Preamble

The LIS Procedure Manual articulates in a simplified step-by-step guide how to carry out library operations as well as how to effectively provide access to resources and services for the benefit of HIT bona fide staff, students and researchers including approved readers. The procedure manual therefore forms a critical governance tool that clarifies how library processes, operations (activities) and services are carried out. It can be used for continuous professional development of library staff as well as for the orientation and training of new staff that join the Library at any given time. It also serves to inform stakeholders including auditors who may need to understand how Library processes, operations and services are carried out. The procedures outlined are guided by the Library Policies which provide the framework within which the library processes, operations and services are executed. The procedure manual should therefore be read in conjunction with the Library Policy.

Section 1: Acquisition Services

1.1 **Introduction**

Acquisition is a function of collection development hence it is guided by the Library Policy (see Chapter 1: Collection Development). Acquisition refers to the building of library resources through purchases, donations in cash or kind, inter-library loans and exchange programmes. The following are the objectives for carrying out this activity:

1.2 Acquisition Objectives

a) To continue to add to the Library collection information resources that are relevant to the HIT mandate in sufficient quantities, with good depth of coverage, at appropriate university level and in appropriate formats such as print, electronic and multimedia formats.
b) To maintain the Library's collection up to date so that it is adequately representative of HIT's current and future disciplines while responding to changing discipline boundaries; and
c) To contribute and constitute a comprehensive budget that is able to build a meaningful collection of library resources for the Institute.

1.3 Selecting Books for Acquisitions

a) Responsibility for selection lies with the academic and research staff and students as guided by the Library Policy.
b) The Head of Bibliographic Services (Bib Services) undertakes needs assessment surveys to determine and assess what should be acquired and in what quantities based on observation of use patterns, use statistics, requests and suggestions from academic staff including suggestions from students who submit their needs through their departments.
c) Books are purchased according to the following criteria:
    i. The STE curricula and innovations of Schools and Department;
    ii. The up-to-date of the publication;
    iii. Literary excellence, scientific and academic rigour;
    iv. The authoritativeness, reputation and significance of its author and publisher;
    v. Readability and popular appeal of publications;
    vi. Appropriateness and relevance of content commensurate with the cost and need;
    vii. Multiple copies are purchased as recommended by lecturers and/or size of user group(s); and
    viii. Donations are accepted using the same criteria that is used for book purchases

1.3.1 Acquiring Books

a) Selecting Books for Purchase

i. Bib Services Librarian requests book order suggestion lists from academic departments.
ii. The Bib Services Librarian distributes print and electronic booksellers' and publishers' catalogues, new book announcements and book reviews.
iii. Book order suggestion lists are checked against the library's online public access catalogue (OPAC) before acquisition to verify whether books suggested for acquisition do not already exist in the Institute.
iv. In cases where the suggested orders already exist in the collection, a decision is made in consultation with the relevant department(s) whether to proceed and acquire multiple copies or to cancel and replace the suggested title(s) with another (s).

b) Seeking Authority for Quotations

i. Once this is ascertained Finance Procurement Regulations are followed to compile and seek authority to acquire the suggested books.
ii. Authority to seek competitive quotes is given depending on the availability of funds.

1.3.2 Placing Book Orders

The selection of book suppliers and placement of book orders up to the payment of delivered books is guided by the Institute's Procurement Regulations that are resident in the Finance Department.

a) Processing Internal Requisitions

i. An Internal Requisition Form(s) is/are completed upon receiving book order requests from Schools and Departments;
ii. On approval of the Internal Requisition Form, the Finance Procurement Regulations are followed which stipulate that a minimum of three (3) quotations should be sourced where the total value of the book order is within the acceptable thresholds for Competitive Quotes.

b) Analysing Quotations

i. The Competitive Quotes process is carried in the Library.
ii. Where the total cost or value of the order is above the competitive quotes threshold, an Informal Tender system is followed which also has its own threshold and where tenders are advertised and adjudicated by the HIT Internal Tender Committee.
iii. Where the total cost of the order exceeds the Informal Tender threshold, a Formal Tender system is followed which is also managed by the Internal Tender Committee.
iv. It is important for the Acquisitions Department to regularly check with Finance Department on these thresholds as they change from time to time.

