KCA UNIVERSITY LIBRARY USERS' GUIDE

Advancing Knowledge, Driving Change

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WELCOME

Welcome to KCAU Library! This is a modern user focused study and learning resource center created and maintained to provide scholars with sufficient access to information resources that drives the teaching, research and outreach mission of KCA University. The purpose of this Library Guide is to familiarize library clients with:

- The role of KCA University Library in their learning activities
- Information resources and services provided by the library
- Library registration, borrowing procedures, regulations and opening hours
- Basic techniques of retrieving information in the library

KCAU LIBRARY MANDATE

To collect, manage and cure a world class information resources with respect to the mandate, vision and mission of KCA University.

Our Philosophy
KCAU University library operates with a philosophy that access to quality information resources is fundamental to academic excellence and a requisite support to lifelong learning.

Our Vision
To be a world-class modern academic research library enabling KCA University to become the Business University of choice.

Our Mission
To provide world class and innovative service and learning space that will empower KCA University to carry out its core activities of teaching, learning, research and outreach.

Our Objectives
KCAU University library seeks to pursue the following objectives:
Select, acquire and organize a wide variety of quality electronic and print information resources that support learning, teaching and research needs of KCAU University.
- Promote access and ethical use of information resources.
- Encourage use of modern ICT to enhance access to and delivery of information and services.
- Engage with local, national and international strategic alliances, partnerships and consortiums to enhance wider access to information.
- Provide users with adequate physical space and maintain conducive reading conditions.

Our Core Values
The Library supports and delivers the broad values and principles that shape and reinforce the University's work, as outlined in the University's Mission Statement. Its day-to-day operations guided by the following values:
- Customer Service: We value our users (customers)
- Courtesy: Respect and treat every user with courtesy
- Diversity: Embrace diversity in all its forms

- Legitimacy: Observe intellectual property rights, copyright laws and conventions
- Access: Provide fair access to resources

Our Core Functions

The University library Core Functions are:

To select and procure a comprehensive range of documents including books, journals, magazines, newspaper etc. on various subjects that supports academic endeavors of KCA University.

- Accession, classify and catalog procured materials for ease of management and retrieval.
- Establish, procure and provide access to a world class electronic resources and services that supports in depth research and learning.
- Maintain a safe and conducive physical environment for study.
- Provide information literacy training programs to the users to make them feel at home and to acquaint them with the library system so that they could make maximum use of library services.
- Provide information and reference services to the library users.

USER SERVICES

The Library espouses ethos or respect and honor in public relation and customers' service. During interactions with library staff, users/customers can expect to:

- Be acknowledged appropriately
- Be treated courteously and respectfully
- Be valued for their input
- Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or any other criteria
- Receive prompt and timely service
- Receive knowledgeable service and professionalism from all staff
- Have open access to traditional and innovative resources and instruction in their use
- Have their privacy and confidentiality respected

Library Membership

The library is essential to the teaching, learning, creative and research activities of the university. Library use shall be subject to membership who should strictly abide by the library rules and regulations. Library membership will be open to:

All current students

All members of staff.

The Governing Council members of the University

Board of Trustees of the University.

ICPAK Council members (who must be introduced by the ICPAK librarian).

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The Librarian has the authority to withdraw the membership of an individual found to be flouting the library rules and regulations.

Reference services:

The library provides both in-persons and virtual reference services. The tools used to offer reference services shall include, In-person inquiries, Ask-a-librarian, Live support, Telephone inquiries and Email.

Computer-based information services

KCAU Library is a Hybrid library existing in both physical as well as virtual spaces. With this approach, some of the user services are ICT dependent and the library has created an infrastructure to support them. This includes:
- E-resources access
- Wi-fi and internet access services
- Use of designated computers at the E-center section.
- Downloading materials and sharing

Current Awareness Services (CAS)

The library utilizes its webpages and social media platforms in notifying users of new acquisitions in the Library such as new books as well as news on meetings, training courses and other events of interest to users.

Circulation

The main tenet underpinning circulation policy for library material will be to ensure the fullest exploitation of the library's collections. Loan periods shall be subject to ongoing review and shall be prescribed by the borrower's category according to the following guidelines:
  i. Some materials will not be loanable due to rarity, cost, format and size or content.
  ii. Current journals, newspapers, atlases, maps and reference materials will be non-loanable for all categories.
  iii. For loanable materials, loan status could be varied in response to demand.
  iv. To reinforce equitable circulation, fines will be levied on overdue items. Such fines will depend on the loan category of the item and borrower category, and shall be subject to review from time to time.
  v. Library users can place on hold materials checked out to other users. Library users can request to hold materials out on loan, these materials can be made available to them at an identified date and time.
  vi. The Library reserves the right to recall loaned information items before their due date.

