



## KITALE NATIONAL POLYTECHNIC



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD


### LIBRARY PROCEDURE MANUAL

KNP/PM/LIB/ 02

VERSION: C


REVISION: 1

Authorized by: _____ Principal	Sign: 	Date: <u>25/10/2021</u>
Issued by: _____ Management Representative	Sign: 	Date: <u>25/10/2021</u>

	<b>KITALE NATIONAL POLYTECHNIC</b> <b>ISO 9001:2015</b>		<b>REF: KNP/PM/LIB/02</b>	
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**RECORDS OF CHANGE**

NO.	DETAILS OF CHANGE	DATE
1.		
2.		
3.		
4.		
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## **PROCEDURE NUMBER 1: ACQUISITION OF INFORMATION MATERIALS**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness and timely acquisition of information materials for the library.

#### **1.2 SCOPE**

This procedure applies to the acquisition process of the library within the Polytechnic.

#### **1.3 REFERENCE**

- a) KNP library Policy

#### **1.4 DEFINITION OF TERMS**

- a) HoD – Head of Department.
- b) PO – Procurement Officer.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The H.O.D Library shall ensure adherence to this procedure.


#### **1.6 INTERFACES/INTERACTIONS**

- a) Administration for budgetary allocations
- b) Procurement for prequalification and outsourcing the required information materials and equipment.
- c) H.O.D s for title requests within their area of specialization.

#### **1.7 PERFORMANCE TARGET**

The performance shall be measured through the overall performance of the Department basing on:

<b>PERFORMANCE TARGET</b>	<b>MONITORING AND MEASUREMENT</b>
Timely acquisition of information materials	Review acquired information materials in every financial year.
Acquisition of the right information materials	Evidence of approved list of information materials
Increase the relevant library information materials stock	Review the accession register Review library catalogue

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## 1.8 RESOURCES:


- a) Catalogue
- b) Competent staff
- c) Internet service

## 1.9 INPUTS AND OUTPUTS

<b>INPUTS</b>	<b>OUTPUTS</b>
Library budget	Acquired information materials
Personnel	List of acquired information materials
Computers/Laptops and printers	Evidence of communication
Office and furniture	Quotation list of recommended information materials
Internet service	
Stationery	
List of all requested information materials	

## 2.0 METHOD

- 2.1 This procedure shall start with the HOD receiving information from the finance officer on allocations of funds in the Polytechnic budgets at the beginning of the financial year and/or receipt of funds from the Government/donor.
- 2.2 Upon receipt of the information, the HOD shall as per communication procedure in the Administration Procedure Manual inform all Academic HoDs to identify and provide recommended list of information materials for respective courses using provided selection tools within a stipulated dateline.
- 2.3 Upon receipt of the recommended lists of information materials from the Academic HODs, the Librarian shall verify the materials based on the following: -
  - a) Authenticity of the author,
  - b) Bibliographic details of the information material,
  - c) Existence of an alternative information material,

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d) Library Staff input, and

e) Cost implication.

2.4 In the event the Librarian raises an issue, he/she shall make recommendations to the respective Academic HoDs for action and resubmission.


2.5 The list shall then be forwarded to the PO for purchase in accordance to the procurement procedures.

2.6 This procedure shall be deemed complete upon receipt of the purchased information materials from the store.

**Note:** In the event of donations/grants the Librarian shall verify the information to determine whether they meet the need/standard of the Polytechnic library before been accepted into the Polytechnic library for processing...

### 3.0 LIST OF APPLICABLE RECORDS.

- a) Evidence of communication.
- b) Recommended list of information materials.
- c) Approved requisition forms.
- d) Verified list of information materials.

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## **PROCEDURE NUMBER 2: PROCESSING OF NEWLY ACQUIRED INFORMATION MATERIALS.**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure efficient and effective processing of newly acquired information materials in the polytechnic library.

#### **1.2 SCOPE**

This procedure applies to the processing of all newly acquired information materials in the Polytechnic Library.

#### **1.3 REFERENCE**

- a) Dewey Decimal Classification Scheme

#### **1.4 DEFINITION OF TERMS**

- a) DDC- Dewey Decimal Classification
- b) ISBN - International Standard book number
- c) MIS-Management Information System
- d) AACR2 – Anglo American Cataloguing Rules (2<sup>nd</sup> edition.)
- e) HOD – Head of Department

#### **1.5 PRINCIPAL RESPONSIBILITY**

The H.O.D/ Librarian shall ensure that the procedure is adhered to.