c) Completing Comparative Schedules

i. Comparative schedules are compiled in all the three systems which are used to determine and select competitive book suppliers that should be engaged for the supply of the books ordered.
ii. Quotations may be sourced through advertising and invitations to supply books that are placed on the Institute website, in the print and electronic media and on the Institute Notice Boards.
iii. The most competitive supplier(s) are selected and engaged based on competitive and fair pricing models, quick delivery time as well as sound business reputation of the supplier.

d) Processing Purchase Orders

i. Purchase Orders are completed in triplicate as indicated by the White, Pink, and Off-white colours of the Purchase Order Book.
ii. The Purchase Order is sent to Central Buyer for the final approval of the purchase order.
iii. On approval, the completed Purchase Order is sent to the selected Supplier and a copy to the Central Buyer in the following sequence:
    - White top-copy should be sent to the Supplier;
    - The second pink copy is sent to the Central Buyer together with Supplier's invoice and copies of the quotations for payment upon delivery of the books ordered; and
    - The Fast-copy or Off-white copy is retained in the Purchase Order Book as a Library record of the transaction.

1.3.3 Receiving Purchased Books

The payment for fulfilled purchase orders is processed as soon as the ordered books are received. The following procedures are to be followed:

a) Verifying Received Books

i. The order is received by Bib Services Staff;
ii. If Bibliographic Services Staff are not available at the point of delivery of the order, a Library Staff on duty at the Circulation Desk should receive the delivered books with a Delivery Note or Supplier's Invoice.
iii. The Librarian at Circulation Desk does not open the consignment but hands it over to Bib Services Staff for processing.
iv. The delivered consignment is unpacked in the presence of the Supplier's Delivery person.
v. Each supplied book is physically checked in the presence of the Supplier's Delivery person to check against defects, poor binding, torn pages and faulty printing.
vi. Any book(s) with such defects are immediately returned to the supplier who must replace the copy or copies.
vii. Where copies are not replaceable, the Supplier issues another Invoice less the damaged books so that the latter are not paid for by the Finance Department.
viii. The books are then checked against the supplier's delivery note/invoice to ascertain that the contents of the consignment were correctly packed.
ix. The delivered books are also checked against the copy of the Purchase Order to ascertain that the books supplied are the ones that were actually ordered.

b) Completing the Goods Received Voucher

i. The Goods Received Voucher is completed once it is satisfied that the goods supplied are in good condition and that they are the ones that were ordered
ii. The Voucher is then send to Finance Department.

1.3.4 Paying for Purchased Books

a) Processing Invoice for Payment

Following the acknowledgement of the Goods Received Voucher by the Finance Department, the supplier's invoice is processed for payment as follows:

i. It is stamped, "Passed for Payment".
ii. The Cash Requisition form is processed and sent to the Librarian for signature together with the supplier's invoice and the copy of the Purchase Order Book.
iii. Payment of the Supplier is processed in the Finance Department Cash Office with the instruction to either effect Cash Payment or Bank transfer to the Suppliers' Bank Account as stated on the Supplier's Invoice.

iv. Impress on The supplier must be impressed upon to issue a receipt to acknowledge payment received.
v. Copy of receipt is filed in the Acquisitions file and the original sent to Finance Department's Accounts Office.

1.3.5 Putting Ownership Marks

The received Library books are then secured through placement of ownership or security marks and/or stamps on designated pages of each book. The following procedures are followed:

a) Books without ownership marks must not be left in open public places as they pose a high risk of being misplaced and/or lost.
b) All sides of each book and security pages known in the Bib Services Department are stamped with the ownership/security stamp.
c) The Title page of each book must be stamped with the detailed Library stamp.
d) The 'Donated By' stamp is placed on all donated books.
e) The "Accessions" stamp is placed on the top left-hand corner of each title page Accession details are entered in the spaces provided on the stamp, such as the "Acc. No." and "Acc. Date" and the "Call No." which will be filled in by the Classifier.

