miss Ms Other	Surname/Family name	First name(s)	Male Female
Date of birth		E-mail address	
Home address			
Telephone (home)		Telephone (work)	

I apply for membership of Kenya Utalii College Learning Resources Center and agree to observe the rules and Regulations.

Signed

Date

FOR OFFICIAL USE ONLY			
	ID seen	Address seen	
Category	STAFF NO:	STUDENT NO:	EXTERNAL
Staff initials	Received by	Input by	Date of issue

SECTION C: LIBRARY OPPORTUNITIES

OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPI
Personnel Finance ICT Book suppliers	Library system	Approved budget	DOS CL	2018	

SECTION D: LIBRARY RISKS

N o.	DESCRIPTI ON OF RISK	TYPE OF RISK	PROBABILITY OF OCCURANCE			SEVERITY <i>HIGH - 3 MEDIUM - 2 LOW - 1</i>	IMPAC T	MITIGATI ON ACTION	RESPONSIBI LITY	K PI
			HIGH	MEDIU M	LO W					
1.	BOOKS NOT PURCHASED	FINAN CIAL,	HIGH			3	LESS INFORM ATION MATERIL S PURCHA SED	INCREASED BUDGET	CEO DOS CL	20 18
2.	HIGH COST OF INFORMATIO N MATERIALS		HIGH			3	INVEST MORE ON ICT			