

NYANDARUA COUNTY ASSEMBLY

LIBRARY WORKING MANUAL

2017

NYANDARUA COUNTY ASSEMBLY

LIBRARY WORKING MANUAL

2017

Table of Contents

ABBREVIATIONS	iv
OPERATIONAL DEFINITION OF TERMS.....	viii
1.0 INTRODUCTION.	1
1.1 Library Manual:	2
1.2 Vision and mission.....	2
1.3 Objectives of the library.....	3
1.5 The library advisory committee	4
Composition of library advisory committee.	5
Duties of library committee	5
2.0 COLLECTIONS.	8
2.1 COLLECTION DEVELOPMENT POLICY	8
2.1.1 Acquisition.....	9
Book Acquisition	9
Journals acquisition.....	9
Gifts.....	10
2.1.2 Selection.....	10
Criteria for selection	10
Selection Tools.....	10
2.1.3 Subscription and Ordering	11
Purchasing through information resource Agent	11

Purchase from other sources	11
2.1.4 Receiving.	12
2.2 COLLECTION MAINTENANCE.	13
2.2.1 Library Cataloguing	13
Cataloguing tool	13
Cataloguing process.	13
2.2.2 Classification.....	14
LIBRARY OF CONGRESS CLASSIFICATION SCHEME.....	14
Labelling	15
Item display/new acquisition	15
Statistics	15
2.2.3 Inventory	15
2.2.4 Archiving and Weeding Out	15
2.2.5 Preservation and Book Repair.....	16
3.0 SERVICES OFFERED IN THE LIBRARY.	18
4.0 CIRCULATION SECTION.....	20
4.1 Major Activities of the Sections Are:	20
4.2 Registration of Library users.....	20
4.3 External users of the library	21
4.4 Charging/ Discharging Procedure	21
4.5 Short Loan resources.....	22
4.6 Borrowing Entitlements for Library Users.	22
4.7 Front Desk Management.....	22
Reference services policies and procedures	22

Leaving Desk Unattended.....	23
Dissatisfied and Disruptive users.....	23
4.8 Book recall.....	23
4.9 Renewal.....	23
4.10 Reservation.....	24
4.11 Overdue.....	24
4.12 Loss or Mutilation of library resources.....	24
4.13 Clearance.....	24
5.0 LIBRARY SYSTEM SECURITY.....	26
5.1 DISASTER PLAN.....	28
6.0 LIBRARY BUDGET AND FINANCES.....	29
7.0 APPENDICES.....	32

FOREWORD BY THE SPEAKER



In keeping with the spirit fostered by the timeless sentiments of the illustrious American anchorman, Walter Cronkite, that “whatever the cost of our libraries, the price is cheap compared to an ignorant nation”, the Nyandarua County Assembly established an internal library which is a pivotal information resource unit that facilitates the users — largely the Members of the County Assembly and the Assembly staff fraternity — to broaden and enrich their knowledge on and insights into drafting and formulating legislative policies.

Incontestably, management and administration of information resources contained in the said library, as is the universal practice, could not have been made efficient without drafting, ratifying and publishing this First Edition of the Library Manual — the latter which is a compendious composition of thoroughly researched guidelines and universally adopted principles on constructive, effectual and intellectual usage of the information resources. In relation to this, the scope of the Manual is objectively fashioned in a manner to inform and dictate the information needs of a Legislature.

Moreover, as the Speaker of the first Nyandarua County Assembly I can corroborate that, in the context of the highly dynamic and advanced institutional structures and systems that the Assembly has continuously established and adopted, this edition carves a robust focus on governing the essentials, the legitimacies, and the modalities of installing comprehensive and progressive information regime in and of the institution.

From the perspective of the Assembly’s constitutionally fundamental mandates of Legislation, Representation and Oversight, this Manual is quite critically an inseparable reference tool in determining the range of information materials that the Assembly should procure from prequalified information resources suppliers/providers or source through the Inter-libraries Exchange Programme for the benefit of immediate users.

The formal adoption of this Manual by the first Nyandarua County Assembly Service Board (NYACASB) was a significant accomplishment that ascertained two key facts: first, that the Nyandarua County Assembly had advanced itself into an information resource hub with a steadfast

autonomy of information resources management and control; second, that the institution had conclusively joined the league of public institutions that are governed by the prevailing statutes on information-related materials of whatever form. I, ergo, recommend this Manual as a rich benchmark resource.