1.3.6 Accessioning New Books

Accession is the process of assigning a unique identification serial number on each individual publication acquired in the Library. Even where there are multiple copies of the same title, each copy is allotted a unique identification or security number. The number is used for audit and stock-control purposes. The numbers are generated manually in a Register which records the Date of accessioning, the unique Accession Number, Author, Title, International Standard Book or Serial Number (ISBN/ISSN), the Publisher, Supplier, Actual or Estimate Price for that item and its date of publication. A column for additional comments is provided to record useful acquisition remarks such as name of Donor for donations. The following procedures are followed:

a) There are two categories of Registers, the Accessions Register for Purchases and the other for Donations.
b) Each book is recorded in the appropriate "Accession Register".
c) The Accessions Number for purchases begins from 1 to the last number allotted at the end of the year. This serial number is separated from the year of acquisition by an oblique sign as follows, 1/2016, 2/2016, 3/2016, etc.
d) Donations serial numbers consist of a simple and continuous numerical value as the publications are received in the Library such as 1 – 1 000.

1.4 Journals/Periodicals

Journals, in both print and electronic formats, are critical to teaching, learning and research process and support the Institute mandate as they provide the most recent information and research data on science, technology and engineering disciplines offered and technology innovations produced at HIT. Being serial publications that are published on a continuous basis and require renewal of the subscription license fees on an annual basis, journal subscriptions constitute a recurring expenditure to the Library hence Institute budget. The HIT Library and Information Services subscribes to electronic journal database platforms annually through the Zimbabwe University Libraries Consortium (ZULC). The ZULC works with an International partner, the International Networking of Scientific Publications (INASP) who assists in the management of publishers of electronic database platforms and negotiates for favourable pricing of the resources. The INASP works with the ZULC through a Country Coordinator, who currently is the Librarian of the University of Zimbabwe.

1.4.1 Selecting Journal Databases for Subscription

a) The Country Coordinator receives from INASP a list of electronic database platforms from publishers that they would have negotiated with to participate in the INASP programme of providing access to research knowledge and information to developing countries at hugely discounted prices.
b) The Country Coordinator distributes the lists of available database platforms to all ZULC member libraries.
c) Each ZULC member library then carries out the initial selection of suitable and relevant databases from the list from INASP for subscription according to institutional needs
d) The selections from individual member institutes are considered by a ZULC Committee and a final list of databases to be subscribed to is produced and approved by ZULC Council of Directors.
e) The final list is submitted to INASP for billing purposes as a country list of preferred database of electronic resources

1.4.2 Placing Orders for Journal Database Subscriptions

a) Orders are processed by the ZULC on behalf of each member institute.
b) The Country Coordinator receives the country invoices for all the e-resources and submits the invoice to the ZULC Treasurer who calculates the equal share of each institution as contribution towards the bulk invoice.
c) The Treasurer invoices each institution and sends the invoice by email.

1.4.3 Paying for Journal Database Subscriptions

a) An invoice to pay for the selected and approved journal databases is received from ZULC Treasurer by each institution.
b) The Bibliographic Services Unit processes the payment of the invoice following the Institute invoice payment procedures.

1.4.4 Accessing Subscribed Databases

a) Once payment is made for the database platforms, License Agreements are provided by each database provider
b) Access to and use of e-resource databases is activated for each institution by the Country Coordinator after signing of license agreements and registration with each database selected.

1.4.5. Measuring & Evaluating Use of E-resource Database Platforms

a) Continuous assessment and evaluation of journal databases that are currently on subscription is done throughout the course of the year by each member institution by way of recording and analysing usage statistics.
b) Trial runs for new online resources that are suggested by users in ZULC member institutions are carried out and outcomes of the trial runs are considered by the ZULC E-Resources Selection Committee for possible inclusion in the e-resource subscription suite for the consortium.
c) Databases that are found being under-utilised are removed from the programme.

Section 2: Cataloguing and Classification

2.1 Introduction

The cataloguing and classification function of the Bibliographic Services is a critical process that is carried out on all newly acquired library resources. The function enables the easy identification and retrieval of information resources from the library and/or wherever they are kept for use by users. Cataloguing is the process of providing a description of the physical item. This is referred to as Descriptive Cataloguing. The process establishes an item's identity through describing it, determining its 'main entry' and selecting 'added entries' that all used to identify. Locate and retrieve an item from library shelves. Classification is the process of identifying the subject matter of an item and allocating it a unique identification number, what is called the Call Number or Classification Number. The Call Number determines where the individual items are placed on library shelves which are arranged in numerical sequence according to the classification system in use in the Library.

