

University of Zimbabwe Library Quality Assurance, Processes and Procedures Document

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Introduction

The mission of the University of Zimbabwe Library is “to provide access to scholarly information resources required to meet the learning, teaching, research and service needs of the University of Zimbabwe”. It seeks to achieve the mission through the provision of quality library and information services. There are benchmarks and standards that are followed in the provision of library and information services. These standards articulate the process of meeting the needs of the library users in a timely and economical manner using information resources locally held in the Library, as well as from other organizations.

Collections are developed by librarians and library staff over a period of time. Collection is based on the assessment of the information needs of the library users. This is achieved through purchasing of information materials, exchanges and donations. The collection grows gradually over a period of time. The University of Zimbabwe Library is involved in the following activities to satisfy the needs of its clients: Library Collection Development, Collection Management, Electronic Resources Management, Marketing Services, Institutional Repository Management, Information Literacy (IL) Training, Reference Services, Circulation Services and maintaining a conducive library environment.

Activity	Process/Procedure	Benchmarks
Library collection development	Develop a robust library collection through materials acquisition (purchasing, donations and exchanges),	Database collection developed through policy guideline (Appendix A – Except of Collection Development policy)
	cataloguing and classification of collection	Cooperative decision-making on nature and quality of collection with other libraries or within library consortia
	replacement of worn or lost materials	
	Weeding of materials no longer needed in the collection.	A ratio of one book per ten students (1:10) Departments and

Activity	Process/Procedure	Benchmarks
	<p>Department and faculty requests for core texts.</p>	<p>lecturers can request for textbooks through the OPAC (INK "http://uzlibsys.uz.ac.zw/acquire"http://uzlibsys.uz.ac.zw/acquire)</p> <p>Departments and Faculties can also request for textbook purchases through their respective Faculty Librarian</p> <p>Faculties are requested to submit core text titles 3 months before the beginning of a new academic year or new programme (Appendix B – Request for book purchase)</p> <p>Processing standards</p> <ul style="list-style-type: none"> • Anglo-American Cataloguing Rules II, • Library of Congress Classification Scheme, • Dewey Decimal Classification Scheme, • Library of Congress Subject Headings, • Medical Subject Headings and ILO macro thesaurus.
		<p>Quarterly and annual library collection new</p>

Activity	Process/Procedure	Benchmarks
		<p>additions, replacements.</p> <p>Core texts annual renewal</p> <p>The timeframe for the processing of new materials for accessibility to users must be is 2 weeks.</p>
Collection Management	<p>Putting books at the correct place in the correct order</p> <p>Allocating books the correct call number and subject headings</p> <p>Annotating torn books on the OPAC</p> <p>Sticking right spine labels to the right books</p>	<p>Hourly schedule of book placement on shelves to support library users.</p> <p>Weekly, monthly and quarterly call number subject headings audits to ensure books have the correct call numbers.</p> <p>Monthly and quarterly user surveys on book accessibility from book shelves.</p>
Electronic Resources Electronic resources are information resources that are available through the Internet which the library subscribes to so that library users can have access to the resources.	<p>E-resources go on access trials before they can be selected for subscription</p> <p>Access to e-resources is through the library websites</p> <p>Monitor monthly usage statistics for electronic resources</p>	<p>Reported access problems are resolved within one business day if the problem is local and within three business days if the problem is on the side of the e-resource provider</p> <p>80% accessibility to campus and remote access to e-resources.</p>

Activity	Process/Procedure	Benchmarks
<p>Institutional Repository <i>The institutional repository is a portal where the research output of the university community is deposited and is accessible to library users.</i></p>	<p>Continuous content recruitment from faculties.</p> <p>Copyright clearance for all research materials into the repository</p> <p>Continuous uploading of articles, quality control All received materials should be screened for copyright restrictions.</p> <p>Access to articles on the institutional repository is unrestricted (Open Access)</p>	<p>Quality screening committee for articles from individual collection</p> <p>Dissertations graded from 2.1</p> <p>Received article is uploaded within three business days.</p> <p>Respect for international copyright laws and all articles should have copyright permission or have no restrictions.</p> <p>Metadata standards for articles – Dublin Core Metadata Schema</p> <p>Provide monthly user statistics to departments, faculties and students on library and university website</p>
<p>UZ Institutional Repository promotion</p>	<p>Information literacy training is used for promotion -Faculty board meeting presentations are also used for promotion</p>	<p>Increased awareness</p> <p>Enhanced content recruitment</p> <p>Centralisation of UZ research literature</p>