Hon. James Ndegwa Wahome

SPEAKER, NYANDARUA COUNTY ASSEMBLY

CLERK'S PREAMBLE



The passing of the new constitution, 2010 brought forth devolution, creating powers to the enactment of legislations within its jurisdiction. The establishment of a legislative library is indispensable to the functioning of any legislative institution. In any parliamentary system, the key to an effective legislature is the knowledge and information that permit it both to play an active role in the policy making process and to make reasoned choices for society on specific policy issues. The Nyandarua County Assembly library serves the County Assembly by providing information needs and resources to its Members, staff and other clients with information services including research and reference services, links with other County Assemblies to facilitate efficient and effective discharge of the Constitutional and Statutory mandate of representation, legislation and oversight for good governance.

This library manual was developed in 2017 by the first County Assembly Service Board, library staff and staff from across various departments as a complement to the general policies of Nyandarua County Assembly, and in particular the policies of the Assembly library. This manual touches upon all important functional modules of the library and delineates a clear policy as to how the activities of the library like collection development, provision of information services, and the management of other Assembly support facilities should be carried out. The library would adhere to the rules and regulations stipulated in the manual on the collection development and management of library services.

The library manual is applicable to all library staff and its users and considerable changes may be made periodically to reflect any changes taking place within the library. Where clarification of any regulation contained in this manual is required, the same shall be sought from the Clerk of the County Assembly

The Clerk,
Nyandarua County Assembly,
P.O BOX 720-20303
OL-KALOU

ABBREVIATIONS

AVM- Audio Visual Material

CAS- Current Awareness Service

CDP- Collection Development Policy

CD ROMS- Compact Disc

DICCS-Directorate of Information & Corporate Communication Services

DCC-Dewey Decimal Classification Scheme

ICT- Information Communication Technology

ISBN-International Standard Book Number

ILL-Inter Library Loan

IP- Internet Protocol

LAC-Library Advisory Committee

LCC- Library of Congress Classification Scheme

MMM-Multi Media Materials

MCA-Member of County Assembly

NCA- Nyandarua County Assembly

OPAC-Online Public Access Catalogue

SDI-Selective Dissemination of Information

OPERATIONAL DEFINITION OF TERMS

Accession number- Sequential number assigned to each information resource as it is added to a database (such as a library catalog or index), in a chronological order of its acquisition

Accession register: It's a register that the librarian uses to keep a permanent record of all information resources that arrive in the library. This register has some specific fields, such as accession number, date of arrival, author, call number, supplier name, supplier address, publisher name, place of publisher, price of the book, etc. and this information may vary from library to library

Information resources- are defined as the data and information used by an organization e.g. books, journals, online databases etc.

Information source: This is a source of information for somebody, i.e. anything that might inform a person about something or provide knowledge about it

Library manual - This is a source of information, a constitution which lists out all departments, sections and their functions, procedures and policies within the library. It is a source that library staff will consult whenever there is any confusion about any function or procedure

Library users- This comprises of the current and former members of the County Assembly, the staff of the County, and the citizens with authority from the office of the Clerk

Library user education: Are various programs of instruction, education and exploration provided by libraries to users to enable them to make more effective, efficient and independent use of information sources and services to which these libraries provide access.

Library orientation and instruction- are among the programs used to enhance library skills to the new users. These programs help users to know various types of library facilities as well as library resources and services and services

Special Library - A special library is a library that provides specialized information resources on a particular subject, serves a specialized and limited clientele, and delivers specialized services to that client.

ACKNOWLEDGMENT

This Library Operational Manual is a thorough work of various specialized hands. Extensive and exhaustive consultations and enquiries were conducted towards its compilation.

The rigorous insights of Mr. Ben Namande, the Principal Librarian at the National Government's Ministry of Agriculture and Fisheries, were so rich that they influenced every aspect of this manual substantially.

The technical aspects of this manual would have critically lost taste without the thorough contribution of the Senior Librarian, Mr Shadrack Kaberia, of the Joint Parliamentary Library Services. The entire scope of the manual resonates with the resourcefulness he unflinchingly offered.

No words could adequately express gratitude and appreciation to the following officers of the Nyandarua County Assembly for exceptionally, steadily and dedicatedly pooling expert ideas and thoughts in order to make this manual a great success: Mr. Gideon Mukiri, Mr. Wachanga Ngondi, Mr. Nicholas Gitamaka, Mr. Kennedy Mwaniki and Mr. Meshack Njihia. The library officers are inexpressibly indebted to them.

Finally, inexpressible gratefulness is the least that could be reserved for the Nyandarua County Assembly service Board and Office of the Clerk for timely facilitation of the individuals who gave a hand with this manual.

Martha Wacuka and Gladys Chepkoech

Library Officers, Nyandarua County Assembly Library.