2.2 Objectives

The following objectives guide the processes and activities in this Library function:

- To facilitate easy identification and retrieval of information resources;
- To facilitate browsing of information resources on the same subject; and
- To bring orderliness of resources on the shelves.

2.3 Classifying Books

It is good practice that the subject matter of an item must be determined and be identifiable. This allows for useful arrangement of items on the shelves and enhances browsing as items on the same subject would be found together. The HIT Library use the Library of Congress Classification Scheme to assign subject numbers and unique identification numbers called Location or Call Numbers to items. To avoid scatter of items on the same subject and achieve good order on the shelves, the following procedures should be taken:

a) Search and import item record from online catalogues of other libraries using the same classification scheme as HIT Library
b) Select class number and check against HIT Library shelf list to determine the best class for the subject matter of the item
c) Also use the" Publication in Data" that is, the bibliographic description provided by the publisher usually found on the back of the title page of the item being processed to assess the given class number of the item.
d) Write clearly, the class number on the item itself.

2.4 Cataloguing Books

Cataloguing provides a description of the physical item in order to identify it. The cataloguing process also enables main entry or access point to be determined as well as added entry points that can all be used to identify an item for retrieval and use.

a) All fields and sub-fields of the standard bibliographic record of an item must be filled in as shown on procedure 2.4.1 Bibliographic Record Structure below.
b) A "right click" on the field will allow a sub-field to be inserted.
c) Clicking inside the sub-field shows what that sub-field stands for and provides the necessary information to fill it in.
d) Information available from the item being catalogued including information provided by the Library of Congress Cataloguing and Publication in Data is used to complete the record.

e) Records can also be imported from online catalogues of other organisations through Z39.50 facility and then edited to produce the Library's standard bibliographic record that is relevant to HIT
f) The MARC 21 template is also used to create the bibliographic record following standard cataloguing rules such as the Anglo American Cataloguing Rules 2 (AACR2).

2.4.1 Structure of a Bibliographic Record (Fields & Subfields)

Each MARC field has subfields to it. A "right click" on the field enables a sub-field to be inserted using the "insert" command or selecting the sub-field and pressing "ENTER". Each subfield is tagged signifying what it stands for. MANDARIN M3 provides the necessary punctuation that must be followed.

020 –International Standard Book Number	{ISBN}**
100 – Personal Author's name e.g. **	**Jones, Michael.**
110 – Main Entry – Corporate Name	
111 – Main Entry – Meeting Name	
245 – (a) Title statement**	**Chemical engineering**
- (b) Sub-title	**theory and practice**
- (c) Statement of responsibility**	**/ by Michael Jones**
250 – Edition Statement **	**4thed.**
260- (a) Town of publication **	**Harare**
- (b) Publisher **	**College Press**
- (c) Date of publication **	**c2008**
300 – (a) Physical description , e.g. **	**vii, 680 p.**
(b) Other physical descriptions, e.g.	**ill.**
(c) Dimensions e.g. **	**22 cm**
(e) Accompanying material	**Accompanied by CD-ROM**
500 – General Note area	
504 – Bibliography, etc note	**Includes bibliographical references**
650 –Subject entry ** (Repeatable field maximum of 4 subjects)	
(Use LC Subject Headings to arrive at correct subject indexing)	
654 – Subject Added Entry	
700 – Added Entry – Personal Name (Up to 2 personal names) **	
852 – Location/Class Number**	
(a) Location **	**Short Term Loan**
(h) Classification Part **	**7880**
(i) Item part (First three letters of Author's name) **	**JON**
(k) Class number prefix **	**HD**
(t) Copy number / Accession number	**04/2006**

