INES RUHENGERI

LIBRARY SERVICES

LIBRARY POLICY

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2. ABREVIATIONS

INES	: Institut d'enseignement supérieur de Ruhengeri
URL	**:** Uniform resource locator
QMS	**:** Quality Management System
ICT	**:** Information communication technology
ID	**:** Identity document
KOHA	**:** Kalamazoo Optimist Hockey Association
DVCAR	**:** Deputy vice chancellor academics and research
OPAC	**:** Online Public Access Catalogue
E-resource	**:** Electronic resource
ISBN	: International Standard Book Number
ISSN	**:** International Standard Serial Number

3. DEFINITIONS

Author: A writer of a book, essay, story, play, poem or other work. Some works have two or more co-authors. In library catalogues authorship is sometimes attributed to an organization, conference symposium, or institution. This is known as a corporate author. Other individuals such as editor, playwright, director, composer, performer, or other, may also be considered an author.

Bibliography: A list of all the books, journal articles, conference papers and websites that have been used during a person's research. The bibliography might include items not specifically cited in the text of a document, but they are still important background reading that support ideas and conclusions reached by the author. This list of references is found at the end of a book, article or assignment.

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.

Classification: Classification is used in libraries to keep like subjects together on the shelves. The major classification scheme used in the University of Rwanda is Dewey Decimal Classification Scheme (DDC).

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.

E-Journals: An electronic version of a journal. At the University of Rwanda e-journals are accessed via *library.ines.ac.rw*

Electronic resources: Any of several different categories of databases and machine-readable files, including, but not limited to electronic journals and e-books, online databases and World Wide Web sites.

Encyclopedia: A reference material containing information on all subjects, or limited to a special field or subject.

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.

Help desk: The first service point for general enquiries and directions to collections as well help with borrowing and fines queries.

Fine/overdue: 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.

High Demand: The High Demand Collection is where items that are in heavy demand are placed while students work on specific assignments. Items are held in this collection for a limited period of time and may be borrowed for a short period of time.

Holdings: All the materials (print, non-print, and electronic) owned by a library.

Journal: A publication published periodically (monthly, quarterly, or other), devoted to a specific field or subfield of knowledge

Keyword: A word indicating a main term or concept or subject discussed in a document. It is used in searching catalogues and databases.

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.

Periodicals: Journals are published at regular intervals longer than a day but shorter than a year (weekly, monthly).

Plagiarism: An unacceptable practice of using other people's work or ideas without acknowledgement.

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.

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.

Plagiarism: is presenting someone else's work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement.

4. INTRODUCTION AND BACKGROUND

The INES Library is tremendously growing into a modern library which support teaching/research and project activities within INES-Ruhengeri and then contributes to development of surrounding communities. The library provides access to books, print journals and reference materials and connections to many remote databases. This library System is implemented in order to help Users get access to Online Public Access Catalogue by using library URL address: library.ines.ac.rw. Our library provides relevant information resources ranging from print materials to E-resources.

The strength of INES library is gained through engagement with the academic community. INES library should be designed and managed to take into consideration all users. Students are concerned with personal study space, interactive learning areas, strong information resources and technology, and operational hours. For students and staff the library is one of the most important organ on campus. Library is especially concerned with collections, allocations, acquisitions, preservation of knowledge, and availability of key scholarly works in all media.

Many other spaces on campus exist for students to use for working, eating, and socializing. Moreover, the university can make computers and other equipment available to students in many places in addition to its principal library. No other building on campus houses large quantities of printed books, and none likely will.

5. PHILOSOPHY OF INES-RUHENGERI

Three core complementary pillars constitute the philosophical backbone of INES endeavour: to build signs of hope, to contribute to unity and reconciliation, to contribute to sustainable development. These pillars are anchored with Christian ethical values and constructive critical thinking.

5.1. MOTO OF INES-RUHENGERI

Scientia et lux / shifting from paper to product

5.2. INES VISION

The vision of INES is reflected in the following statement: *"Universality in every individual; knowing in order to better serve the world"*

5.3. INES MISSION

According to the statutes of INES the mission is expressed as follows: *"To contribute through interactive junction between civil society, private sector and public sector to the national and regional development, by providing specialized university education enhanced by research, in order to create competitive enterprises and well paid employment".*

INES' mission focuses on the relevancy and quality of education and the employability of graduates through collaboration with stakeholders in the whole spectrum of academic services. The mission statement refers to the above mentioned ambitions of INES and guides the Quality Management System (QMS)

5.4. POLICY STATEMENT

Purpose of the policy

The purpose of the policy is to:

- Establish a framework through which effective, efficient and dynamic library and information services can be developed, managed and provided in a manner that meets teaching, learning, research, innovation and community engagement needs of the INES RUHENGERI community and all stakeholders.
- Guide library staff in carrying out various library activities in a standard manner
- Integrate the library Services with academic, research and other activities at the INES RUHENGERI to maximize the library's support of these activities.
- Encourage involvement of academic staff in the library and information service development and management in order to promote an understanding and appreciation of the service for sustainable maintenance of the best possible service.
- Provide guidelines, including requirements, standards and boundaries for conduct as well as consistent implementation of daily library operations for users and staff respectively.