#### **1.6 INTERFACES/INTERACTIONS**

Procurement office to procure and deliver information materials

#### **1.7 PERFORMANCE TARGET**

The performance shall be measured through the overall performance of the Department basing on:

<b>PERFORMANCE TARGET</b>	<b>MONITORING AND MEASUREMENT</b>
Timely Processing of information materials	Review the issue date from procurement office vi vis the information in the accession register.
The newly acquired information materials to be easily accessed, retrieved and circulated	Observe the Accession register, Review OPAC system, physical checking of information materials.

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### 1.8 RESOURCES;

The resources to be used in the process are listed below: -

- a) Competent staff
- b) Effective library security system
- c) Reliable internet service
- d) Reliable shelves
- e) Stationery
- f) Reliable library information management system

### 1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Acquired information materials	Processed information materials
Personnel	Accession register
Security labels	Library online catalogue
Stationery	List of new and processed information materials
Computers and printers	Ease of access and retrieval of information materials
Reference materials (DDC schemes and AACR2).	
Notice board	

### 2.0 METHOD

This procedure shall start with the librarian receiving the books or information materials from the stores as per the procedure of issuance of items number 2 in the procurement procedures manual


#### 2.1 Stamping

Upon receipt of materials the librarian shall ensure the information materials are all stamped with the Polytechnics' stamp.

#### 2.2 Accessioning

The library staff shall then accession the information material by recording all its details in the accession register and assigning it an accession number.



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### 2.3 Classification


The librarian shall ensure that the materials are classified using the Dewey decimal classification scheme and the class number marked on the spine of the information material.

### 2.4 Cataloging

Upon classification, the staff shall catalogue the information material and enter the bibliographic details in the Polytechnic Library online catalogue.

### 3.0 LIST OF APPLICABLE RECORDS

- a) Records in the library accession register.
- b) Polytechnic Library online catalogue.
- c) Evidence of communication

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### **PROCEDURE NUMBER 3: CIRCULATION OF INFORMATION MATERIALS.**

#### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effective and efficient circulation of information materials within the polytechnic library.

#### **1.2 SCOPE**

This procedure applies to the issuing and receiving of Library information materials

#### **1.3 REFERENCE**

- a) Library Policy.
- b) Library management information system.

#### **1.4 DEFINITION OF TERMS**

MIS-Management Information System

#### **1.5 PRINCIPAL RESPONSIBILITY**

The Librarian shall ensure adherence to this procedure.


#### **1.6 INTERFACES/INTERACTIONS**

- a) Finance office to debit/credit the user
- b) Registry to get the complete list of registered members
- c) Management Information Officer

#### **1.7 PERFORMANCE TARGET**

The performance shall be measured through the overall performance of the Department basing on;

<b>PERFORMANCE TARGET</b>	<b>MONITORING AND MEASUREMENT</b>
Timely issuing and returning of information materials	Review library management system circulation module Review an updated library clients' account
100% return of borrowed information materials	Review library circulation module Review an updated library clients' account
Return of borrowed information materials in good condition	Physical examination of the borrowed information materials

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## 1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Competent staff
- b) Reliable internet connectivity
- c) Library management information system
- d) Reliable library security system


## 1.9 INPUTS AND OUTPUTS

<b>INPUTS</b>	<b>OUTPUTS</b>
Library information materials	Circulation of library information materials
Computers and printers	
Stationery	
Personnel	
Library clients	

## 2.0 METHOD

### 2.1 Issuing of information materials.

- 2.1.1 This shall start with the Library staff at the circulation desk receiving an information material from a client intending to borrow it.
- 2.1.2 Upon receipt of the information material, the Library staff at the circulation desk shall verify the identity of the client using the Polytechnic ID and the library management system..
- 2.1.3 Upon verification of the client identity, the Library staff at the circulation desk shall verify whether the client is eligible to borrow the information material from the Library circulation module.
- 2.1.4 In the event that the Library client is not eligible to borrow the information material, the Library staff at the circulation desk shall advise the client accordingly.

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2.1.5 If the client is eligible to borrow the information material, the Library staff at the circulation desk shall check out the information material from the Library circulation module and stamp due date on the date due slip.

2.1.6 As the client exits the Library, the Security Personnel shall verify whether the library item has been checked out.

2.1.7 In the event that the information material has not been checked out, the Security Personnel shall request the client to have the material properly checked out at the circulation desk as per this procedure.

2.1.8 If the material has been properly checked out, the Security Personnel shall allow the client to leave the Library with the information material.

## **2.2 Returning of information materials.**


2.2.1 This shall start with the library staff at the circulation desk receiving an information material from a client returning it to the Library.