Activity	Process/Procedure	Benchmarks
	<p>Monitoring of monthly usage statistics</p> <p>Organisation and commemoration of World Calendar events such as Open Days, Open Access Week. Participation in exhibitions such as ZITE, Research and intellectual Expo</p>	<p>-Awarding champion persons with outstanding articles that have top monthly/quarterly/annual views</p> <p>Open Archives Initiative Protocol Metadata Harvesting compliant Articles discoverable via Google Scholar and Directory of Open Access Repository</p> <p>Increased awareness and use of resources in the repository Increase in Repository's viewer statistics</p>
<p>Information Literacy (IL) Training <i>Information literacy is a set of abilities requiring individuals to "recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information."</i> (ALA 2010).</p>	<p>The IL training consists of (SCONUL Seven Pillars of Information Literacy) module: Systematic training of library users at beginning of each semester starting with first year students and new staff members One-on-one with Academics, Researchers and students on a need basis request.</p>	<p>Use of standard module based on Society of College, National & University Libraries(SCONUL) Seven Pillars of Information Literacy for user training</p> <p>Provide user statistics on the SCONUL Seven Pillars of Information Literacy) module.</p> <p>Annual review of the SCONUL Seven Pillars of Information Literacy)module</p>

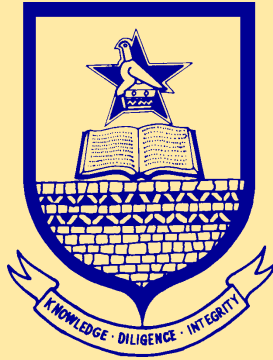
Activity	Process/Procedure	Benchmarks
		<p>Quarterly and annual user surveys on the SCONUL Seven Pillars of Information Literacy) module</p>
<p>Reference Services Performed by the librarian at the information desk or faculty librarians in their various sections in the <u>library</u> to meet the <u>information needs</u> of <u>patrons</u> (in person, by telephone, or electronically), including but not limited to answering substantive <u>questions</u>, instructing users in the selection and use of appropriate <u>tools</u> and techniques for finding <u>information</u>, conducting searches on behalf of the patron, directing users to the location of library resources, assisting in the evaluation of information and <u>referring</u> patrons to resources outside the library when appropriate</p>	<p>Staffing the reference desk with a professional Librarian all the time</p> <p>Attending to general enquiries by users</p> <p>Directing users subject specific queries to faculty librarians</p> <p>Directing users on the location of library resources</p> <p>Advising users on quality sources of information</p> <p>Assisting users on appropriate searching tools</p>	<p>The reference desk is always manned by a professional librarian. Provision of instant answers to routine. Reference questions that require research are answered within one business day.</p> <p>Requests from departments for reserve materials a minimum of two working days.</p> <p>Monthly, and quarterly review of reserved materials.</p> <p>Monthly surveys on use and feedback to requests for reserve materials.</p>

Activity	Process/Procedure	Benchmarks
<p>Circulation <i>Checking in and out of Library resources</i></p>	<p>Scanning of patrons' IDS</p> <p>Scanning of resources barcodes</p> <p>Verifying the user's ID with name in the system</p> <p>Stamping due dates on the books desensitizing checked out books and sensitizing returned books</p>	<p>Reduced user queues on the desk (Instant serve standard, process a book every 5 seconds)</p> <p>Weekly, monthly and quarterly user statistics on specific high and low user resources. and feedback to students, departments, faculties and administration.</p> <p>Zero to 5% library resources loss.</p>
<p>Training in Keimyung Lounge and Library Training Lab</p>	<p>Training in the Library is staff-led</p> <p>Library staff doing the training to book for Keimyung Lounge and Training Keys a day in advance</p> <p>Library staff to collect keys from Library IT and log the key collection event.</p> <p>Library staff to return the keys to the Library IT after training session and log the returning of the keys</p>	<p>Above 95% availability of networked computers.</p> <p>High Internet Availability, subject to availability of the Internet on campus</p>

