

## Guidelines, Policies and Procedures

<b>Policy Name</b>	Library Circulation Policy
<b>Policy Number</b>	AKU-K/ LIB/PL/CR- 001
<b>Approved by</b>	Associate Vice Provost & University Librarian
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<b>Contact Office</b>	Office of the University Registrar

## 1.0 Introduction

A circulation or lending service is one of the key services of any library. Library circulation comprises the activities around lending library books and other materials to users. Circulation of library materials includes lending materials to library users, circulating materials (checking in and out), providing information about overdue items, fines and other library charges, charging and receipting overdue fines, sending out reminders or overdue notices, collecting statistics on library use, monitoring materials for damage etc.

This Circulation Policy Manual presents guidelines for maintaining accurate, efficient and consistent service procedures and providing students, faculty, staff and other external users full access to all materials available in the Aga Khan University library.

## 2.0 Policy Statement

To provide the general principles and framework to facilitate free and equitable access to library collections and services and to establish consistent rules and regulations that protect library collections and services.

## 3.0 Library Membership and Identification

- 3.1 Registration for library membership occurs when someone joins our institution
- 3.2 To borrow library materials and access certain library services, a valid, current library membership and a library card are required.
- 3.3 Library users must provide their library card in order to borrow materials.

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- 3.4 The cardholder is responsible for all items borrowed with their card. This card is not transferable to others.
- 3.5 It is the responsibility of the library users to inform the library of changes in address, phone and email.
- 3.6 The library should be notified immediately if a card is lost or stolen. Once the library is notified, the cardholder will not be responsible for further card transactions.
- 3.7 Replacement fee will be charged to replace lost cards. The replacement fee is Kshs.300.

## 4.0 Loan regulations and conditions:

- 4.0.1 Loan periods are determined by borrower status and item type
- 4.0.2 Library users are responsible for knowing the due date of library materials checked out under their name

### 4.1 General Collection

All registered members are eligible to borrow books.

The terms of the Loan are as follows;

- 4.1.1 Books normally circulate for two (2) weeks for students and staff, with the maximum allowed for borrowing being four (4) books at a time.
- 4.1.2 Faculty members can borrow a maximum of ten (10) books at a time for four (4) weeks.
- 4.1.3 An electronic library system to be used to facilitate book check-in and out, but a manual system shall apply in case of a power outage or system breakdown.
- 4.1.4 Borrowing books for photocopying is allowed for a limited time and must be done inside the institution. Due to copyright regulations, books can only be photocopied to a maximum of a third of the book or two chapters.

### 4.2 Reference Collection

- 4.2.1 The Reference Collection contains items which normally do not circulate
- 4.2.2 Includes Dictionaries, Encyclopedia, Atlas etc.
- 4.2.3 Books in the reference sections cannot be checked out as they are non-circulating materials only used within the library.

### 4.3 Newspaper & Magazines & Periodicals

- 4.3.1 Newspapers and Periodicals normally do not circulate outside, and are only used within the libraries
- 4.3.2 Users may scan some pages while inside the library

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- 4.3.3 In special circumstances, library users can request parts of Newspaper articles or Periodicals for photocopying while inside the institution in a guided manner.
- 4.3.4 Due to limited storage space, the back files of newspapers are not kept for more than six months.

### 4.4 Dissertation

- 4.4.1 Dissertations are being treated as reference materials.
- 4.4.2 They cannot be checked out
- 4.4.3 Users are allowed to borrow only one dissertation per time and use them within the library
- 4.4.4 Photocopying and scanning of dissertations is strictly prohibited

### 4.5 CD/DVD

- 4.5.1 CDs/DVDs can be circulated to students, faculty and staff.
- 4.5.2 Loan period is three (3) days for all library members, with a limit of 2CD/DVDs.
- 4.5.3 Duplication of CDs/DVDs is prohibited.

### 4.6 Computers

- 4.6.1 Library users can use computers to search materials and access the library OPAC.
- 4.6.2 Reservations for computers are not allowed
- 4.6.3 Laptops can be borrowed for two (2) days, renewable once and guided by the laptop lending policy.
- 4.6.4 All library users who utilize library computers are expected to do so responsibly, respecting library property and the rights of others and as per the AKU ICT policy.