User's with special needs:

The Library shall endeavor to offer a wide range of appropriate support services in tandem with the KCA University policies touching on persons with disabilities as well the Commission for University Education guidelines.

Collaborative Learning

Subject to availability of space, the library has established and maintains a special area where users with interests in engaging each other for a shared reach activity can collaborate in discussion without hurting the interests of other users engaged in private studies.

Collaboration in Collection Development, Management and sharing

The Library collaborates and partners with other organizations, consortiums, agencies and stakeholders in line with the University Policy regarding collaborations in order to fulfill its mandate. All the partnerships and collaborative projects must be beneficial to the library and in line with its mission. This collaboration allows users to access facilities and resources of the collaborating institutions.

Distance Learning Support

The university library provides adequate resources and services to support the open/distance learning unit of the University. Resources and services to this category of the users will be guided by the following:

i. Distance learners are expected to use online library resources which are delivered via the internet, including e-journals, e-books and databases. Access to these resources is normally via a **student's email account**.

ii. Distance learners are expected to be aware of internet restrictions and laws in their home territory as this may affect their use of some online library resources.

iii. All overseas Students are expected to be aware of the copyright law in their country. The Library is not responsible for any breach of copyright law by such students.

iv. Where a distance learner is able to visit the university library in person, they are permitted to borrow under the same terms and conditions established in circulation policy. Access to the library by distance learner in person is dependent upon the production of a valid **student ID card.**

Information Literacy

Information literacy is an understanding and a set of abilities enabling individuals to recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information. KCAU library utilizes various approaches that are compatible with KCA University programs and regulations to assist its users in growing their Information skills.

Library Hours

Main Campus Library

Monday to Friday: 7.30 am -8.30 pm
Saturday: 8.00 am-6.00 pm
Sundays: 9.00am – 5.0 pm
Public holidays: CLOSED

Town Campus Library

Monday to Friday: 7.30 am -8.30 pm
Saturday: 8.00 am-4.00 pm

Sundays: CLOSED
Public holidays: CLOSED

Kitengela Campus Library

Monday to Friday: 8.00 am -8.00 pm
Saturday: 8.00 am-4.00 pm
Sundays: 8.00am – 4.00 pm
Public holidays: CLOSED

Western Campus Library (Kisumu)

Monday to Friday: 8.00 am -8.00 pm
Saturday: 8.00 am-5.00 pm
Sundays: CLOSED
Public holidays: CLOSED

Account   & e-Services

There are TWO Important library user's account that you will need for successful access to KCAU Library services

1. Borrower's Account

This account facilitates access and borrowing of the physical collection such as print Books.
http://opac.kcau.ac.ke/

2. E-Library user's account

This account allows you to access e-resources including Books and Journals. This account is also your passcode in accessing past examination papers for your revision.

https://app.myloft.xyz/browse/home

3. University Institutional Repository

This is an Open Access portal allowing you to have unlimited access to publications by the KCA University community. The collection includes all post graduate Thesis and Dissertations.

https://repository.kcau.ac.ke

COLLECTIONS

Collection Levels
The library collection is strategically built to support academic programs and research needs in the university. The collection is divided into general stack (main Long) , short loan and reference section.

Electronic Information Resources

The continued increase in the preference for electronic materials means that the library has to equally reflect this preference in its collection. Therefore the university library has given prime preference to the acquisition of electronic materials such as links to online journals, electronic information in discs etc.

Books

The acquisition policy guides addition of any material into the library. To ease and enable equitable access; a few copies will be placed in the short term loan section.

Core Journals

The University Library subscribes to e-journals through the Kenya Library & Information Services Consortium (KLISC).

Magazines and Newspapers

Selected Magazine titles as well as copies of leading print newspapers in Kenya are available on a daily basis in the University library. Older issues of print newspapers are kept for one calendar year and then disposed of.