Activity	Process/Procedure	Benchmarks
	<p>Library IT staff to inspect the Training and Keimyung Lounge on daily basis.</p> <p>The Training Lab and Keimyung Lounge to be on 10 hour surveillance from 8-18:00 by security manning the Library entrance and exit</p>	
<p>Marketing Services <i>Marketing entails the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.</i></p>	<p>Marketing is done through the following:</p> <ul style="list-style-type: none"> • e-resources training • Displays/ exhibitions (Open Day, ZITE, Expo, Agricultural show etc) • E-mail • Website • Brochures Posters Social media 	<p>Over 80 % usage of E- resources Reference material Increased demand for Library user training</p> <p>Monthly, quarterly and annual user statistics of different categories of Library resources.)</p>
<p>Library Environment <i>An environment conducive for reading and research. It also encompasses the facilities within the building that facilitate reading and research</i></p>	<p>Providing a conducive environment entails:</p> <ul style="list-style-type: none"> • Provision of well planned, secure and adequate space for users i.e. sufficient number of seats and varied seating. 	<p>Weekly, monthly, and annual user surveys on library environment.</p> <p>Usage monitoring system for different semester periods, beginning, middle and end of semester.</p>

Activity	Process/Procedure	Benchmarks
	<ul style="list-style-type: none"> • Enough space for library collection • Provision of adequate numbers of computers for its users and staff • Provision of adequate signage to give directions to users • Provision of adequate ventilation 	<p>Provide running statistics accessible data base for departments and faculties.</p>
<p>Binding of Library Books This is a process where torn Library books are rebound or repaired and returned into circulation. The Bindery is a key unit in the University Library which preserves the Library collection. Rebinding includes- mending of torn pages, Spine preparation and securing, edging on of end papers, Trimming Where necessary, Rounding and backing, Board cutting, Cover making, gold foiling and then Casing in.</p>	<p>Torn books are brought to the bindery and categorized by level of damage.</p> <p>Log sheets for date of entry into bindery, assessment to determine the type of binding and expected time of turn around time is recorded.</p> <p>Repair /bindery chain for category of books is documented and recorded Completion and reentry into library</p> <p>Dispatching starts at least a week from the date the books are brought to the Bindery.</p>	<p>The books for bindery to be logged in, repaired and returned into circulation turn around time is dependent on the level of damage classified as follows:</p> <ul style="list-style-type: none"> • Severe damage 7 days • Medium damage 3 days • Minor damage 1 day. <p>Record and publish monthly, quarterly and annual damage of library resources to users</p>

Activity	Process/Procedure	Benchmarks
<p>Binding of Theses & Dissertations</p>	<p>However, this depends on the extent of damage at any given time.</p> <p>Receipt and documentation of theses and dissertation</p>	<p>The binding is stronger than the publishers binding thereby giving the books a longer shelf life.</p> <p>Periodic audit of turn around times of books into circulation against documented turn around time.</p> <p>Random quality audits for bindery services.</p> <p>Bindery Committee reviews on quality, turn around time and damage to library resources.</p> <p>Turn around time for thesis is 7 days.</p>



University of Zimbabwe Library Processes and Procedures Manual

1. INTRODUCTION

The mission of the University of Zimbabwe Library is to provide access to scholarly information resources that support the learning, teaching, research and service needs of the University community. The Library processes and procedures are geared towards implementing the operational activities of the library so as to ensure consistency, guarantee quality of service and benchmark the Library operations with quality service provision.

The University of Zimbabwe Library processes and procedures document is designed basically as an operating reference manual for the technical processing staff. This publication is also intended to be used as a reference by librarians and administrators.