### 4.7 Borrowing Privilege

#### 4.7.1 Renewals:

- 4.7.1.1 Renewals are allowed unless someone else is waiting for the material.
- 4.7.1.2 Borrower can renew up to three books
- 4.7.1.3 The renewal period is the same as the loan period.
- 4.7.1.4 Borrower can bring the book to the library to renew it or can communicate with the librarian via email to request a book.

#### 4.7.2 Reservations:

- 4.7.2.1 Library users may reserve general collection books at no charge and can reserve a maximum of two (2) books.
- 4.7.2.2 Users can make reservations via OPAC, email, telephone or walk-ins to the library.

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4.7.2.3 Reserved items will be held for one (1) day and kept at the check-in desk.

4.7.2.4 If a user fails to retrieve a reserved item within a day, the item will be released to the next user or returned to the shelves.

### 4.7.3 Recalls:

4.7.3.1 A recall is an official request for a book to be returned early.

4.7.3.2 Library users can request recalls of books depending on uses and urgency etc.

4.7.3.3 A librarian has a right to recall books borrowed by a user before the loan period is over to enable the use of materials by other users.

### 4.7.4 Trace (Books not found in the stacks):

4.7.4.1 If a user cannot locate an item in the main collection and it is not checked out, they may request a search by completing a Trace request

4.7.4.2 A trace for missing books within the library may take seven (7) working days

4.7.4.3 Users will be notified of the results of the trace via email or phone

### 4.7.5 Fine Policies

4.7.5.1 To encourage the prompt use and return of library materials, an overdue fine is charged for late returns.

4.7.5.2 It is the cardholder's responsibility to ensure that items are returned or renewed when due.

4.7.5.3 Main Collection Materials: Fines are Kshs. 50.00 per day

4.7.5.4 CD/DVD Material: Fines are Kshs. 100 per day

4.7.5.5 Items borrowed for purposes of photocopy and not returned on the same day will be fined Kshs. 100 per day.

4.7.5.6 Fines will accumulate until the materials are returned.

### 4.7.6 Overdue notices

4.7.6.1 The Library will send an email reminder to registered users before an item is due.

4.7.6.2 The Library will make a reasonable attempt to contact users about overdue materials via email or phone. Whether or not these attempts are successful, the fine is billed.

### 4.7.7 Lost Book

4.7.7.1 Library materials not returned within 100 days after the due date are assumed to be lost

4.7.7.2 The users will be held responsible, and an invoice will be generated for a replacement bill

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- 4.7.7.3 A replacement bill consists of the purchase price as quoted (which will be inclusive of 10% of the market value), the maximum overdue fine and the processing fee.
- 4.7.7.4 For print materials, users have the option of replacing the item on their own instead of paying the replacement costs. The book/books may be accepted depending on the physical condition.

### 4.8 Photocopying

- 4.8.1 Library users can borrow general collection books for photocopying
- 4.8.2 Photocopying must be done within the institution per limit time.
- 4.8.3 Fines will be charged on books taken for photocopy and not returned the same day.
- 4.8.4 Users can photocopy only 50 pages (or a third of a book) or two chapters.

### 4.9 Clearance

- 4.9.1 Students should return all the books and library Identity cards issued to them by the library at the end of their course.
- 4.9.2 Staff and faculty should return all borrowed library materials, including the library identity card and clear with the library when their contracts end.
- 4.9.3 The librarian must carefully check the system for uncleared records before clearing a staff or faculty member

### 4.10 Miscellaneous Information

- 4.10.1 Bags, parcels, etc., must be left in the assigned area.
- 4.10.2 Food not allowed in the library

### 4.11 Library hours of operation

- 4.11.1 Monday to Friday: 7:30 am to 8:00 pm
- 4.11.2 Saturday: 8:30 a.m. to 5:00 p.m.
- 4.11.3 Sundays & public holidays, the library will remain closed.