2.2.2 Upon receipt of the information material, the Library staff at the circulation desk shall verify the condition of the information material before checking it in. In the event that the information material is overdue, the Library Staff at the circulation desk shall invoice the client. For damaged information materials, the Library staff shall act as per the library rules and regulations.

2.2.3 After checking in the information material, the Library Staff at the circulation desk shall shelve the information material appropriately.

## **3.0 LIST OF APPLICABLE RECORDS**

- a) Records in the library circulation module.
- b) Records on stamped due date slips.
- c) Records of finance office receipts.

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## PROCEDURE NUMBER 4: REGISTRATION AND ORIENTATION OF NEW LIBRARY MEMBERS

### 1.0 GENERAL

#### 1.1 PURPOSE

The purpose of this procedure is to ensure effective and timely orientation and registration of new members to the Polytechnic Library.

#### 1.2 SCOPE

This procedure applies to ensure appropriate member registration to the polytechnic library.

#### 1.3.1 REFERENCE

- a) KNP library rules and regulations

#### 1.4 DEFINITION OF TERMS

**Outsider members:** library users who are not members of the Kitale National Polytechnic community.

#### 1.5 PRINCIPAL RESPONSIBILITY

The H.O.D/library shall ensure adherence to this procedure.


#### 1.6 INTERFACES/INTERACTIONS

- a) Finance department to receive registration fee and process receipts for the outside users.
- b) Registry for registration and issuance of Polytechnic IDs to staff and trainees.
- c) HoDs academics to inform the new members in their department of their orientation date

#### 1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on:

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Effective orientation and registration of new library members	Observing the behavior of users in the library Review the list of new library members oriented
To orient and register all eligible new	Evidence of orientation record

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library clients	
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## 1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Competent staff
- b) Orientation room
- c) Reliable internet service

## 1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
List of library members	Library system members module Display of orientation lists.
Computers and printers	
Stationery	
Notice boards	
Personnel	


## 2.0 METHOD

### 2.1 Orientation and registration of trainees as Library clients

- 2.1.1 This shall start during the second week of the admission term with the Librarian preparing a library orientation timetable for new trainees according to their departments.
- 2.1.2 Upon preparation of the orientation timetable, The Librarian shall post copies of the orientation schedule on the various Polytechnic notice boards.
- 2.1.3 During the orientation, the Library staff shall familiarize the new trainees with the library services and issue them with copies of the library rules and regulations.

### 2.2 Registration of members of staff as Library Clients

- 2.2.1 This shall start with a Library staff receiving a member of staff requiring to be registered as a Library client.

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2.2.2 Upon receipt of the member of staff, the Library staff shall request him/her to present his/her Polytechnic Staff ID, verify the details of the member of staff (Name and BoG number/PSC number) before issuance of Polytechnic Library rules and regulations.

2.2.3 The Library staff shall enter the details of the member of staff in the Library membership module and the member of staff shall be a bonafide library client.

### 2.3 Outsider membership

2.3.1 This shall start with the outsider member paying a membership fee of Ksh. 2000 per year or 50 per day at the account's office.


2.3.2 The accounts officer shall issue the applicant with a receipt of payment and direct them to the librarian

2.3.4 The Polytechnic's librarian shall then issue the member with KNP library rules and regulations and orientate him/her.

**NB:** Orientation of new staff will be done as per induction procedure of HR

### 3.0 LIST OF APPLICABLE RECORDS

- a) Orientation timetable.
- b) Evidence of orientation.
- c) Library membership module.

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## **PROCEDURE NUMBER 5: REPAIR OF LIBRARY INFORMATION MATERIALS**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effective and efficient repair of worn-out library information materials

#### **1.2 SCOPE**

The procedure applies to the repair of all library information materials

#### **1.3 REFERENCES**

Library Policy

#### **1.4 TERMS AND DEFINITIONS**

- a) HoDs – Head of Department.
- b) Worn out – if a spine is off, pages are torn or missing.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The Librarian shall ensure that the procedure is adhered to.

#### **1.6 INTERFACES**

- a) Procurement office to procure and deliver repair materials
- b) Procurement office to outsource repair services of extremely damaged information resources.