Organization of Information Resources

Information materials in the library are classified and arranged according to the Library of Congress Classification Scheme (LC). This system brings materials of similar subjects together. The main classes are as listed below:

A- GENERAL WORKS
B- PHILOSOPHY, PSYCHOLOGY, RELIGION
C- AUXILIARY SCIENCES OF HISTORY
D- WORLD HISTORY AND HISTORY OF EUROPE, ASIA, AFRICA etc.
E- HISTORY OF THE AMERICAS
G- GEOGRAPHY
H- SOCIAL SCIENCES
J- POLITICAL SCIENCE
K- LAW
L- EDUCATION
P- LANGUAGE AND LITERATURE
Q- SCIENCE
R- MEDICINE
S- AGRICULTURE
T- TECHNOLOGY
Z- BIBLIOGRAPHY

Finding a book in the Library

Classification system that is used for organization of Books in the Library i.e Library of Congress

(LC) Classification System uses alphanumeric codes as unique code for retrieving available books. These codes are called Call Numbers and are usually fastened on the spine of a book. Details of a call number is a combination of letters and n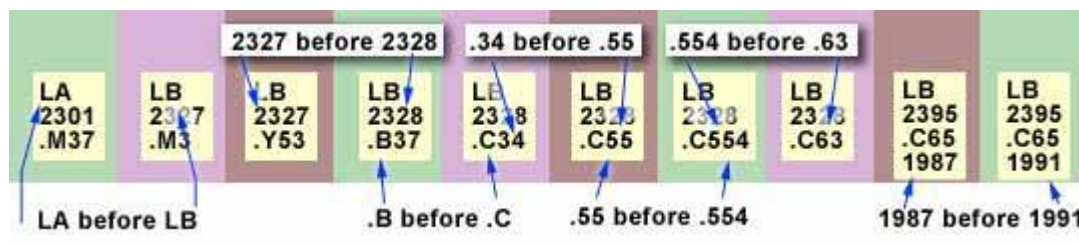umbers denoting the main subject division and subdivisions, book mark and the year of publication. The call number is used to locate books on the shelf.

See an example below:
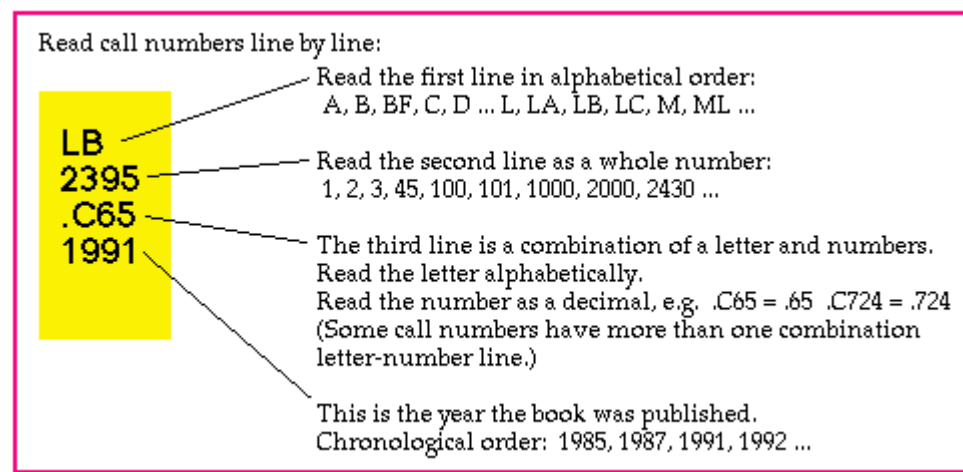
When you proceed to the shelves with the call number, browse through as stated:

ACCESSING E-RESOURCES

E-Resources Portal - MyLOFT

KCAU Library subscribes to a world class collection of eBooks and e-journals which are then availed to the users through a remote access platform called MyLOFT(My Library on finger Tips). The platform allows access to these resources to anyone with digital and online content access tools such as computers, laptops, tablets or even smart phones. Here are the guidelines for this access:

- If you are using a Laptop or desktop Computer, use Chrome or Microsoft Edge as your browser and Download MyLOFT app from https://app.myloft.xyz/ and save it in your computer. MyLOFT is designed to work with these two web browsers.

- If you are using your smartphone, go to google play store and download MyLoft app and add it to your apps. Take note that it works on **Android 10** and above; and **iPhone 13** and above. When prompted, accept also the request to add **VPN Config**. You will be asked to disable your **private DNS**. Go to your phone settings and do so. Adding the **VPN configurations** allows remote/off- campus access to the E-library.
- After successful installation of the program, locate it in your gadget and open it. It will prompt you to select your institution. Type KCA and select it from the available institutes.
- If you have an existing E-library user's account also called MyLoft account, proceed to login with your university email as your user Name. If you do not have a user's account click on "Sign-up" link at the bottom of the page and proceed to enter your personal details for new account activation. Do not request for a new account activation using an email that is not created with the KCAU domain. Without a KCAU email account, your request will be rejected.
- Request for new account activation will be approved within 24 hours and confirmation link sent to your KCAU email account. Use that link to log in for your first time and update your credentials where necessary.
- After successful log-in for the first time, ensure you accept the MyLOFT "Add-on extension" when prompted to do so by your computer or laptop.