2. LIBRARY COLLECTION DEVELOPMENT

The development of the library collection is guided by the Collection Development Policy (See Appendix I).

- a. **Purchases, Donations and Exchanges** - The Library's collection that meets the curriculum needs is developed through purchases, donations and exchanges;
 - i. **Purchases**- The Faculty Librarian in consultation with the relevant faculty selects materials (see Appendix II: Request for Book Purchase). The Acquisitions Librarian requests for a minimum of three quotations from vendors, the quotations are evaluated and an order is raised. The books are delivered, verified against the order and payment is processed.
 - ii. **Donations**- Donors are requested to provide lists of books to be donated before delivery. Faculties are then requested to select relevant materials from the lists. The donation is either accepted or rejected based on the recommendation from the faculty. An acknowledgement letter is sent for all accepted donations.
 - iii. **Exchanges**-In all exchange agreements an attempt is made to maintain an equitable balance in the value of materials sent and received. The Library will enter into exchange agreements with other institutions whenever the desired publications are available only on exchange and whenever such exchange of publications is advantageous to the Library, as determined by the Librarian.
- b. **Cataloguing and classification of collection**–The Library of Congress Classification scheme is used for classifying Library materials on the shelves while the Anglo American Cataloguing Rules II (AACR2) is used for cataloguing materials
- c. **Replacement of worn or lost materials**- When titles in the collection are reported missing or lost, those required for teaching or research use shall be replaced promptly, if they are still obtainable or in print. Titles for which there is no immediate need may not be replaced; they will only be replaced if in demand.
- d. **Weeding of materials no longer needed in the collection**- The weeding of materials shall be undertaken in consultation with Faculty members who are concerned with the future use of the resources. A signed form by the Faculty Dean confirming which material to be discarded shall be submitted to the Librarian. Inactive materials will be removed from actively used materials and stored in a temporary archive before they are finally discarded. The materials will remain in this archival state for a period of 3 years and an assessment will be made before they are finally discarded. Discarded materials will be donated or destroyed (see Appendix III: Weeding Policy).

3. REFERENCE SERVICES

The primary function of the reference function is to provide assistance to Library patrons to effectively make use of the Library services and products. To achieve these, the procedural processes involved are:

- a) Staffing the reference desk with a professional Librarian all the times
- b) Attending to general inquiries made by users
- c) Directing users with subject specific queries to Faculty Librarians
- d) Directing users on the location of Library resources
- e) Advising users to quality sources of information
- f) Assisting users on appropriate searching tools.

4. CIRCULATION OF LIBRARY RESOURCES

Below are the procedures and processes involved in the circulation of Library resources;

- a. **Checking Out of materials** - Scanning of patrons' University Identity card, Scanning of resources barcodes, Verifying the user's ID with name in the system, Stamping due dates on the books, de-sensitizing checked out books
- b. **Checking Inn of materials**- physical checking of the book for any damages, scanning the returned item, sensitizing the material.

5. ELECTRONIC RESOURCES

Electronic resources are information resources that are available through the Internet which the Library subscribes to so that Library users can have access to the resources.

- a. **E-resources Trials**- Before the Library subscribes to any e-Resources, the University community is first given free access to the resources for a specified time period (for example 3 months). After the trial period recommendations are given by patrons that inform subscription decisions
- b. **Access to e-Resources** - Access to the electronic resources is through the University of Zimbabwe Library website, <http://library.uz.ac.zw/> . This is provided for through a campus access (which does not require logging in details) and off-campus access (which requires username and a password). The standard off-campus access username and password is patron's name and barcode number, respectively.

6. UNIVERSITY OF ZIMBABWE INSTITUTIONAL REPOSITORY

The Institutional Repository (IR) is a portal where the research output of the university community is deposited and is accessible to Library users.

- a. **Content recruitment** – Content for the Institutional Repository is recruited from faculties and the wider university community. Faculty Librarians and the Special Collections Librarian are responsible for content recruitment
- b. **Copyright clearance**- All materials that have copyright restrictions are cleared first before they are uploaded
- c. **Uploading of articles** – The materials are uploaded onto the (IR) to provide public access to the resources.
- d. **Marketing of the IR**- Marketing and promotion is done during the commemoration of World Calendar events such as Open Days, Open Access Week and participation in exhibitions such as Zimbabwe International Trade Fair, Research and Intellectual Expo. Promotional materials such as brochures, fliers and posters are also used to market the resource.