INTRODUCTION

The library plays a very critical role in supporting the organizational programs of the institution. It identifies, evaluates, procures, processes and makes information resources available to library users for their learning and research needs. Dr. S.R. Ranganathan, father of library Science development, has famously said that the Library is the trinity of learning resources, research and information fulfilment. The need for a library is established for by Article 35, of the Constitution of Kenya, 2010, which provides for the right to access of information. The County Assembly Standing Orders (published) Article 218 further mandates for the provision of safe custody of information resources and ready access.

Nyandarua County Assembly Library is a special library catering for the needs of its staff and County Assembly Members. It assists users in accessing information resources/services within the library and strives to meet the users' expectations. It assists the County Assembly achieve its mission by providing ready, accessible and relevant information for decision making and implementation.

1.1 Library Manual:

Lots of efforts went into the preparation of this manual including a series of meetings with all stakeholders. This operations manual is divided into six parts (6): Introduction, Collections maintenance, library services, Circulation, budget and appendix. Within each part are further subdivisions by policy and/or procedure. The operations manual went through a validation process before it was finally accepted as a policy document for users.

1.2 Vision and mission

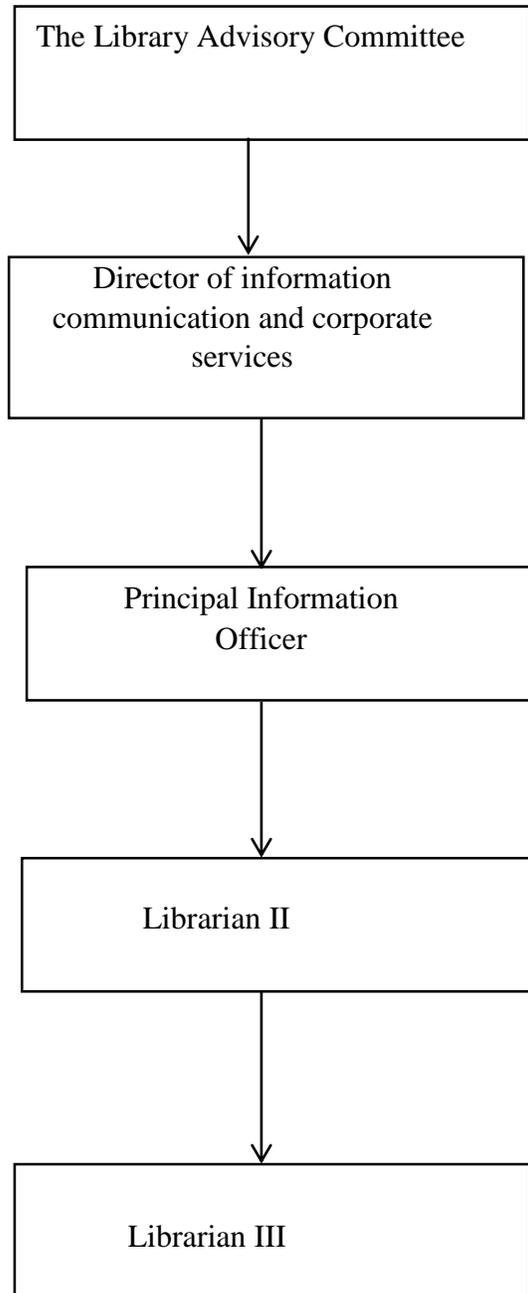
Vision- To be an efficient and effective County Assembly Library in provision of and access to timely, quality and accurate information in matters of representation, legislation and oversight.

Mission: To meet the information and research needs of Nyandarua County Assembly Library users.

1.3 Objectives of the library.

- i. Selection and acquisition of relevant information resources
- ii. Processing and organizing information resources for ease of access and retrieval by library users.
- iii. To address information needs of Nyandarua County Assembly Library users to enable them make effective use of available information resources.
- iv. Collaborate with other Libraries for information and resource sharing
- v. To enhance a better integration of information services within the County Assembly

1.4 Nyandarua County Assembly Library Organization Chart



1.5 The Library Advisory Committee

The library advisory committee chaired by the Clerk of the County Assembly or his/her representative, shall serve as an advisory group to the library. The committee shall look into the library needs on matters regarding general library policy and the development of library resources. The committee is responsible for assisting in implementation of the library's goals and objectives.

1.5.1 Composition of library advisory committee.

The library advisory Committee will have the following members:-

- Clerk of the County Assembly /representative- Chairperson
- Head of Library Services- Secretary
- Member of the Assembly Committee on Welfare, Catering and Library services
- Research officer
- A representative from the Directorate of Budget and Economic Planning
- A representative from the Procurement Office
- A representative from the Directorate of Legal, Legislative, procedural research and Committee Services
- A representative from the Directorate of Information, Communication and Corporate Services
- A representative from the Directorate of Administration and Human Resource Management

The committee shall be headed by the chairperson who is the Clerk of the County Assembly. The head of library services shall be its secretary. In absence of the chairperson an interim officer should be appointed by LAC to chair the meetings.