Accessing the Content
- If successful in login then select e-resources from the Menu listed on the top left corner of your window. The main menu has Home, e-resources, Collection or Favorite
- When on e-resources page, select the content you are interested in from the available Menu i.e All Databases, All e-books, All e-journals, Past exam papers Bank
- For e-books select all databases and go to Proquest-ebooks central, Taylor and Francis e-books, DOAB (Directory of Open Access Books)
- For Journals, select all databases and go to any of the listed Databases to do your search. The most comprehensive in subject coverage are: JSTOR, EBSCO, Emerald Insights, Taylor and Francis, Wiley online, IEEE
- For Revision papers, select Past papers Bank and search. Filter your preferred unit or unit code using the filtering tool on the top right corner.

Downloading E-Books

To control illegal sharing of E-books and violation of copyright restrictions, some E-books including those that are in proquest eBooks central are meant to be viewed and read online. To download and read the Book offline, publishers will require that you use Adobe Digital Editions (ADE) which is a software that allows them to monitor usage of their books. They may also require you to create your personal user's account for their specific database. If interested in reading the books offline, kindly follow the prompting that the selected database will give you.

Electronic Services Regulations

Those using KCAU Networks and services are expected to adhere to the following regulations:
- All the library users with access to Library e-collection are required to adhere to ethical and copyrights regulations governing access and usage of such resources.

- The viewing or distribution of information or material that is obscene (disgusting and morally offensive), pornographic (sexual photos or movies), or derogatory (insulting and mean) to others will not be tolerated.
- All forms of cyberbullying (harassing, teasing, intimidating, threatening, sending / posting inappropriate or hurtful messages through e-mail, chat, SMS, images or Web sites) are unacceptable.
- Streaming / downloading large media files for non-instructional use during school hours are forbidden if one is using the University network.
- Users of KCAU Library internet resources are personally responsible for compliance with Kenyan copyright law.
- KCAU Library Internet may not be used for private gain (to make money) or for political activities.
- KCAU Library will not be responsible for loss of personal data.
- KCAU Library reserves the right to monitor and investigate any data stored or streamlined through its networks when a complaint has been made regarding violation of ethical standards.
- The Library computers and ICT Infrastructure will be open for use to the current students and the university staff.
- Priority of access to ICT hardware in the library will be based who came first i.e. First come first served basis.
- Activation of users' accounts must comply with the University Network access control Policy as well as University Cyber Security Policy.

Subscribed Databases

DATA BASE	IMAGE	SUBCTECT STRENGTH
Academic Journals		Academic Journals is a publisher of peer-reviewed open access journals. Academic Journals currently publishes over 100 open access journals covering art and humanities, engineering, medical science, social sciences, biological sciences, physical sciences and agricultural sciences.
Directory of Open Access Books -DOAB		The Directory of Open Access Books (DOAB) is a discovery service for open access books. DOAB provides a searchable index to peer-reviewed monographs and edited collections published under an open access license,, with links to the full texts of the publications at the publisher's website or repository. Researchers can use DOAB to access free to read monographs and edited volumes by searching and browsing the directory.
Directory of Open Access Journals -DOAJ		DOAJ is a unique and extensive index of diverse open access journals from around the world, driven by a growing community, committed to ensuring quality content is freely available online for everyone. All DOAJ services are free of charge including being indexed. All data is freely available.