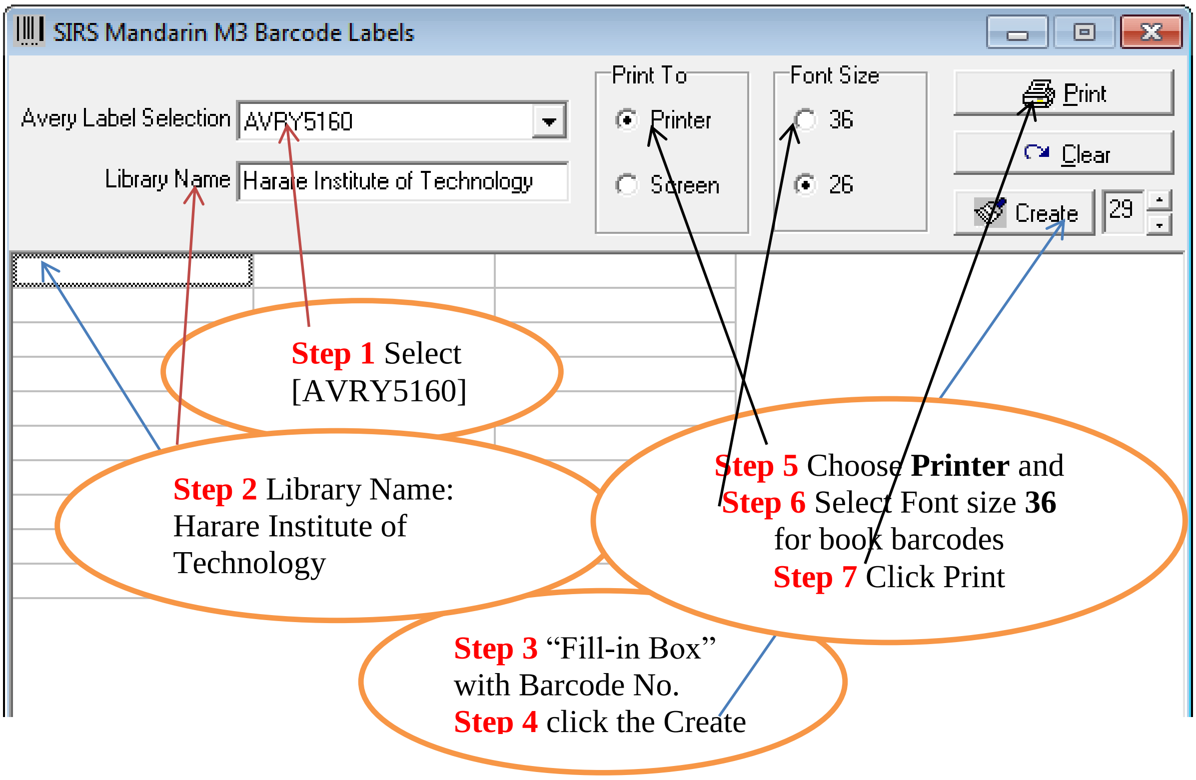
** are mandatory fields and subfields

2.5 Barcodes

All items in the library, including library patrons, are assigned barcodes that uniquely identifies each one of them. Item barcodes appear on the item itself while those for patrons are placed on their identity cards. Production of the barcodes follows the procedure outlined below:

2.1 All programs are started and Mandarin M3 should be selected

2.2 In M3, Utilities then Barcode Labels are selected. The following Steps 1-7 are then followed as shown in the displayed window below:



2.6 Creating Holdings

Items held in the Library are referred to as "holdings". When looking in a library catalogue to see what books are held in a library, one will actually be looking at the catalogue of the library's holdings. It is important that records of the library holdings be created to enable the circulation of items in the holdings. Thus a holding record should provide accurate information for use at circulation. Information for all fields of the holding record should be entered accurately. See the example shown below:

Assuming the book has class number **HF5105 JON for General Collection**

852 (a) Location e.g.	**General Collection**
(h) Classification Part	**5105**
(i) Item part	**JON**
(k) Class numbers prefix	**HF**
(p) Barcode	**BK0002537**
991 (a) Groups Information	**General Collection**
994 (a) Status e.g.	**In bindery**

Section 3: Book Binding

3.1 Introduction
The Binding process involves the repair and binding of torn library materials, especially books. This section outlines the steps that are taken to bind library resources starting from identification of the damaged item to the point when the item is ready for re-use.

3.2 Objectives
The objectives for binding library materials are as follows:
a) To identify and repair library resources to enable them to continue to be valuable and useful in the teaching, learning and research activities of the Institute; and
b) To conserve and preserve important and critically limited library materials.