6. INES LIBRARY

It intends to give good services to its users. As an academic library, INES library aims to deliver the quality services to its users in order to satisfy their needs in information. Library rules and regulations are set in order to help all INES library users to be aware of the library services and how to access and benefit from them. In line with the idea of providing efficient service in conductive atmosphere within its facilities, users are required to comply with these library rules and regulation as stated below.

6.1. LIBRARY USERS

Accessibility to the library services

INES library is reserved for the following users:

- INES students
- INES academics and administrative staff
- Alumni of INES Ruhengeri
- INES Board of Directors
- INES founders and their relatives
- People under special partnership with INES
- Any other users from outside of INES community who have been granted permission by the Library Management.

6.2.   LIBRARY SERVICES

Services offered

The services offered by INES Ruhengeri library are as follow:

- Lending/borrowing services
- Reference services
- User education/guidance services
- E-resources services
- Reading room with wireless connection.
- Desktop computers for users

Services hours

 INES library is opened according to the following schedules in the table below:

Day	Time
Monday-Friday	7:30 am-8:30pm
Saturday	8:00am-5:00pm
Sunday, umuganda and public holidays: Closed	

6.3.   LIBRARY FUNCTIONS

Collection development

INES library shall select, acquire and organize materials to facilitate teaching, learning and research activities.

User guidance

INES library shall provide information literacy training for students and academic staff especially during induction week for all new entering students. During this activity, students will learn more about digital library, library classification-resources and code of conduct of the library.

Access to information

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

Research environment

INES library shall provide appropriate facilities, equipment, resources, and assistance to meet the research needs of students, INES staff and visitors.

Customer care service

INES library shall employ qualified staff who facilitate access to library collections and services and help users to achieve immediate and lifelong learning goals. INES library shall serve communities beyond the university through outreach programs.

Excellent customer service should be the priority and we will strive to create a rewarding library experience for INES community. It is the responsibility of every staff member to present a positive image of the library at all times.

Therefore:

- INES library provides courteous, responsive, high-quality service to our customers.
- INES library provides the best possible service at all times, within the constraints of available resources.
- INES library provides the same quality of service to all regardless of age, race, gender, religion, ethnicity, educational background, sexual orientation, physical limitations, or any other criteria.
- INES library provides access to traditional and innovative resources and instruction in their uses.
- INES library develops and regularly review library systems, services and policies to ensure its customer-friendly.
- INES library seeks innovative approaches to benefit the users.
- INES library listens to its users and responds to suggestions and concerns with fairness and flexibility.
- INES library respect our customers' privacy.
- INES library treats library employees as customers and believe that great internal customer service creates great external customer service.

INES library report

The monthly, semester and annual report are needed in order to have a robust and dynamic library of vital to the academic life of the institution. The library provides an environment for discovery, reflection, and expansion of knowledge. In addition, the library often serves as a physical core to campus. The academic community and its needs determine the library's utilization of space and allocation of resources.

6.4. LIBRARY ORGANIZATION

Library activities have been classified and divided into manageable jobs and allocated to library staff.

1. *Circulation Services*: Staff assigned to Circulation Services provide efficient service for users through the charging and discharging of books, assisting customers with their library card or student cards, coordinating circulation of library books, and returning library books to the shelves.
2. *Technical Services*: Staff assigned to this department will be responsible for the ordering and processing of library materials and for maintaining the budgetary records of the library's materials collection. This will include directing and coordinating all functions related to the purchasing and processing of library materials for the system. This department also maintains and troubleshoots issues with the catalog.
3. *Digital Services*: Staff in this department will manage the library's digital services, including web site, library management system (KOHA), library security system and digital library. In this line library staff evaluate, recommend, and implement new technologies and maintain the library's computer equipment (hardware and software), its networks, and operating system.
4. *Administrative Services*: Administrative personnel, specifically the Director, provides leadership to the staff in the promotion, interpretation, and support of library policies and procedures. This leadership includes planning, directing and coordinating the services and personnel of the library based on the Policies of the Library. Other functions of this department include staff management and records keeping of the library.