Duke University Press		African studies, anthropology, art & art history, asian studies, criticism & theory, cultural studies, economics, education, environmental humanities, ethnography, european studies, fiction & poetry, film & media studies, gender & sexuality studies, literary studies,
EBSCOhost		The databases provide access to just over 16,500 abstracted and indexed journals from all branches of science, technology, medicine, social sciences and humanities.
Emerald Publishing		Management and library & information services journals. The service also provides access to leading titles in marketing, business disciplines, engineering and materials science.
IEEE Xplore Digital Library		Electrical Engineering, Telecommunications, Computer Science; Architecture, Imaging Science & Photographic Technology, Robotics, Biomedical Engineering, Computer Science Information Systems, Software Engineering, Remote Sensing and Artificial Intelligence
IMF eLIBRARY		The International Monetary Fund's (IMF) eLibrary is database of the IMF's periodicals, books, working papers and studies, and data and statistical tools. Major subject fields are: Economics, International Finance, statistics, globalization, development studies, trade and aid, technical assistance, demographics, emerging markets, policy advice, poverty reduction
IWA Publishing		**International Water Publishing (IWA Publishing)** publishes 15 peer-reviewed Open Access journals, plus supporting 4 more in association with Elsevier. From 2021, IWA Publishing's 10 subscription journals are Open Access through an innovative. IWA Publishing journals are brand leaders in water, wastewater and related environmental fields.
JSTOR		Humanities and social sciences, language & literature, mathematics & statistics, education, law, library science, Political science, biology, architecture
Mary Ann Liebert Inc.		Mary Ann Liebert is an Open Access publisher that specializes in biotechnology and regenerative medicine, biomedical research, medicine and surgery, public health research and policy, technology and engineering, law and policy, environmental research and policy, and other specialized disciplines. The company publishes over 90 peer-reviewed journals, leading trade magazines, and specialized newsletters, in addition to society membership management and conferences.
OECD iLibrary		OECD iLibrary is the online library of the Organisation for Economic Cooperation and Development (OECD) featuring its books, papers and statistics and is the gateway to OECD's analysis and data.

Open Access Theses and Dissertations (OATD)		OATD.org aims to be the best possible resource for finding open access graduate theses and dissertations published around the world. Metadata (information about the theses) comes from over 1100 colleges, universities, and research institutions. OATD currently indexes 6,651,819 theses and dissertations
OpenDissertaions(EBSCO)		EBSCO Open Dissertations makes electronic theses and dissertations (ETDs) more accessible to researchers worldwide. The free portal is designed to benefit universities and their students and make ETDs more discoverable.
Oxford Academic Journals		It has 291 titles receiving an Impact Factor. Journals in Medicine & health, Arts & humanities, sciences & mathematics, social sciences and Laws
Project euclid		Applied mathematics, statistics, theoretical mathematics
Project Muse		International relations, language and linguistics, library science and publishing, cultural studies, economics, education, music, philosophy, religion, sociology.
Proquest E-Books Central		Business & Economics, Computers & IT, Education, Fine Arts, History, Language & Literature, Law, Psychology, Religion, Social Sciences and Technology, journalism, counseling,
SAGE Journals Online		Humanities, social sciences, scientific.
SAGE Research Methods		Research Methods, Qualitative and Quantitative, cases, videos, datasets
Taylor & Francis Online		Behavioral science, Business, Management, Economics, Criminology and Law, Education, Engineering, Computing and Technology, Mathematics and Statistics, Media, International relations, Sociology .
Taylor & Francis ebooks		5,000 titles (Perpetual Access)- Access to the world's premier Humanities, Social Sciences, Behavioural Sciences, Built Environment, STM and Law content.
University of California Press		The journals present original research from international scholars in the Social Sciences, Humanities, Education, Biological and Medical Sciences, and Physical Sciences. Area studies, history of science, human research and bioethics, sociology, social interaction, law, musicology, literature, religion, anthropology.
Wiley Online Library		Business, Computer science, Education, Engineering, Law, Mathematics and Statistics, Medicine, Physics and Astronomy, Psychology, Social sciences.