3.3 Responsibility
The Reader Services Unit identifies damaged materials and sends them to the Bibliographic Services Unit for binding

3.4 Identification of Books for Binding
a) Books needing repair and binding are identified during the daily shelving, shelf reading and circulation processes.
b) Users can also bring to the attention of Library staff those books needing urgent repairs and binding.
c) Books in a state of disrepair can also be identified during stock-control exercises.

3.5 Assessing Damaged Books
The books that are torn are assessed to determine the type of repair and/or binding they require. The following are categories and levels of binding that are carried out as determined by the severity of their state:
a) For minor bindery, the book will have a few loose pages with the cover still intact;
b) For major binding, the book will have loose pages and the cover semi-detached or fully detached from the main frame of the book;
c) For quarter binding, the book will be intact but the spine damaged such that it requires reinforcement; and
d) Full binding means that the book has several loose pages and the book spine badly damaged such that it requires rebuilding or complete binding.
e) The Library is able to undertake minor repairs and minor binding. The rest of the detailed binding is outsourced to professional service providers

3.6 Recording Damaged Books in the Book Binding Register
All damaged books are assessed for repair binding services. The books needing repair and binding are recorded in a Book Binding Register that is kept at the Reader Services Desk. The following details are pertinent in the register:
a) Date of entry in the register is critical as it is use to determine the time a book is retrieved from the shelves and the time it would take to return the book into circulation after repairs
b) The title of book is important in order to be able to identify the book in the binding process
c) Accession number enables the easy identification of the book during and after the repair and binding process
d) Extend of damage determines the type of binding required; and
e) The Comments column records the binding status of the book.

3.7 Updating the Mandarin System

a) The system should be updated to reflect books that have been withdrawn from circulation for repairs

3.8 Binding the Books

The books are once again assessed in order to administer the correct binding which could be minor, quarter or full binding.

b) Minor binding may take between (10 – 15 minutes), quarter binding (15 – 20 minutes) and the book remains on the presser for overnight for the glue to dry so that full and complete bindery is restored.

3.9 Returning Repaired/Bound Books into Circulation

Before the repaired or bound books can be returned into circulation the following procedures should be taken:

3.9.1 Checking Bibliographic Information of the Repaired Item

a) Spine markings should be checked and remarked if not visible.
b) Due date slip in the book should be replaced if not available.
c) The accession number should be rewritten if deleted.
d) If full binding has been administered, it is most likely that the title of the book will be erased by the procedures so it requires to be engraved again onto the covers.
e) The system should be updated to reflect books that have been withdrawn from circulation for repairs

Section 4: Circulation

4.1 Introduction

Library users may require more time with certain books they would have found useful in the library. It is important that a service to meet such a need is put in place and a system of ensuring that all users have access to the same books in demand is also implemented. The circulation service in the HIT Library and Information Service is automated and uses Mandarin OASIS. The system allows users to borrow and return books after use. This service is provided at the Circulation Desk or Loans Desk. Payment of fines is also handled at the circulation desk. Operations on this desk should follow the procedures outlined below:

4.2 Objectives

a) To lend library materials equitably to all users;
b) To monitor the use of Library materials outside the Library and identify any damages and routing for repair; and
c) To collect and compile circulation statistics useful in making decisions regarding adequate use of library resources and services in the Institute.

4.3 Responsibility

The Head of Reader Services Unit Department is responsible for the circulation function and activities such as borrowing of library materials, compilation of circulation statistics, collecting, receipting and depositing fines with Finance Department Cash Office as well as timetabling of circulation desk duties among Library Assistants.

4.4 Creating Patron Records

In order to facilitate the quick and easy borrowing and returning of library books and other material for use outside the Library, a library account, or patron record, for each user must be created on the patron database platform. The following fields are used to create such a patron record:

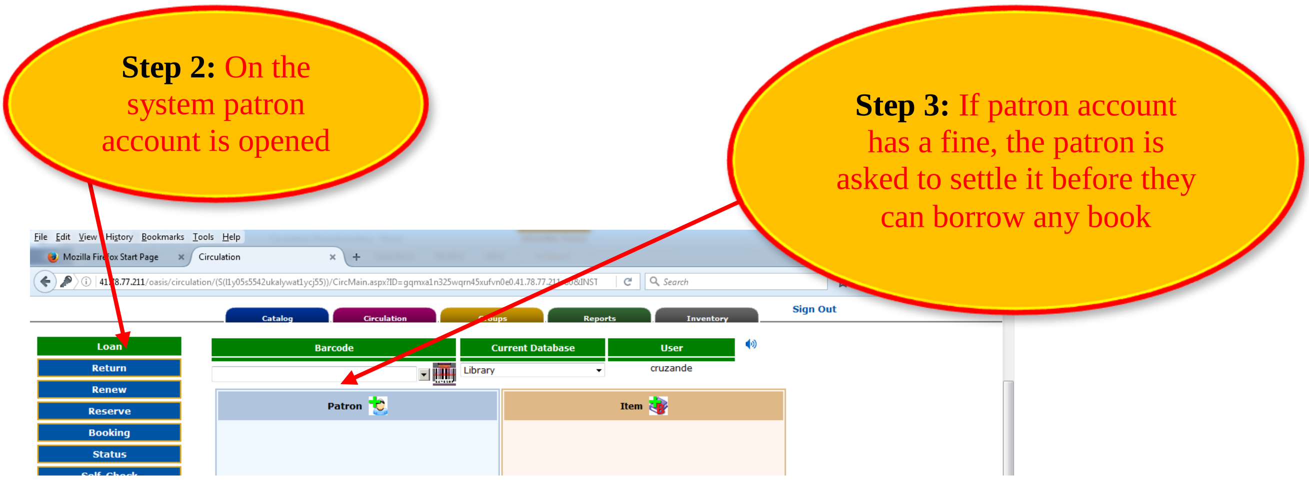
Field	Field Details
001	System information
100 a	First name
100 b	Middle name
100 c	Last name
100 f	Gender
100 s	ID Number
110 a	Primary Address
110 b	City
110 c	Province
110 d	Country
110 e	Postal code
120 a	Phone
120 c	Email
852 b	Department
852 h	Year of graduation
852 o	Login details
852 p	Barcode
852 q	Password
853 e	Membership expiry date

4.5 Circulation Procedures

The following steps are taken to circulate Library materials to users:

4.5.1 Books Loans

Step 1: Items should be checked for their suitability for loan. If not suitable, they are sent for repairs.



Step 5: The due date is noted and stamped on the due date slip in the book

Step 6: The transaction is then cleared from the panel in readiness for a new transaction

4.5.2 Baggage Lockers

Baggage Lockers have been provided for patrons to keep their belongings while using the library. These are located outside the library and a user is expected to borrow a key to lock their belongings in. Procedures for borrowing books apply for borrowing locker keys and are followed.

4.5.3 Returning Loans

4.5.3.1 Book Loans

When patrons return books they had borrowed for use outside the library the following steps are taken:

Step 1 a: The book is checked for any damage or overdue and the borrower notified of its status. If damaged,

Step 1 b: The patron's account is updated to reflect item returned damaged and a fine attached as illustrated in Step 1 c below.

Step 4: The due date on the due date slip inside the book is cancelled and the item is put on book trolley for shelving.

4.5.3.2 Returning Baggage Locker Keys

All borrowed keys are returned on the system following the same procedures for returning books.

4.5.4 Sending Online Circulation Messages to Patrons

Mandarin Oasis has a facility for sending electronic messages to all registered patrons notifying them of overdue books, fines, due dates and other notices. The following procedures are followed when communicating with patrons on their accounts:

a) The patron account is opened on the system Open patron account on the system using patron barcode.
b) In messages menu, an appropriate message can be selected and send to the patron
c) If no appropriate message is available, one is created and sent.

4.5.5 Processing Claims by Patrons

Occasionally a customer believes that he/she has returned an item or items that are checked out on his/her account, or the account shows items checked out to the customer that he/she believes were never checked out. The library has an established process to locate the item and resolve the issue of outstanding items on a customer's account. If a claim is proved to be correct beyond doubt the, following steps are taken:

a) The patron account is opened on the system.
b) An item check box is selected and a transaction menu opened to update the patron's account with the claim

4.6 Handling Fines Paid

When receiving payment of fines:

a) The system is checked to ensure that fines accruals are correct.
b) All cash received is receipted in the in the receipt book.
c) The patron is issued with a receipt of amount paid
d) The cash is then locked up in the cash box for depositing with Cash Office at designated times.