#### **1.7 PERFORMANCE TARGET**

The performance shall be measured through the overall performance of the Department basing on;


<b>PERFORMANCE TARGET</b>	<b>MONITORING AND MEASUREMENT</b>
Repair worn-out information materials on time.	Review list of repaired information materials
Effective repairing worn out information materials.	Physical check of repaired information materials

#### **1.8 RESOURCES**

The resources to be used in the process are listed below: -

- a) Competent staff



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- b) Office space
- c) Materials (binding cloth, Manila paper)

### 1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Damaged information materials	Circulation of repaired information materials Register of repaired information materials
Personnel	
Equipment	
Computers and printers	
Office space	
Stationery	

### 2.0 METHOD

- 2.1** On a day to day basis the library staff shall identify worn out information materials in the course of:-
- a) Issuing and receiving information materials,
  - b) Weeding of information materials,
  - c) Shelving, and
  - d) Stock taking.
- 2.2** Upon identification of the information materials, the Library staff shall enter them in the repair register and remove them from circulation.
- 2.3** In case the information material requires specialized repair, the librarian shall inform the procurement officer of the need to outsource the repair services.
- 2.4** In the event that an information material is torn, defaced, tattered and scratched beyond repair the library staff shall weed it as per the weeding procedure number 6 in this manual.
- 2.5** In the event that the information materials do not contain the labels and spine marks, the Library staff shall replace them accordingly.


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**2.6** The Library staff at the processing section shall then indicate in the Library Management Information System that the information materials are on circulation before sorting and shelving them.

**3.0 LIST OF APPLICABLE RECORDS**

- a) Records in Information materials repair register.
- b) Library Management Information System.

QMS ISO 9001:2015

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## **PROCEDURE NUMBER 6: WEEDING OF LIBRARY INFORMATION MATERIALS**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effective and efficient weeding of Library information materials.

#### **1.2 SCOPE**

This procedure applies to the weeding of all library information materials in the Polytechnic library.

#### **1.3 REFERENCES**

None

#### **1.4 TERMS AND DEFINITIONS**

- a) HoD – Head of Department.
- b) Weeding – removal of obsolete/torn, tattered or defaced library information materials from a collection in a planned and systematic way.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The Librarian shall ensure that the procedure is adhered to.

#### **1.6 INTERFACES**

- a) Procurement office to receive and dispose weeded information materials


#### **1.7 PERFORMANCE TARGET**

The performance shall be measured through the overall performance of the Department basing on;

<b>PERFORMANCE TARGET</b>	<b>MONITORING AND MEASUREMENT</b>
Weed all obsolete/torn, tattered and or defaced library information materials in a planned and systematic way	Review the list of weeded information materials
Create room for new information materials acquired.	Review weeded information materials

#### **1.8 RESOURCES**

The resources to be used in the process are listed below:-

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- a) Competent staff
- b) Library management information system
- c) Accession register

### 1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Obsolete/torn, tattered and or defaced library information materials	Weeded information materials List of weeded information materials Communication.
Personnel	
Weeding schedule	
Computers and printers	
Office space	

## 2 METHOD

- 2.1 This procedure shall start with the Librarian developing a weeding schedule at the beginning of every year.
- 2.2 Upon development of the weeding schedule the Librarian shall communicate it to the library staff as per the communication procedure.
- 2.3 On scheduled date for weeding, the library staff shall determine information materials due for weeding based on the following criteria: -
  - a) The needs and demands of the library clients,
  - b) The availability of more suitable materials,
  - c) The ability of the budget to provide funds to purchase more satisfactory items,
  - d) Copyright – older books will require closer examination for contents,
  - e) Contents – should be relevant to Polytechnic needs and curriculum,
  - f) Physical condition – whether it is damaged beyond repair,
  - g) Circulation – when it was last checked out (within 3 – 5 years),
  - h) Current – whether newer materials or information is available,
  - i) Books with yellow, brittle, torn, or missing pages and dirty, and

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			<b>DEPT</b>	<b>LIBRARY</b>
	<b>TITLE: LIBRARY PROCEDURE</b> <b>MANUAL</b>		<b>ISSUE DATE</b>	<b>25<sup>th</sup> OCTOBER 2021</b>
			<b>VERSION</b>	<b>C</b>
			<b>REVISION</b>	<b>1</b>

j) Scratched CDs, video, obsolete information materials in electronic form and audio cassettes.

2.4 During weeding, the Library shall evaluate each information material individually.

2.5 Upon weeding, the Library staff shall record the weeded materials in the weeded information material register.

2.6 In the event of books, the library staff shall stamp them withdrawn.

2.7 After weeding, the Librarian shall proceed as per the disposal of stores and equipment procedure number 2 in the Procurement Department Procedure Manual.

2.8 This procedure shall be deemed complete upon the library staff indicating the status of the weeded information material as withdrawn in the library catalogue module.

### **3 LIST OF APPLICABLE RECORDS/REPORTS**

- a) Evidence of communication.
- b) Records in the weeded information material register.
- c) Library catalogue module.
- d) Evidence of disposal.