Staff capacity building and professionalism

INES Ruhengeri shall encourage library staff to expand their professional competence in order to support library users in proper way. In this line INES Ruhengeri shall organize trainings and workshops for library staff.

6.5. CODE OF CONDUCT

- All library users must keep silence while in the library and its surroundings. It is strictly receive or make telephone calls while in the library, the telephone must be in vibration or silence mode. Failure to abide with these rules can lead to penalties including expulsion from the library services.
- As a public place, the library declines responsibilities with regards to any theft of personal belongings left in the library.
- Reservation or booking of seats is not permitted. The library staff shall remove books and other articles left on chairs and tables.
- Threatening, intimidating and disruptive behavior that interferes with normal use of the library, such as abusive language, threats of violence, fighting, hostile behavior or any other type of harassment to a user or library staff is not allowed and will lead to prosecution
- Avoid messy foods that may damage library material and facilities
- Leave library resources, furnishings, and equipment as they found them.

- A void consuming food and drinks or smoke and tobacco products while using library resource materials checked out from the library.
- Dispose of all trashes in appropriate containers so that a clean environment can be maintained at all times.
- Report any spills they cannot effectively clean up to library staff so that appropriate action can be taken
- Smoking, and use of tobacco products, electronic cigarettes and similar devices, is not permitted in any library or within a 20-foot radius of all library entrances, doors and windows, and air intakes.
- For students' dissertations plagiarism is strictly forbidden, it should be check before final submission to the library. In case plagiarism detected in a document, student is requested to review whole document.
- Users contravening the policy shall be asked to leave the library, INES Ruhengeri's security personnel shall be called to assist if users fail to comply with Library staff instructions.

6.6.   BORROWING RULES

Most books in library may be borrowed by authorized users for use outside library.

- To borrow a document, a user is requested to present a student's card/library card which is given back when returning the document after 7days for ordinary books and 1 day for dissertations, references and books on high demand.
- INES academic staffs and administrative staffs are allowed to borrow a maximum of three (3) documents at once for a period one month renewable term.
- INES Students can borrow a maximum of two (2) books at one point in time for a one (1) week renewable term.
- INES outside users must present ID card and have freedom to use library documents/books and return them at the same date.
- All library documents must be handled with care. Torn covers or pages or any other damage to documents must be reported to staff immediately.

Some books are put on borrowing conditions

The following are some documents given out to the library users on short time (one day):

- Reference documents, encyclopedias, dictionaries, dissertations and thesis, periodical (magazine and newspapers), books that are available in limited copies and on high demand, books that still in treatment (cataloguing, classification, labeling) process.
- For inventory purposes, all documents borrowed must be returned at the end of the every year for stock taking.

Overdue fines

Library materials must be returned on due date; Failure to do this will result into penalties and more administrative measures shall be taken against the offender.

The following fines and penalties shall be imposed on those who will break these borrowing rules and regulations:

A fine shall be paid by the user if he/she delays with a borrowed material as follows:

- For the reference documents, dissertations and thesis the user pays 1,000Rwf per document and per day delayed;
- For other documents the fine is 500Rwf per document per day delayed.
- In case of loss or damage, the borrower will be required to replace the book/document with the same title and pay a fine equal to days delayed.

However, if the borrower proves that the kind of book borrowed is no longer on the market, he/she will pay immediately times 3 of the cost of the book after getting the approval from the library management. He /she must also pay additional fine equivalent to days delayed.

6.7.   DIGITAL LIBRARY AND E-RESOURCES

Digital library and e-resources are any information source that library provides access to any electronic formats such as e-books-journals, online database.

Digital library and e-resource username and passwords will be available at INES library helpdesk in order to facility research of our students.

The list and the links of the e-resources that INES Ruhengeri is registered to are accessible via the INES website: www.ines.ac.rw. Username and password (where applicable) are known from library. E-books are available via library machines and some Lab of INES-Ruhengeri.

Consulting online catalogue

Before borrowing any document, user should consult the library catalogue at https://library.ines.ac.rw/ for bibliographical reference. She/he may consult librarian when getting difficulties to find out information. The user may use INES web site: www.ines.ac.rw

6.8.   LIBRARY READING DAY

Reading is a foundation of life, an activity that people who are engaged with the world do all the time. For raising reading culture at INES Ruhengeri, INES Library needs to explain more about its daily services and products. It is in that way it is planning to organize one day event per semester and the event will be called Library reading day. The preparation and organization of the day will be in the hands of library staff in collaboration with library committee.

6.9. LIBRARY COMMITTEE

The library committee consists of a group of persons who are empowered to help library staff in certain jobs relating to library and administration. The library committee includes a chairman, a secretary, members or a convener or members.