7. INFORMATION LITERACY (IL) TRAINING

Information literacy is a set of abilities requiring individuals to “recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.” (ALA 2010).

- a. **Information Literacy training to undergraduates**- The Library provides information literacy training to all undergraduate students in support of their learning and research needs. The training offers them with competencies derived from the SCONUL model of information literacy which are:
 - Recognise an information need
 - Distinguish ways of addressing the gap
 - Construct strategies for locating
 - Locate and access
 - Compare and evaluate
 - Organise, apply and communicate
 - Synthesise and create
- b. **Electronic resources training to postgraduates and faculty**- The Library provides training on electronic resources to postgraduates and faculty members in support of teaching, learning and research.

- c. **Reference management-** The Library offers training in reference management using Mendley and Zotero Reference management software.
- d. **Anti- plagiarism-** The Library offers training on Ephorus plagiarism prevention software. Guidelines on how to use the software are available at, http://local.uz.ac.zw/plagiarism/Ephorus_manual_quick_start_ENG.pdf

8. MARKETING

The Library is involved in the marketing and promotion of all its products and services. This is done through;

- a. e-Resources training
- b. Displays/exhibitions (Open Day, ZITE, Expo, Agricultural show etc)
- c. E-mail
- d. Brochures Website
- e. Posters
- f. Social media

9. LIBRARY ENVIRONMENT

- a. **Reading space-** Provision of well planned, secure and adequate reading space for users i.e. sufficient number of seats
- b. **Computers-** Provision of adequate computing facilities in support of learning and research to patrons (Keimyung Lounge and 2 Library Training Labs, Multimedia computers)
- c. **Security of materials-** Provision of adequate security mechanisms to Library resources such as books, computers,
- d. Security of infrastructure -

10. BINDING

- a. **Library Books** – the Library provides bindery services for torn books that form part of the Library collection. Torn books are brought to the bindery and categorized by level of damage. Log sheets for date of entry into bindery, assessment to determine the type of binding and expected time of turn-around time is recorded (see Appendix IV: Bindery Section Log Sheet). Dispatching starts at least a week from the date the books are brought to the Bindery. However, this depends on the extent of damage at any given time.

- b. Theses and Dissertations**–The Library also provides executive bindery services for theses and dissertations for students from the University of Zimbabwe and other universities in Zimbabwe. The turn-around time for the binding of theses and dissertations is 7 days.

APPENDIX III: WEEDING POLICY AND PROCEDURES



UNIVERSITY OF ZIMBABWE

Library Weeding Policy and Procedures

1. INTRODUCTION

The mission of the University of Zimbabwe Library is to:- Provide access to scholarly information resources required to meet the learning, teaching, research and service needs of the University of Zimbabwe. The Library will accomplish this mission by building, organising, maintaining, and preserving its information resources among other things. A systematic process of weeding is also seen as critical in achieving the mission of the library.

2. WEEDING EXERCISE

- The weeding guidelines contained in this document have been generously borrowed from the University of Zimbabwe Library Policy of 2004 with some alterations where it has been deemed fit.
- That weeding of materials shall be undertaken in consultation with Faculty members who are concerned with the future use of the resources.
- Inactive materials will be removed from actively used materials and stored in a temporary archive before they are finally discarded. The materials will remain in this archival state for a period of 3 years and an assessment will be made before they are finally discarded.
- Discarded materials will be donated or destroyed.
- Materials in good physical condition will be donated and **Only** materials that are beyond repair will be destroyed.
- The primary responsibility for weeding materials lies with Faculty Librarians.
- Approval to discard the weeded materials lies with the relevant faculty
- Final decision to discard materials is the responsibility of the Librarian.