Section 5: Reference Service

5.1 Introduction

A reference service is a direct, personal assistance to readers seeking information. The reference process will involve providing library patrons or users with information that relates to the effective identification, retrieval and use of various sources and types of information within and outside the HIT Library, whether in person, by telephone or by e-mail. Reference queries may be of knowledge based nature or centred on library holdings. In all cases, sound reference techniques are used to try and provided answers to users' queries.

5.2 Objectives of the Reference Desk

a) To communicate services and resources available in the library
b) To empower users with search skills to maximize usage of services and resources
c) To determine information needs and understanding their context
d) To recommend helpful sources of information to users

5.3 Responsibility

The reference service is the responsibility of the Sub-Librarian, Reader Services Department.

5.4 Preparing the Reference Desk

Daily when assigned to the reference desk, Library staff on duty ensure that:

a) Their name plaque is placed on top of the Reference Desk for easy identification by users;
b) All equipment and computers in the Library are functioning well and
c) That the desks and tables are clear of books that require shelving;

5.5 Attending to General Enquiries

Inquires may be directional, informational, require assistance with use of computers or service-related queries. The queries may be presented in person or over the telephone. The following procedures are followed to address enquiries:

5.5.1. General Reference Queries

a) All questions brought to the enquiries desk are noted down and analysed later for frequency of inquiry.
b) Questions that are found to be asked repeatedly are added to the Frequently Asked Questions (FAQs)
c) Questions that are not clear, hence difficult to understand are always clarified with the inquirer before any attempt to provide answers or assistance.

5.5.2. Computer-Related Queries

a) Malfunctioning noises or pop-up error messages on computers in the library are noted
b) If a computer query cannot be resolved, ICTS Technicians are notified without delay and provided with the error messages
c) If the problem cannot be addressed immediately, an out of order notice is placed on the computer to inform users.
d) All technical faults are reported to the ICTS Help Desk.

5.5.3. Telephone-Based Enquiries

a) Physical enquiries are prioritised over telephonic enquiries.
b) If there is a user needing assistance, the telephone call is answered and details of caller taken with a promise to return the call.

c) The call is returned immediately after serving the physically present user.
d) Minimum levels of time (below a minute) is spend with a caller
e) If a question requires more time, the caller's name and phone number are taken and he/she called back.

5.6 Carrying out a Reference Interview

It is critical to bear in mind all the time that the reference service is available to help patrons find what they want in the Library and from Librarians.

5.6.1. For queries of a research nature, the following procedures are followed:

a) A reference interview is carried out to determine the need for information, nature of problem, and what patron had done to help themselves
b) Patrons are assisted to go through the process of searching resources available in the Library and those available online.
c) The name of the patron and their contact details are recorded in cases where more time is required to carry out a search for the query.
d) Patron can request for additional help if needed
e) It is always good to check back with the user to see how they are progressing.
f) If patron is not fully satisfied he/she is referred to the RSD Librarian
g) All reference queries are recorded in the 'Frequently Asked Questions' register.

5.7 Absence from Reference Desk

a) A colleague or the Library secretary should always be notifies if the reference librarian has to be away for the desk for more than a few minutes
b) A vacation notice on the desk during break or vacation times when no reference librarians are available should be visible to users

5.8 Handling Difficult Patrons

A difficult patron may be defined as one who refuses to abide by the Library's established procedures, rules and regulations and one whose behaviour is inappropriate in an academic library. The following are steps that are taken when dealing with difficult patrons:

a) The issue or concern the patron has expressed is approached cautiously and the patron addressed with respect.
b) The patron is heard.
c) The Library policy is explained to the patron with calmness.
d) Options or solutions to the problem can be offered.
e) Time is allowed for solution to be worked out.
f) If running into difficulty, assistance from the supervisor and/or a call for Library Security is sought without delay.
g) Patrons who continue to flout Library Rules and Regulations are sent for disciplinary hearing before the Library Book Defaulters' Committee and/or the Student Disciplinary Committee in line with the HIT Ordinance 15 that governs student behaviour and conditions of study, teaching and learning

Signed for Approval by: …………………………………… Date:…………………
Senate Chairperson