1.5.2 Quorum of the LAC Committee.

A quorum of the Committee shall be five of its members.

Duties of library Advisory committee

- i. To provide general direction for the library
- ii. Review and evaluate information resources for acquisition and approve subscriptions to online databases
- iii. Assists the librarian in planning, implementing and evaluating the programs of the library.
- iv. To review the policy for library use and procedures.
- v. Review the annual library budget and development plan.
- vi. To formulate action plan for the development of library infrastructure, facilities, products and services.
- vii. To monitor and evaluate trends and developments in information technologies, networking, library automation, library cooperation etc. and to direct the library in their adoption.
- viii. The LAC shall meet regularly on notice to review the library affairs.

COLLECTIONS/ACQUISITIONS

2.0 COLLECTIONS.

2.1 COLLECTION DEVELOPMENT POLICY.

An important objective of the library is to ensure availability of potentially useful conventional and non-conventional literature to meet current and future user information needs. The effectiveness of this function is directly related to collection development and organization of information. The collection development policy underpins the management of the library's collection resources and ultimately the quality of service delivery. The Head of the library in consultation with the LAC is responsible for information resources development but may delegate responsibility to appropriate staff member for specific tasks. The library staff must always operate within the framework of the policies, regulations and accepted standards and formats, adopted by the library. The guiding principle of collection development is based on the value and importance of information resources to the library users.

Library collections includes publications on subject areas, *inter alia*: agriculture, law, economics, education, infrastructure, industrialization, budget and developmental issues which have a bearing on National and County development goals. Further the library collection includes parliamentary publications which include Hansard , Bills and Acts, Statutory Instruments, Assembly committee reports, Papers-laid-on the Table, National Government Ministerial and Departments reports, County Government Reports and other Government Parastatal bodies reports, Kenya Gazette publications and Budget Speeches. The library also subscribes to journals, magazines and newspapers.

Considering the given goal, the library selects and acquires library materials, a process which entails consultations among various stakeholders comprising but not limited to library users and the library Advisory Committee.

Processes involved in Collection Development include:

- ✓ Selection
- ✓ Acquisitions
- ✓ Ordering/Subscription
- ✓ Receiving

- ✓ Processing information materials

2.1.1 Acquisition

Book Acquisition

Library information resource materials are acquired through purchase, gifts, donations and exchange to meet the needs of users. Suggested titles from departments, those in demand and special recommendations from staff and MCA's are given first priority for acquisition. Information resources approved by the library Advisory committee are also automatically procured. Donated information resources are accepted if relevant to the needs of the County Assembly users. Library staff may, through the head of the library may make suggestions on acquisition of new useful information materials. Acquisition will also include subscription to e-books that are beneficial to the library users.

Journals acquisition

Journals are selected according to the needs of the library users. In relation to this a journal survey is administered every year to determine which titles should be retained, dropped or added. The main tools used for selection are the publisher's announcements especially through the internet, e-mail, and titles suggested by library users. List of recommended journal titles is compiled and sent to the journals agent for procurement.

- i) Print Journals
- ii) Online Journals- These are intellectual magazines that can be accessed via electronic transmission

Publishers are publishing journals online in addition to the print version. The ordering process for online journals is the same as that for print journals. The publishers gives access to the e resources within the County Assembly's IP range. After receiving payment, the publisher sends registration instructions to the Librarian to activate access. In some cases online journal access is provided free of charge with print subscriptions. Other online journals may be available free even without a print subscription. All that is required in such a case is to register so as to activate access.

- ii) Local Journals, Newspapers and Magazine

Local journals, newspapers and magazines are purchased directly from the publisher while foreign magazines and newspapers are acquired through the local agents.

Gifts and donations

Unsolicited gifts can be received in the library. Those that are in line with the library's Collection Development Policy are added to the collection. All gifts and donations must be unrestricted offers, i.e. without any attached conditions.

2.1.2 Selection

Selection is the process of choosing books and other information resources for inclusion in a library with a view to providing a balanced increase to the stock. Selection of books and/or other materials will be made on the basis of their value to meet information needs, promote ideas, be of interest to the library users and to enrich their knowledge base through stimulation of reading, listening, or viewing. No information resource will be excluded from the library because of the race, nationality, sex, or political, social, or religious views of its author. Materials that are patently false or obscene shall not be selected. Obscene materials are, by legal definition, those which, taken as a whole, appeal to the prurient interest, contain patently offensive depictions or descriptions of specified sexual conduct, and on the whole have no serious literary, artistic, political, or scientific value.