	OTHER USEFUL OPEN ACCESS REPOSITORIES	
Africa Information Highway	https://www.afdb.org/en/knowledge/statistics/africa-information-highway-aih	The Africa information Highway(AIH) was developed by the Statistics Department of AfDB as part of the Bank's statistical capacity building program (SCB) in Africa. AIH is a mega network of live open data platforms (ODPs) electronically linking all African countries and 16 regional organizations. The overall objective is to significantly increase public access to official and other statistics across Africa, while at the same time supporting African countries to improve data quality, management, and dissemination.
World Bank Open Knowledge Repository	https://openknowledge.worldbank.org/home	Education, Finance and Financial Sector Development, Gender, Governance, Information and Communication Technologies, Infrastructure Economics and Finance, International Economics & Trade, Law and Development, Macroeconomics and Economic Growth, Science and Technology Development.
World Bank Data Catalog	https://datacatalog.worldbank.org/home	The Data Catalog provides a "One-Stop Shop" for development data produced, acquired or used by the World Bank in accordance with the Bank Procedure for Development Dataset Acquisition, Archiving and Dissemination, and the Guidance on Data Acquisition and Archiving. The goal is to maximize the value and investment in data by increasing the potential for the data to be shared and reused, to minimize transaction costs in finding relevant data and data methodologies, and to prevent duplication
Google Scholar	https://scholar.google.com/	Google Scholar is a Web search engine that is different from general Google for it specifically searches scholarly literature in all Knowledge disciplines and return the searches with relevant metadata
ResearchGate	https://www.researchgate.net/	ResearchGate is the professional network for scientists and researchers. We help researchers connect and make it easy for them to share and access scientific output, knowledge, and expertise. ResearchGate is not a publisher but is a platform that allows researchers to make their published or unpublished work publicly available if they have the rights to do so.
PDF Drive	https://pdfdrive.to/	PDF Drive offers books in a wide range of subject areas, such as business & careers, art, environment, health & fitness, lifestyle, and biographies.
National Council for Law Reporting (Kenya Law)	http://www.kenyalaw.org/kl/index.php	All Kenyan laws under review to ensure their systematic development and reform, including, in particular their integration, unification and codification.
Freebook Center	http://www.freebookcentre.net	Freebookcentre.net contains links to thousands of free online technical books. The books collection are either downloadable or can be viewed online. Our collections include core Computer Science, Electronics, Science, Medical and many more
E-Book Directory	http://www.e-booksdirectory.com/	*E-Books Directory* is a free web resource which contains links to free downloadable e-books, technical papers, documents, as well as user contributed content, articles, reviews and comments.

		There are currently **9810** e-books listed in **672** categories
Free Management Books	http://www.free-management-ebooks.com	Free management Books is a free Online Library for Managers. It has over 500 free eBooks, templates & checklists to help managers gain the advanced skills they need to become outstanding leader
Bookboon	http://bookboon.com	Bookboon.com has published more than 1,000 free textbooks for students. These textbooks can be downloaded in PDF format.
Encyclopedia Britannica	https://www.britannica.com/	
Oxford English Dictionary	https://www.oxfordlearnersdictionaries.com/	

CIRCULATION SERVICES AND PROCEDURE

Eligibility

In order to borrow library materials from KCAU main library and its branches, users must register for a Borrower's account with the Library. The account is created with the Library Management System in order to maintain accurate records of materials that are checked out, and to gather library usage data so the library can evaluate and improve collections and services. These accounts are created free of charge when requested by qualified and approved members of the University community. Students undertaking Professional programs will need to provide proof of payment of caution fee (refundable at the end of your course) in order to be eligible to borrow.

Borrowing Privileges

Library patrons or users with Borrower's Account may borrow library resources upon presentation of a valid Student or Staff Identification card.

Borrowing privileges are not transferable and are subject to withdrawal if abused. The borrower is responsible for library material charged out in his/her name until it has been returned in good condition to the library.

Suspended Accounts

The Library blocks or suspends further circulation transactions, under the following conditions:

- If a borrower has outstanding fines
- If a borrower has presented clearance forms and has been cleared by the Head of Library Services
- If a borrower has not returned all items borrowed the previous semester/ trimester.
- If a borrower has not registered for the new semester/ trimester.
- If a borrower has withdrawn their caution fee.
- If a borrower has a pending case to sort out with the Librarian.

Checking- Out Items

Below are the steps undertaken when issuing out a book:
- Using the Online Public Access Catalog, the user searches and retrieves desired material

from the library collection.
- The user presents his/her ID which acts as the borrower's card to the librarian at the Loans/Return desk together with the item to be checked out.
- Using the Circulation Module of the Library Management System, the Circulation Librarian scans the user's ID card barcode with the barcode reader to gain access to his/her account.
- Once in the user's account, the librarian CHECKS OUT the presented item against the user's account by scanning the item Barcode. Details of the Record retrieved from the system must MATCH with the presented item, if not the transaction should be canceled.
- Depending on the nature of the item and the category of the user, the automated system will automatically set the loan period for the book and send an alert message to the user's e-mail account on the checked out item.
- The Librarian then stamps the system generated due date on the Date due Label/slip on the book.
- The Item is duly borrowed and the user can now legitimately walk out of the library with it.

Checking-In Loaned Items

- Users/Patron presents the information material to be checked-in to the librarian at the Loans/Return desk.
- Using the Circulation Module of the Library Management System, the librarian scans the item's barcode to CHECK IN the item.
- Details of the records retrieved from the system including the user's details are checked against the presented item and if they match a verbal acknowledgement is given to the user on successful return and an alert sent to the user's e-mail. The librarian then cancels the due date on the returned item.
- Returned item is then placed in the sorting bay awaiting collection to be shelved.