The Library Committee is headed by DVCAR and composed by deans of faculties, director of research, director of quality, director of ICT, director of library, director of planning and representatives of students such us guild presidents, academic ministers (weekend and day program). The Library Committee reviews and recommends policies for the Library, with particular attention to the collection budget and to the distribution of resources among academic divisions and units. The Library Committee provides a channel of communication between the Library and the faculty, staff, and students, while also assisting in the assessment and promotion of the Library's alignment with the needs of the College community.

Terms of Reference of INES Library Committee

- The Library Committee shall be responsible for:
- Deliberating and advising on the direction and development of policies for INES library
- Monitoring the quality of information services and resources and ensuring that these are appropriate to academic teaching and research programs, taking into account of international developments and best practice in order to ensure that services and resources are of the highest possible quality and standards.
- Identifying strategic development channels most conducive to appropriate library service provision and advising the DVCAR and Academic Senate on priority areas for development of scholarly information services and resources.
- Advising the Director if library collection, service, and facility issues and identifying strategies for library funding and staffing.
- Referring of needs from the Library Committee to Senate
- Planning of new facilities
- Collection development in terms of recommending new books, journals, audio-visual materials
- Removal of outdated or inappropriate material; and cancellation of subscriptions.

Membership

The membership of the Library Committee composed by

- Chairperson: Deputy Vice Chancellor for Academic Affairs and Research
- Deans of faculties
- Student representatives nominated by the Student Guild
- Director for Research
- Director of quality
- Director of ICT
- Director of library

- Director of planning
- Guild present
- Academic mister (day and weekend program)

Frequency of Meetings

Meetings shall be held three times a year and special ad hoc meetings shall be held as requested by members.

6.9. WEEDING

Weeding is the systematic removal of resources from a library based on selected criteria. Weeding and collection maintenance are based on the availability of newer, updated resources or the circulation statistics and use of materials. Policy language that references weeding should highlight objective criteria used in making decisions, such as publication date, circulation history, and the physical condition of the resource.

Weeding Procedure

- Using the criteria in this policy, titles to be weeded shall be identified.
- Circulation staff will change each item's location code to "Weeding" and notify the Library Services
- This location shall appear in the Library's public catalog. If anyone does ask for a weeded book, it shall be retrieved from the weeding area.
- The Director of Library Services shall generate a list of books to be weeded, including reasons for weeding (older edition, duplicate, outdated content or damaged) so as to help library committee to review the list. For each title, the list shall include call number, title, author, publisher, publication date, and item creation date.
- The Director of Library Services shall visit respective library shelves in order to review the list of items to identify for weeding to confirm adherence to the weeding criteria provided by this policy.
- The Director of Library Services shall review circulation data to consider keeping or updating titles that are currently in demand.
- The Director of Library Services shall send list to the Deans who then shall notify the academic staff in the departments and ask for their feedback/inputs.
- The library committee shall be given two (2) weeks to review the list and respond. After two weeks, if there is no response from the department, the Library shall proceed with weeding the items.
- The library committee shall send back a list of books they need to library to retain or the materials to be weeded.
- The weeded books or materials shall be available for review for a period of one month during all hours that the library is open.
- After the one-month period, the Director of Library Services shall then make a decision taking into consideration inputs from library committee.

- The Director of Library Services shall update Librarians on the materials to be retained in collection and have their location changed back from "weeding" to regular location and the materials to be withdrawn and weeded.
- After receiving inputs from all the involved parties, the list of books to be weeded shall be presented to the Library Committee for approval.
- The Director of library shall communicate, in writing the Library Committee's weeding decisions to the academic staff and library staff.
- Library staff shall update locations for items to be kept from the weeding shelf, back to the appropriate places.
- Library staff shall then notify Cataloging staff that the serial records need to be suppressed, updated, or deleted as appropriate.
- Library staff shall suppress or delete records as appropriate.
- Library staff, stamp items as "withdrawn," and "discarded".
- If a decision to disseminate rather than discard is made, then the Director of Library Services shall make arrangements to contact the new owner(s).

7. BUDGET

- Library resource budgets will be developed annually in consultation with library committee and monitored on an ongoing basis by library staff.
- Library staff will use their professional judgment and come up with criteria, to determine budget allocations for various departments.
- Library budget shall be funded by INES Ruhengeri

8. APPLICABILITY

- In order to improve on the library services, users' suggestions can lead to modification of the present library policy every five years
- This information is disseminated through INES website : www.ines.ac.rw
- For more information, users are invited to contact the library Management or any other librarian on duty.

This library policy shall come into force on the date of its approval by the academic senate.

Approved by the Academic Senate

On 21st July 2022

Fr. Dr. HAGENIMANA Fabien
Vice Chancellor