The major emphasis in the selection and purchase of information resources is placed on developing a collection in line with the County Assembly goals. Selection is informed by the needs of library users and publishers catalog.

Criteria for selection

- ✓ Authoritativeness and accuracy
- ✓ Relevance of the information resource
- ✓ Cost and availability
- ✓ Users' demands and needs.
- ✓ Currency/up to date

Selection Tools

- ✓ Publisher's announcements
- ✓ Printed catalogues

- ✓ Brochures
- ✓ Request from various library users

2.1.3 Subscription and Ordering

Subscription -Information resources that are needed are identified and procured. This can be done online or offline. Possible sources or creators are identified and contact made.

Ordering- Ordering is done after verifying that the information resource is not already in stock. Information resource agents should only be involved in cases where resources are not locally available. The library shall go ahead to make contact with publishers and local bookshops. The head librarian shall send requests to County Assembly departments to forward their information resource needs by the end of April each year. The head librarian shall then submit the suggested list of information resources to the LAC for approval.

2.1.3.1 Purchasing through information resource Agent

For items that are supplied by the institutions information resource agents, the price, postage and handling cost are provided by various information resource agents and a comparison made to ascertain the suitable supplier.

The following steps are followed:

- The requester(s) is required to fill a requisition form **-(appendix 1)**
- The request is channeled through the head of department for consideration.
- The head librarian confirms that the information resource is not already in stock and later forwards it to the LAC for approval.
- A copy is sent to the procurement office for procurement process to be initiated

2.1.3.1 Purchase from other sources

In case where it is deemed more appropriate to source the information resources from the publishers or any other local suppliers e.g. local bookshops the normal procurement process is followed in the acquisition.

2.1.4 Receiving.

a) Information materials are received through the procurement office. An inspection team, comprising the librarian and officers from the user department(s) verifies the materials

b) If the condition is good, the book and other printed **journals is** stamped with ownership stamp on the following pages at the library

- All three edges
- Verso of the title page
- Inner margin of the middle for books with up to 50 pages and below
- Inner margin of page 51 for books with more than 50 Pages
- Last typed page of the book

c) The book is then assigned an Accession number which is a unique number to the specific book and is assigned numerically and chronologically as shown.

0362015- 036 indicates the unique number for the specific book while 2015 indicates an accession numbers assigned to a book in the year 2015

6452016-645 indicates the unique number for the specific book while 2016 indicates an accession numbers assigned to a book in the year 2016. The same procedure is followed for journals acquired.

d) After being assigned to an information resource, each accession number is entered in the accession register.

e) The information resource is ready for cataloguing and classification

2.2 COLLECTION MAINTENANCE.

2.2.1 Library Cataloguing

Cataloguing is the process of describing information materials and providing entry points to them. A Library catalog; is a list of items contained in a library collection.

Cataloguing tool

In cataloguing the following tools are used:

- i. Library of Congress Online Catalog.
- ii. Library of Congress Subject Heading List
- iii. Thesaurus

Cataloguing process

MARC21- MARC is an acronym for Machine-Readable Catalogue or Cataloguing. It is a system by which data elements within bibliographic records are uniquely labeled for computer handling

ACCR2- (Anglo American Cataloguing Rules 2) is a content standard published by the American Library Association (ALA). It includes instructions for describing library materials and for the establishment of access points for the creators of these materials.

For new acquisitions, the cataloguing process will be guided by the ACCR2 while the metadata will be done using the MARC 21 format

Reference material are prefixed with a REF before the call number

Shelf codes are prefixed before the call number to indicate appropriate shelving area for each item. E.g. REF...for reference books, general collection, Short loan Label information is coded from the first author name by picking the first letter of the second name/surname, followed by respective numbers from the cutter table

E.g. A book about *Spatial dimensions of well-being in Kenya* authored by Paul Samoei would be classified as HC 865.Z9.S626

For items without personal authors, the Corporate Author is used to provide the author code.

2.2.2 Classification

Classification- This is a process of assigning class numbers to information resources. It assists in systematic arrangement by subject of resources in the library collection.

The library adapts the Library of Congress Classification scheme LCC in organizing its Collection.

The scheme employs alpha-numeric system from A-Z and has 21 classes as listed below

LIBRARY OF CONGRESS CLASSIFICATION SCHEME.

A-General works

B- Philosophy, Psychology, Religion

C- Auxiliary science of History

D- World history and history of Europe, Asia, Africa, Australia, New Zealand etc.