Borrowing/Return of Items is open for loan until **five (5) minutes** before the library closing time.

Borrowing/Check-Out Criteria
The lending services criteria are subject to availability and demand of particular resources. The current general criteria are as follows:

	BORROWER CATEGORY	NO. OF ITEMS	LOAN PERIODS				RENEWALS		
			MAINLONG	SHORT LOAN	SPECIAL SHORTLOAN	UNISA	ML	SL	SSL
1	Admin. staff	5	30 days	14 days	3 days	3 days	1	2	2
2	Teaching staff	5	30 days	14 days	3 days	3 days	1	2	2
3	Postgraduate	5	14 days	7 days	3 days	3 days	1	2	2
4	Dip/Undergraduate	3	14 days	7 days	3 days	3 days	1	2	2
5	Professional	1	14 days	7 days	3 days	3 days	1	2	2

6	Teaching part-time	3	30 days	14 days	3 days	3 days	1	2	2
7	Professors/ Doctors	10	30 days	14 days	3 days	3 days	1	2	2
8	Part-time Professors/Doctors	6	30 days	14 days	3 days	3 days	1	2	2
9	ICPAK staff	1	30 days	14 days	3 days	3 days	1	2	2

When necessary, the library may vary loan conditions and categories in order to meet the needs of particular groups of users, subject to availability of resources.

Courtesy notices (reminders) will be e-mailed to you when items are due. To this end, ensure you provide correct e-mail addresses at the time of registration.

Renewals/Loan Extension

Borrowed Items may be renewed on or before the due date. This may be done through:

i.   User's online self-service (OPAC Account)
ii. E-mail requests to the Library
iii. Face to Face Request through the library circulation desk.

Online Self Service

To renew/ extend loaned items, borrowers should follow the following steps:

1. Visit the library online public access catalogue (OPAC) http://opac.kcau.ac.ke
2. On the OPAC home page, Log-in to your account. The student/ staff University ID number without the slash (/) is the username e.g. 1700540 and password is the national ID number after successful Log-in, OPAC will display a list of items that are currently checked out with the user's account including details on items Title, Author, Date due and Renew Options.
3. Tick ꙮ) against the items you wish to Renew on the Renew Column and then Click Renew. If you desire to renew all the loaned items, then click on renew all.
4. The system will automatically generate a new date(s) when the item(s) is supposed to be returned.

E-mail Renewal Requests

Users can write email with details on items they wish to have renewed. Details on Title, Author and Call numbers of the item(s) MUST be quoted. Such a request will be disregarded if the item cited is already overdue or another library user has placed a hold on it. Such emails should be written on or before the due dates.

Face to Face Request

Where the first instance of online self-service is not possible, the user can visit the library circulation desk with identification Card and have the librarian extend the loan period.

NB: The system will not renew an item in the following three circumstances:
i.   If another library user has placed it on hold.

ii. The item is already overdue

iii. The user has exhausted the Renewal chances under the same item (Some items can be renewed once and others twice)

Recalls

In some circumstances, the library may recall an item that is currently on loan. This will only apply in situations where another library user has reserved the item, or requires it immediately.

Reservations/Holds.

If an item the user requires is already on loan to another user, one may place a reservation/hold on it. To do this, follows the following steps:

i. Login to your OPAC account on http://opac.kcau.ac.ke

ii. On the OPAC "Search for items Box", Type the title of the item you wish to Hold.

iii. After the item is retrieved, click on the Hold option on the right side of the page. You will receive a confirmation prompt by the system.

When the item is returned, you will receive an email informing you that your reservation has been filled and that you should pick up the item from the Loan/Return desk at the library. Reserved items will be held at the return/loan desk for a maximum period of 48 hours after which it will be re-shelved or circulated to the next waiting customer.

Returning Items.

The borrower is responsible for ensuring items are returned or renewed on or before the due date. Borrowed Items should be returned directly to the Loan/Return desk. At the main campus library, borrowers can also return books through the book chute (only when the library is closed) located on the right side of the main entrance of the library.

Overdue Notices and Fines.

The library operates on the basis of fair sharing of materials. When items are not returned to the library by the date they are due, a fine is imposed at the rate of Ksh. 5 per item per overdue day. Fines should be paid through the University's cash office and official receipt presented at the library loan/return desk for clearance.

Contested fines must be resolved with the librarian before payment can be made. Overdue, recall and availability notices are sent by *e-mail or phone call.*

NB: It is the responsibility of the user to keep the library informed of any changes in contact details.