3. CRITERIA FOR WEEDING MATERIALS

These criteria may not be used in isolation. Faculty Librarians may use their discretion where applicable.

- **Record of Use:** if an item has not circulated for the past ten (10) years, it will be discarded
- **Currency:** if subject matter is out of date, factually inaccurate or no longer relevant to the educational programme.
- **Physical condition:** if an item is worn out, soiled, badly damaged or has missing pages. If the physical condition of a material is in such a poor shape that the cost of rebinding is prohibitive, it must be withdrawn; and if the content is still relevant, a replacement will be sought.
- Weeding of materials would also take into account curriculum requirements.

4. REASONS FOR NOT DISCARDING MATERIALS

- **Materials may not be weeded if:**
 1. they are of historical, cultural, political or religious significance
 2. they are written by local authors, illustrators or editors
 3. they describe local history or personality and
 4. they have strong curriculum relevance

5. WEEDING PROCEDURE

- Withdrawn materials would have their status in the Library Management System changed, to "Withdrawn".
- Discarded materials will have their status in the Library Management System changed to 'Discarded'
- Materials selected for archiving will have their status in the Library Management System changed to 'Archive'
- The Faculty Librarian shall generate a list of all the materials proposed for discarding.
- A list of proposed materials for discarding shall be sent to the Faculties for their evaluation.. Materials found to be relevant will be removed from the list and put back in the system.
- After the Faculties have evaluated the list, it is then sent to the Librarian for authorisation for disposal
- In the event that a Faculty fails to give feedback within 2 weeks, the Librarian is authorised to approve the disposal of the materials.
-
- All materials weeded because of poor physical condition will be stamped "WITHDRAWN". Where possible, replacements will be sought.
- Materials to be discarded will be stamped "DISCARDED" and will be disposed of.

6. DISPOSAL OF WEDED MATERIALS

- Materials that are relevant to other institutions will be donated
- The remainder will be destroyed. Destruction will be done by commissioned waste paper companies.

7. AN ARCHIVAL BUILDING

- Materials selected for archiving should be stored in an archival building.

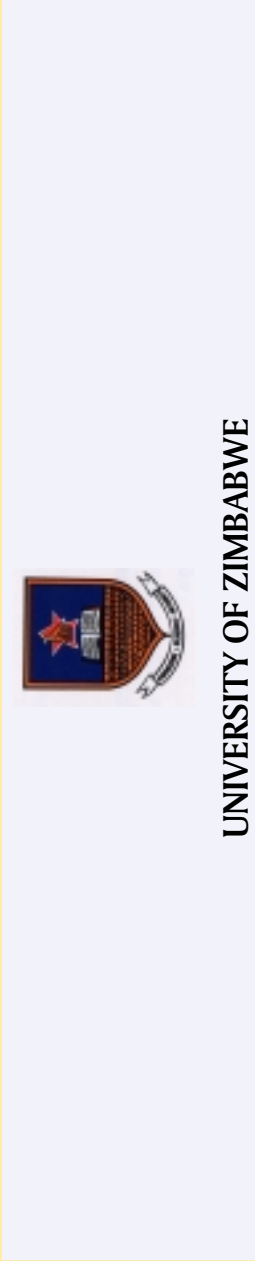
8. TIMING OF THE WEEDING EXERCISE

- Weeding should be an ongoing process so that enough space is always available for active materials.

9. AREAS OF RESPONSIBILITY

- Identification of materials to be weeded is the responsibility of librarians in charge of a faculty or branch library
 - Initial identification of material from the Millennium to be done by the Faculty or Branch Librarian
 - Withdrawal of material from the shelves to be done by the Senior Library Assistants
 - The Faculty or Branch Librarian is charged with listing all the materials that have been withdrawn from the shelves
- Faculty Librarians in consultation with their respective faculties will decide on the final list of material to be discarded.
- The final approval to discard materials is the responsibility of the Librarian.

APPENDIX IV: BINDERY SECTION LOG SHEET



Bindery Section Log Sheet

Section	Puliction Information	Date Of Entry	Received By	Expected Date of Dispatch	Date Of Dispatch	Collected By	Signature