E-F- History of the American

G- Geography, Anthropology, Recreation

H- Social Science

J- Political Science

K-Law

L-Education

M-Music and books on Music

N- Fine Arts

P-Language and Literature

Q-Science

R-Medicine

S- Agriculture

T-Technology

U-Military Science

V-Naval Science

Z-Bibliography, Library Science, Information Resources (General)

Labelling

After processing, information resources are Spine marked with a call number i.e. class number and author number.

In cases of AVM, the resource content is indexed using its subject and the date of the work

A date due slip is fixed on the verso page of the front or back cover that provides space to stamp the date due for return.

Item display/new acquisition

The material is displayed/list of new materials posted on the notice board and the County Assembly website. The information resources are also displayed on can also be on the library catalog.

Statistics

Statistics of all new acquisitions added to the database/register are maintained

2.2.3 Inventory/Stock taking

The objective of the inventory process is to ensure that the library catalog accurately reflects the collection since the catalog is the key access point for users to locate information within the library. An annual inventory is recommended as the data is critical to making collection development decisions about the quality and quantity of the collection in meeting the needs of the users. Misshelved items will be returned to their proper location. Missing items shall be identified and noted in the catalog.

The entire collection will be systematically inventoried every financial year. The catalog records of lost titles will be deleted from the collection unless replacements are deemed necessary.

2.2.4 Archiving and Weeding Out

In order to provide better access to the frequently consulted literature, back volumes are archived in a less active storage area. The print volumes of these journals, reports and periodicals are also

considered for archiving in less active storage area. Adequate space should be provided for archival storage to the Library if not available. Weeded records shall be disposed of in accordance to the Public Archives and Documentation Service Act Cap 19

Duplicate works of annual reports, progress reports, and pamphlets are weeded out and archived or donated.

Duplicate issues of journals may not necessarily be weeded out. Back volumes are bound and passed on to the Rural Campus or any institute/organization's library to seek for prospect readers.

Records of donations to various needing institutions will be at the discretion of the Library Advisory Committee and a copy of the said resources maintained by the Library

2.2.5 Preservation and Book Repair.

The library desires to invest resources in preserving and making its information resources accessible. Worn out materials are withdrawn from the shelves and sent out to the binder for repair.

Books that cannot be repaired in- house, are typically withdrawn. The library will evaluate the work to determine if it needs to be replaced. Materials returned by users in worn out conditions are also sent for repair before re- shelving. (**Appendix IV**)

3.0 LIBRARY SERVICES

3.0 SERVICES OFFERED IN THE LIBRARY.

The library shall offer the following services to Members of the County assembly, staff and other external users:

- a) Information and reference/research assistance
- b) User referral to a different library
- c) Document acquisition and delivery.
- d) Charging and discharging of information resources
- e) Technical services i.e. Cataloguing and Classification
- f) Library research instruction/ information literacy
- g) Inter Library Loan services
- h) Selective Dissemination of Information
- i) Current Awareness Service
- j) Useful, dynamic library web page that provides round the clock access to resources
- k) Internet Services
- l) Remotely accessible research databases
- m) Reprographic services, photocopying, printing and scanning
- n) Book reservations
- o) Spacious seating area and study carrels for users
- p) Multi- Media services e.g. CD ROM, Audio recordings etc.
- q) Personalized assistance to users with Disability

All library staff provide general reference and circulation assistance to library users. Assistance is available in person, over the telephone and via e-mail. Users can make appointments for in depth research assistance on a drop in basis or by appointment.

4.0 CIRCULATION

4.0 CIRCULATION SECTION.

The circulation section handles the Front Desk operations of the library. It's concerned with controlling all reading materials within the library in order to achieve their maximum availability and utilization to the library users. This section is very important because it's the first contact point for users to the library. The unit is also responsible for administering rules and regulations governing the use of the library and provision of services to users.

Major Activities of the Sections Are:

- a) Registration of library users
- b) Issue and return of Information Resources
- c) Attending to the users' queries for effective interpretation
- d) Inter Library Loan Services
- e) Maintenance of the Circulation Module of Library Management Software i.e. maintaining and updating all data related to library users
- f) Library orientation/ information and Digital Literacy including Assisting the users in accessing OPAC and online databases
- g) Sending Reminders of overdue documents to users
- h) Display of information resources during Seminars/Workshops
- i) Current Awareness Services
- j) Book recall and reservation services
- k) Managing Front Desk Operations.