Replacement.

Library users WILL be required to make good the cost of any damage to or loss of, items on loan to them. If an item lost was part of a set, the member may be required to pay the cost of a new set if this is the only way to replace the lost part.

When an item on loan is lost, the borrower will be required to purchase a similar item. However, for the case of lost CD-ROMS, undergraduate projects and other items where it is difficult or not possible

to acquire exact replacements, a borrower will be required to seek guidance from the Head of Library Services.

GENERAL RULES AND CODE OF CONDUCT

The Library management shall have the power to make and modify rules and regulations in consultation with relevant university organs as it may deem necessary from time to time. Notice of any modification or changes will be posted on the library notice board and the website.

All users accommodated in the library will be required to observe the following rules and regulations every time they visit the library or are using library resources and facilities:

- Present your student/staff ID card at the Security desk as well as at the Loan/Return desk when borrowing library materials. Impersonation using someone else's Student ID will attract penalty or disciplinary action.
- Take care of the item you have borrowed. Marking, defacing or mutilation of any Library material is strictly prohibited. Members (herein referring both to staff and students) shall satisfy themselves about the physical condition of the books before borrowing, otherwise they shall be held responsible for any damage or Mutilation noticed at the time of returning.
- Return borrowed materials on time to avoid incurring overdue penalties. If the amount exceeds KES 100/=, the user account is automatically blocked.
- Report loss of Library books and any other Library items to the Library staff as soon as possible.
- Comply with copyright law when using published and copyrighted materials. The Kenya Copyright Act, CAP 130 spells out what constitutes infringement of copyright. A copy is available at the Library for reference.
- Treat staff and other Library users with courtesy. Disciplinary action will be taken against members for disorderly behaviors.
- Library members who lose or vandalize materials will be expected to pay replacement costs.
- Use or possession of items from other libraries may be allowed. However, in cases where such materials are either overdue or have evidence of having been removed un-procedurally, then the Library shall confiscate such items and forward them to their respective Library.
- Books left lying unattended at the carrels for more than 15 minutes will be withdrawn and held at the Issue desk, as they inconvenience other users due to the limited space.
- Cell phones disturb clients studying and doing research. Please **DO NOT USE** them in the library. Librarians and security personnel in the library have the right to confiscate phones if used in the library. Please do not engage in consultations and discussions in private study areas within the library. For Discussions, use **DESIGNATED AREAS**.
- Eating, drinking, littering, loitering, or smoking is **NOT PERMITTED** in the Library. Food and drinks will not be allowed into the library.
- The library has a Book Detection System which detects any library material which has not been formally issued. Any attempts to remove un-issued library material will attract **DISCIPLINARY ACTIONS.**
- Writing, marking, drawing or defacing tables, chairs, books or walls is highly **PROHIBITED.** Please keep the library tables and chairs clean.
- **Seats** in the library should **not be reserved** for friends by placing books and bags on study tables and chairs.
- Items borrowed from the library are **NOT TRANSFERABLE** and no one is permitted to borrow on behalf of another.
- Take Care of your personal property. The Library and the University are **NOT LIABLE** for loss of personal property lost through personal negligence.

- If accessing internet using personal Laptop, **Use WI-FI** and not Network Cables
- Library books used within the library should be left on the tables and NOT re-shelved by users
- Order and good mannerism must be observed in the library at all times.
- All persons leaving the library must show their possession to the security official at the exit door

Library Clearance

1. Users are required to clear with the library and to pay for any overdue fines before they leave the University.
2. Any loss of books shall be replaced before clearance and all accumulated fines relating to this loss settled.

Library Use Safety

All library users must ensure their personal safety at all times. In cases of calamity/emergencies, library users are advised to use the library emergency exits and converge at the designated Assembly Point on campus.

Withdrawal of privileges

i)   The Head of Library Services may withdraw privileges of accessing Library facilities and services from any Library user who in his/her opinion disregards Library regulations and the matter shall be further referred to the University Library Committee for confirmation or otherwise at its next meeting.
ii) The Head of Library Services may temporarily withdraw such facilities from any member who in his/her opinion disregards Library regulations.

Contacts

**For more information about the Martin Oduor-Otieno library Contact the Head of Library Services P.O. Box 56808 - 00200, Nairobi. Tel: (+254) (020) 61803/8 or 8561045/
E-mail: library@kcau.ac.ke or
librarian@kcau.ac.ke
Website: library.kcau.ac.ke**