4.1 Registration of Library users

It is a requirement for every user to be registered with the library. Every library user will have to read and agree to abide by the rules and regulations. (**Appendix V**). These regulations relate to the conditions under which library facilities will be offered to users and the kind of discipline expected of them. Serious cases of contraventions of library rules and regulations shall be reported to the Office of the Clerk through the directorate head by the head librarian

All Members of the County Assembly and staff are eligible for membership

Users are required to give out their relevant details during registration

Personal Assistants attached to the MCA can borrow the information resources overnight

4.3 External users of the library

External library users can only access information resources with authority from the office of the Clerk.

4.4 Charging/ Discharging Procedure

The Issue and return of library resources is the routine of any library. The normal loan period of a book is 2 weeks. Information resources can be borrowed except for on reference works and on demand materials. This however can only be lent overnight upon special request. The following procedure shall be followed during the issuing and receiving the library information resources. It includes:

While charging out an information resource:

Quickly glance at the information resource to ascertain for any damage

Check the user details into the Library database

Discharge the book from the library system and the security machine

Stamp the due date on the Book card

Hand over the book to the user

While discharging an information resource

Quickly glance at the book for any damages

Check due dates for necessary action

Cancel the entries from the user account/database

Charge the book as per the 3M security system

Cancel the entry in the Book card

Send them to the stack for shelving

4.5 Short Loan resources.

This service is available for on demand and reference materials under special request. The resources can be borrowed for a night. Information resources in this category include: on demand information materials, CD ROMS and DVD. Short loan materials can also be lent out over the weekend on case by case basis.

4.6 Borrowing Entitlements for Library Users.

This section clearly defines the number of information resources the user is eligible to borrow at a time.

	Library Users	Number of materials
i.	Members of the County Assembly	2
ii.	Member of staff	2
iii.	Resources on Inter Library Loan	1

Members of the County Assembly and Staff can however be allowed to borrow more than one information resource on need arise basis.

4.7 Front Desk Management.

Reference services policies and procedures.

The primary responsibility of the reference librarian at the front desk is to respond to user's enquiry.

This service should be provided promptly, correctly and comprehensively. Care should be taken to ensure that users are treated courteously and tactfully.

Where the service being sought is un-available, the library staff in charge should provide an explanation as to why the library cannot meet the users need and/or refer the user to another library or department which can meet their need.

Leaving Desk Unattended

The front/circulation desk should never be left unattended. Appropriate steps should be taken to ensure that the front desk services are always operational.

Handling Problem Situations

The primary responsibility of every library employee is to serve users and to help preserve a quiet and conducive atmosphere. The staff at the front desk should ensure that users adhere to the library rules and regulations.

Dissatisfied and Disruptive users

The staff at the front desk may occasionally deal with users who are dissatisfied with some aspects of the library. He/she is expected to be courteous in helping users even when they become angry or verbally abusive. The library staff are advised to be patient and follow library rules and procedures and actively seeking solutions to complaints. However, when users cannot be satisfied and their behaviors become disruptive to library operations or threatening to the security of people or facilities, they should be referred to the head librarian or the security personnel

4.8 Book recall

When a book that is out on loan is urgently required by another user, the library reserves the right to recall the book without notice. Book recall can be done via telephone, verbally, SMS or email. (**Appendix VI**) The user is expected to surrender the recalled information resource within the shortest time possible

4.9 Renewal

The library may occasionally renew books/ information materials where there is no demand from other users. For information resources renewed by telephone or email, the due date on the loan should be changed to reflect the new date on the borrowers register or database and the user informed of the same. Information resources can only be renewed once.

4.10 Information resource Reservation.

When a user is unable to locate a book available in the library, he/she may make a book reservation request.

A user completes the book reservation form (Appendix VII). Users should provide the necessary information for proper identification of the required book.

The library staff uses the reservation request to locate books on the shelves or to track books from the loan record.

When the book is located the requester is then contacted to collect the book. Normal issue process is done.

4.11 Overdue.

Overdue notices are sent out to all users who fail to return books on time. Overdue notices shall be sent out to users whose information resources are overdue through SMS, telephone calls, or via e-mails. The right to borrow shall be withdrawn from users who persistently ignore to respond to library overdue notices.

4.12 Loss or Mutilation of library resources

Library users are responsible for the safe keeping of library materials in their possession.

In case of loss or damage of a document, the borrower will be expected to replace the document or is charged the current market price of the item and other expenses with authority from the Speakers/Clerk's office. For the payments done, a replacement should be purchased.

4.13 Clearance

All registered users of the library shall be expected to clear with the library before leaving the County Assembly. Borrowers must return all documents loaned to them as part of the process of

clearance. In case of loss or damage the borrower, is expected to make payments or replacement of the lost information resource.

5.0 LIBRARY SECURITY

5.0 LIBRARY SYSTEM SECURITY.

The library will employ a security system to safeguard the library resources. To this end it hopes to one day install a Security system and CCTV cameras.

The security system will include among others magnetic tattle tapes that helps in charging and discharging of information resources. This will make sure that the alarm goes on if a user tries to leave the library with any unauthorized material.

The CCTVs (Closed Circuit Camera System) will be positioned strategically in the library to monitor library users and security of information material

6.0 DISASTER MANAGEMENT

6.1 DISASTER PLAN

A library disaster-This is an unexpected event that causes a lot of damage. It can be caused by accident, natural causes, or a deliberate intent which results in destruction of facilities and resources. Disasters disrupt routine operations and services.

6.2 TYPES OF DISASTERS AND REMEDIES

The following are the types of disasters a library may face and their remedies.

- Flooding- Ensure that building/library is well constructed with proper drainage systems and effective outlets. Taps should also remain closed
- Fire- Have fire extinguishers in place. A fire alarm, and exit doors
- Falling objects in the library from shelves- the Librarian should ensure that the shelves and not so high, are stable and have book stoppers
- Accidents- The library should have a First Aid Kit and an Emergency Contact/number
- Vandalism-The library shall always remain locked after working hours

7.0 LIBRARY BUDGET

7.1 LIBRARY BUDGET AND FINANCES

Library budget means the financial allocation to procure documents and provide access to the information resources. The library shall forward its annual budgetary plans which shall be guided as per the allocations of the Directorate of Information Communication and Corporate Services. After we give our yearly financial needs.

This library manual will come to effect upon adoption and it is subject to regular reviews.

8.0 APPENDICES

8.0 APPENDICES

Appendix I- Requisition Form

Appendix II-Request for Payment Form

Appendix III- Cataloguing Process entry points

Appendix IV-Book Repair/Book Binding Form

Appendix V-Library Code of conduct

Appendix VI-Book Recall Notice

Appendix VII- Book Reservation Form

Appendix 1

REQUISITION FORM

DEPARTMENT

UNIT.

Book Title	Author	Publisher	Volume No./Edition	ISBN/ISSN

Approved

Signature.....

Date.....

.....

FOR LIBRARY USE ONLY.

Supplier

Order No.....

Date.....

Received on.....

Invoice No..... Date

Appendix II

REQUEST FOR PAYMENT FORM

Please Pay [Name].....

A total amount of

Currency

Amount in figures

Payment in respect of [brief
description].....

.....
.....
.....

Payment mode

Cash

Cheque

Approval of Budget Holder

Name..... Signature.....

Date.....

Appendix III

CATALOGUING PROCESS ENTRY POINTS.

Accession No.	Record created date		
ISBN:			
Cataloguing source:	Library of congress Call No.		
Language			
Author/s	Corporate author		
Editor/s	Series		
Title:			
Sub title			
Edition statement	Holdings		
Place of publication			
Date Of publication			
Report Title.			
Physical description	Pages, ill.		
Shelf label	Location:	Subject:	
	Class No.:	AVM materials	
	Initials:	Playing time	Hrs.
General Note.			

Appendix IV

BOOK REPAIR / BINDING FORM.

Date prepared.....

Type of Binding: - Cloth
- Stiff

Spine Mark
.....
.....

Special Instructions

Appendix V

LIBRARY RULES AND REGULATIONS

The library rules and regulations Policy ensures that the users to experience a comfortable, enjoyable and quiet environment for study and research. All users will be informed of this policy.

The following rules and regulations shall apply:

- i. Cell phones: All users shall be required silence their cell phones while in the library. No cell phone conversations shall be permitted in the library premises.
- ii. Foods and drinks: Foods and drinks shall not be permitted into the library.
- iii. Noise making-Any noise or activity that destructs the concentration of others is considered inappropriate.
- iv. Unattended personal items-The library is not responsible and assumes no liability for any lost, stolen or damaged personal items left unattended in the library.
- v. Destroying library property, especially written material by markings underlining, highlighting, ripping or tearing pages, removing pages, or portions of pages, removing binding, removing or altering bar codes in any other way damaging or defacing library materials will be held responsible
- vi. Disregarding or violating copyright laws is considered an offence.

Name of the library user

Signature

Date

Appendix VI

BOOK RECALL NOTICE

TO :

FROM: The librarian

Our record shows that the document (s) listed are currently checked out in your name. Please arrange to return them to the library as soon as possible and if need be, they will be re issued to you.

Your co-operation is highly appreciated.

Appendix VII

LIBRARY BOOK RESERVATION

Author.....

Title.....

Call No.....

Date of Request.....

Name of the requester.....

Mobile No:

Email: