

**AL-GHAZALI
CENTRAL LIBRARY,
UNIVERSITY OF HARIPUR, HARIPUR**

2018

LIBRARY POLICY / STATUTES

UNIVERSITY OF HARIPUR, HARIPUR PAKISTAN

Ph: 0995-615392, Fax: 0995-615394

www.uoh.edu.pk

CONTENTS

	Page No
1. INTRODUCTION	4
2. Computerization / Digitalization of Library	5
3. Library Organizational Chart	6
4. Rules & Regulations	7
5. Library Purchase & Advisory Committee (LPAC)	7
6. The Librarian	9
7. Library Budget/Finances	10
8. Procurement of Learning Resources	10
<ul style="list-style-type: none">• Books• Journals• e-Resources	
9. Circulation Desk: Borrowing Privileges	20
10. Collection Development	22
11. Stack Room /Display Area Management	23
12. Stock Verification and Procedure to Withdraw Books	24
13. User Services	27
13.1 Issue>Returns	
13.2 Library Timings	
13.3 Reference Service	
13.4 Information Literacy/Library Orientation	
13.5 Inter Library Loan	
13.6 Photocopying Services	
14. ICT Services Division	28
14.1 HEC Services	
14.2 Document Delivery Services	
14.3 Digital Library Services	
14.4 Cyber Library	
14.5 Licenses and Fair Use of e-Resources	
14.6 H.U Learning Centre for Physically Impaired	
15. Physical Ambiences:	35
15.1 Cleanliness	
15.2 Electricity and Water and Ventilation	
15.3 Floor Plan and Direction/Guideposts	

16. Library Staff Performance	36
16.1 Clearly defined Job Descriptions at all levels	
16.2 Quarterly Work Plan and Predefined, agreed Targets for achievement	
16.3 General Conduct	
16.4 Department Performance Audit by Half yearly user feedback surveys	
16.5 Bimonthly Reports about Library Functioning	
17. General Rules and Regulations of Library	37
18. Requisition Forms used in Library	39
1. Library Membership Form	
2. Day Membership/Visitor Membership Form	
3. Book Recommendation Form	
4. Journal Recommendation Form	
5. Book Reservation Form	
6. Misplaced Book Trace Request Form	
7. Photocopying Services Request Form	
8. Inter Library Loan Request Form	
9. Group Visit Facilitation Form	

1. INTRODUCTION

Central Library of University of Haripur has always been striving hard to meet the expectations of its users. However, there has been a long felt need to bring clarity and uniformity in procedures and practices of the library so as to further improve its efficiency, utility, services and productivity. For that very reason library must have an operational Policy where all rules, regulations, procedures are clearly spelt out. An initial draft of the “Policy” has been prepared by consulting similar documents of the country renowned libraries of various universities.

LIBRARY POLICY

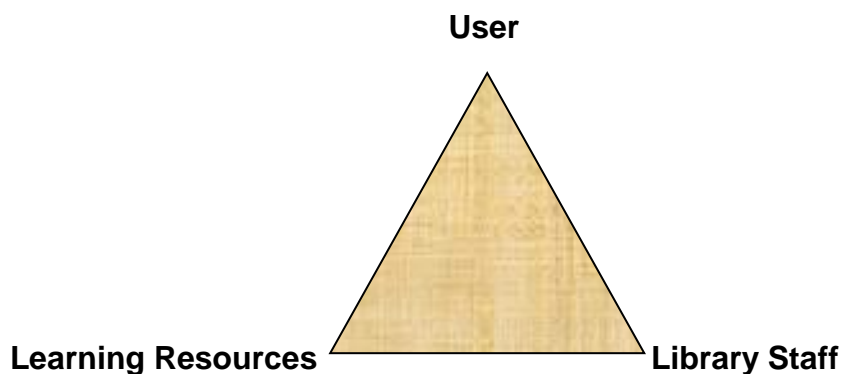
This “**Library Policy / Statutes**” aims upon all important functional modules of the library and outline a clear policy as to how the activities of the library be streamlined and maintained like collection development, provision of information services and management of other relevant academic & research support facilities. This will bring uniformity in networking with our libraries which will be coming up in different departments / campuses. For the effective implementation of this “Policy”, approval is needed from the University’s authorities / bodies.

This “Library Policy” is a source of information, even a constitution which lists out all departments, sections and officials and their functions, policies & procedures / rules & regulations within the library. This will be the source that library staff will consult whenever there is any confusion about any function or procedure. This needs series of meetings with all stakeholders recommend the final draft with consensus as the policy for final approval of authorities / bodies.

ROLE OF LIBRARY IN ACADEMIA

Library plays a very significant role in supporting the academic & research programs of the academia. It is library that identifies, evaluates, acquires, processes and then makes these learning resources available in well-systematic order to the users for their teaching, learning and research assignments.

The legendary DR. Ranganathan, declares Library as a trinity of Learning Resources, users and the Library Staff.



2. **LIBRARY AS A DIGITAL INFORMATION RESOURCE CENTRE**

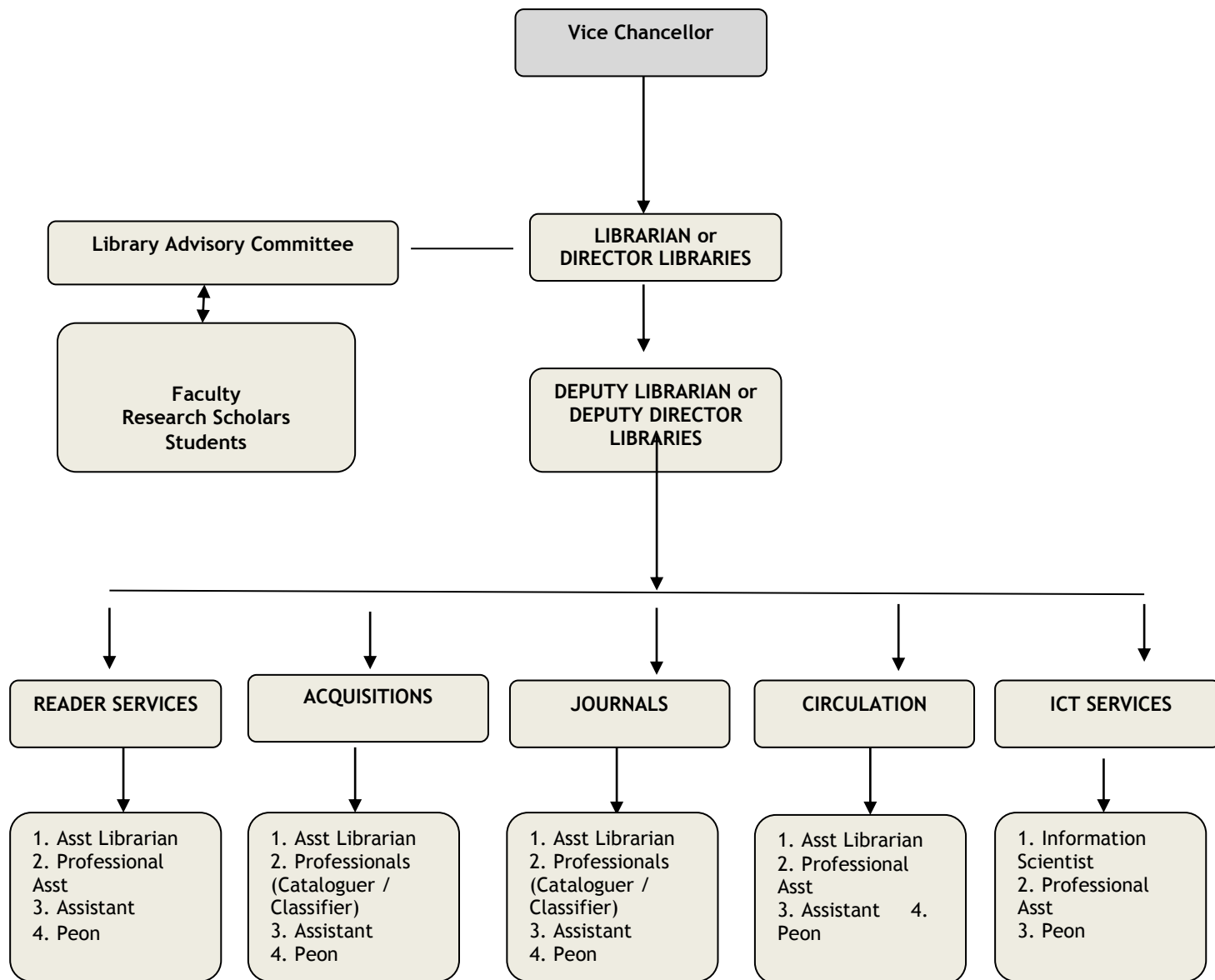
Globally over the past few decades the concept and the practice of the Libraries and librarianship has been very much changed. Libraries are not simply the reading rooms anymore but have become information hubs possessing Policy and electronic records of information. Even the **“nomenclature”** of the library is being replaced with **“Information Resource Centre”** or **“Knowledge Management Centre”** and similarly library professionals are called as **“information or knowledge managers”**. Similarly the university education has been transformed by investment in electronic infrastructure and connectivity as well as **e-learning** & related approaches have been adopted as key tools to enhance the quality higher education & research.

Libraries are the focal part of this digital knowledge transformation. Libraries provide bridge between digital & Policy contents and the end-users. To materialize these concepts, the Central Library of University of Haripur be the best or at least one of the best library / “Digital Information Resource Centre” in Pakistan by adopting the latest trends and technologies.

Library computerization has been done with the collaboration of IT department. However, some related professional personnel are required in this concern that has the capacity to search and record the contents of books so that any topic, specific to a related subject, can be searched in a huge database.

3.

ORGANIZATION CHART CENTRAL LIBRARY, UNIVERSITY OF HARIPUR



The Vice Chancellor

The Vice Chancellor will be the **patron-in-chief** of the Central Library

4. RULES AND REGULATIONS

1. Short Title

These rules and regulations shall be called “University of Haripur Library Rules and Regulations” and shall be referred to “**Library Rules**”.

2. Library Rules shall come into force after formal approval of the Vice Chancellor / relevant bodies.

DEFINITIONS:

1. “Library Purchase & Advisory Committee (LPAC)” means a committee constituted under the Chairmanship of a senior Dean, University of Haripur or Registrar to head the LPAC for smooth functioning of the University Library.
2. “Library document” means any reading material registered in the library. It included books, periodicals, serials, microfilms, reprints, reports, monographs, bulletins, official letters etc.
3. “Academic staff” means the staff of the University of Haripur engaged in teaching, research and extension education activities up to the rank of Teaching Assistant or equivalent.
4. “Non-teaching staff” means the staff other than academic staff as specified above up to the rank of Assistant or equivalent.
5. “Reserved books” means books maintained in the library which are not normally issued/loaned.
6. “Open access” means facility of free access to library material on open shelves.
7. “Other reader” means users other than students & staff of University of Haripur.

5. LIBRARY PURCHASE & ADVISORY COMMITTEE (LPAC)

The function of the Library Advisory Committee is to support the functioning of the library to facilitate the library development activities in collaboration with the Library Staff and university management. Also LPAC acts as a channel of communication and dialogue between the University Library and its users. The Committee’s main objective is to aid in the establishment a bridge between the Library and the academic society and the University management, however, this will act as an

advisor / supporter not an establishment. The LPAC is to be appointed by the Vice Chancellor of the University.

COMPOSITION:

The suggested composition of this Committee is as follows:

- Chairperson: a senior Dean or the Registrar nominated by the Vice Chancellor will be the chairperson of LPAC.
- Librarian or Director Library (shall also be the Secretary of LPAC).
- All Deans.
- Chairpersons of all academic departments
- Registrar
- Director Finance
- One Research Fellow from each Faculty.
- Two senior students of good repute nominated by the Chief Proctor.
- All Library officers shall participate in the meeting to provide required inputs.

Meeting Frequency: The LPAC would meet at least once in every quarter to review the library affairs.

Tenure: The committee shall be reconstituted once in two years. The Vice Chancellor can recommend a replacement any time for a member who withdraws from the LPAC. No member shall serve the Committee for more than two consecutive terms. For the sake of continuation one third of members from previous committee need to continue.

Meeting Minutes: Meeting minutes shall be recorded and circulated to all members for consideration. In the next meeting, the minutes shall be confirmed by the members.

Terms of Reference for LPAC:

Its mandate is given as bellow:

- a) To provide general direction to the Library.
- b) To review the functioning of the library with regards to its support to the academic program of the university.

- c) To advise the management on matters of policy relating to development of library.
- d) To outline the library collection development policy (as well as its amendments) as and when required.
- e) To suggest and evaluate, from time to time, trends and developments in information technologies, networking, library automation, library cooperation etc and to assist the library in their adoption.
- f) To suggest ways and means to generate revenue from library resources.
- g) To formulate action plan for the development of library infrastructure, facilities, products and services.
- h) Evaluate the suggestions made by the library users.
- i) To formulate the policy for library use and procedure to be framed.
- j) To assist library in providing need based information services.
- k) To review the requirements of the new programs being introduced and advise library about financial assistance.
- l) Evaluating department-wise books procurement and allocation of budget.
- m) Any other function as assigned / approved by the Vice Chancellor.

6. POWERS AND DUTIES OF THE LIBRARIAN

The Librarian shall work under the control and supervision of the Vice-Chancellor and shall be responsible for the maintenance of all libraries of the University and for the organization of their services. The University Librarian shall have the following powers and duties, namely:-

Librarian shall:

1. have general overall supervision over the University Library, and Library personnel and departments' collections;
2. prepare the budget for the Central Library including departmental collections;
3. have the responsibility of receiving and accessioning all library materials;
4. have the responsibility of initiating the purchase of all requisitioned material;
5. have the responsibility of renewing in time, subscriptions to journals;
6. initiate participate and co-operate in programs designed to stimulate and encourage the use of the library by students and staff;
7. arrange library hours in a way to allow users for maximum benefits;

8. arrange for departments and selected research sub-stations, small collections of volumes and journals that are in almost constant use by the staff and post graduate students as references;
9. purchase books and periodicals approved and recommended by the library committee to be appointed by the Vice-Chancellor;
10. be responsible for annual physical verification of books/ periodicals/ stocks and stores of the library with the permission of competent Authority.
11. perform such other duties as may be conferred or imposed on him by the Statutes / Regulations/ or by the Vice-Chancellor.

7. LIBRARY BUDGET / FINANCES

Library budget means the financial allocation to acquire information resources. The main annual library budget of the library has the following components:

1. HEC Grants
2. Allocation from the University.
3. Project allocations
4. Donations in cash & kinds (like books, journals etc).

Allocation from Projects being carried out at University of Haripur:

Various research projects depend upon to a great extent on library infrastructure for the learning & research resources. However, not all projects have a separate allocation to be given to library for using the library facility. Library will grow only when it is supported by all who make use of its resources. In this case, each project, should earmark at least 8 % of its total project cost towards library. And this should be indicated to the library, so that all the learning resources needed by the project and their facilities are procured using their own project funds. Similarly budget must have contingency funds for Binding and other stationery needed to process and maintain the Books/Journals.

8. PROCUREMENT OF LEARNING RESOURCES

Procurement of learning resources constitutes the primary responsibility of library. Library makes a systematic effort in building up the collection development by identifying, evaluating, selecting, processing the resources and making them available to the users. And since this collection building requires huge sums of

money and has long-lasting repercussions, it is very much essential that libraries have a well thought out collection development policy.

8.1 PROCUREMENT OF BOOKS / REPORTS:

- A. Faculty can recommend the books to be procured for their courses and research and forwarded by the chairperson of concerned Department.
- B. Students/Research Scholars can also recommend the books for procurement provided their recommendation is endorsed by a faculty member and forwarded by the chairperson of concerned Department.
- C. All faculty indents will be routed through Chairperson of concerned department for the approval of LPAC and the Vice Chancellor for making financial arrangement.
- D. The ordering can be done by print, online, e-mail, etc., depending upon the convenience of the Librarian with standard terms and conditions.
- E. Purchase Orders will be issued by the Librarian.
- F. Appoint a panel of vendors based on performance like response to the queries, speed of supply, adherence to the terms and conditions, etc.
- G. A panel should have at least 8 trusted vendors.
- H. Updating vendor panel from time to time based on their performance is a continuous activity and this should be done by ordering books to test vendors.
- I. This is also provisioned where the documents/books can be obtained only from specific sources, standard agencies – which are not on the panel like Govt. and research bodies publications.

8.2 Terms and conditions for vendors / suppliers:

- A. Supply of publications at current catalogue prices.
- B. Foreign Exchange rates to be charged according to Government / National Library of Pakistan policy.
- C. Minimum 10 % discount to be fixed in all cases.
- D. In the case of short/no discount titles or titles procured from abroad against specific orders (like institutional/society publications), the policy of Government / National Library will be followed.
- E. Wherever advance payment is required, the same may be made and a record thereof should be maintained.

- F. Certificates on bills by the Library (a) only latest or asked editions have been supplied (b) prices have been correctly charged in accordance with the publisher's latest catalogue and discount policy.
- G. Unless otherwise mentioned on the books, all bills to carry the price proof (like photocopy of publishers' catalogue, print out from publishers' online catalogue, distributors' invoice of the vendor).
- I. The Purchase Order issued will be valid for only 90 days unless otherwise mentioned.

8.3 PROCUREMENT PROCESS

I. Initiation of Acquisition:

- Receiving Recommendations by Indent Forms, Emails, Noting Sheets, Publisher Catalogues marked and signed
- Find out the exact details of the Title recommended
- Duplicate Checking
- Correspond with suppliers/vendors for checking availability status
- Put up for approval(A/c Dept, LAC and The Vice Chancellor)
- Prepare and Issue Purchase Orders

II. Accessioning

- Accessioning: Enter the details of the Invoice and books in "Accession Register" and computer.
- Pass entries in Bill Register and forward bills.
- Maintain Bill File.
- Maintain Bill Register Data in EXCEL Sheet for reporting.

III. Invoice Processing:

- Receive books from suppliers/vendors.
- Crosschecking with "Purchase Orders".
- Foreign Exchange rate verification as per National Library of Pakistan policy.
- Price proof verification for Foreign Publications and for books on which price is not mentioned (Photocopy of the Publisher catalogue, Print out from the Publisher's website, photocopy of the invoice received by the supplier from the distributor).
- Prepare Book Received Report (BRR) on paper and database.
- Prepare Purchase Bill (PB) on paper and database.

IV. Classifying

- Classification Books/Thesis/Dissertations as per the Dewey Decimal Classification (DDC) Schedule
- Assigning Cutter Numbers
- Writing the Class No, Cutter No and Collation on the back of Title page

V.Cataloguing:

- Bibliographic details of each book is entered into Cataloguing Module database according to AACR2 Standards
- Assigning Keywords: Minimum three keywords are assigned to each title
- Data validation: Regular editing of various access points in the database like Author, Title, Class No, etc.
- Making Analytical Entries, wherever needed.

VI.Processing Books:

- Stamping – Library stamp to be put on the back of Title page, on Secret page and on the Last page.
- Pasting bar Codes on the Front Page and on the Title page and laminate it with Cello tapes.
- Inserting Security Tickets.
- Preparing “Book cards” on papers and database.
- Send the completely ready to use new arrivals to New Additions Rack, Reference Section or Reserve Shelf, as the case may be.

VII.Material like Dissertation/Thesis/Reports and Books received as Gift

- These items to be treated like books for processing, etc.
- If the book/Report is already available in Central Library, then it will be sent to other Campus / departmental libraries.

VIII.Financial Planning/Budgeting:

- Monthly Utilization Report: Grants/Account wise.
- Inform Faculty/Project In charge about the status of funds every two months.
- Initiate utilization of funds in advance so that funds are utilized before the deadlines set in.
- Prepare proposals/ requests for mobilizing funds for the acquisition.

IX.Reports to be generated (Monthly)

- No. of Requests Received from Faculty.
- No. of Titles Recommended.
- Status of the recommended titles (Already Library has, Out of Print, Untraced).
- No. of Titles Ordered.
- No. of Titles received (Success rate).
- No. of Titles received as Gifts/Donations.
- “New Additions Bulletin” (Monthly).
- Book Received information to recommending faculty (fortnightly).

X.Vendor Follow Up:

- Titles Not Supplied.
- Reminders to suppliers fortnightly.

- After checking the inability of one supplier, redirecting the Order to another supplier.

8.4 SUBSCRIPTIONS OF JOURNALS:

8.4.1 Availability of funds

Ensure that adequate recurring/annual funds are available for the Journals Subscription/renewals etc. as required.

8.4.2 Procedure for preparing a panel of vendors:

Library should have a panel of vendors for different kinds of documents with following criteria:

- i. Registration number obtained under Tax, Import/Export and other relevant bodies, age of the organization, previous track record etc.
- ii. Performance: Response to the correspondence, speed of supply, adherence to the terms and conditions.
- iii. Experience by the peers.
- iv. Publishers that a vendor supports
- v. Vendors turnover having at least 10 times of the value of the order (for the journals subscriptions)
- vi. Updating panel from time to time based on the performance of the vendor is a continuous activity and should be done by ordering books to test vendors.
- vii. Based on the performance, the panel should have least number of vendors.

8.4.3 Terms and conditions:

- A. Supply of periodicals at current catalogue prices.
- B. Sign an Agreement with the vendors in case of Foreign Journals.
- C. Proof of approved exchange rates having prices in foreign currencies as on the date/month of invoice for the remittance journal subscriptions.
- D. Wherever advance payment is required, the same may be made and a record thereof should be maintained.
- E. Normally there is no discount on the journals.
- F. Certificates on bills: prices have been correctly charged in accordance with the publisher's latest catalogue.

G. Library should not subscribe journals against 'personal subscriptions'. However, Journals received against institutional membership are acceptable.

H. Journal subscription payments: The payment towards the journal subscriptions could be made

- (a) Either directly to the publisher or
- (b) Through the subscription agent(s) / vendor(s).

In case of above para H(b) following options are available:

a. All subscriptions should be made through the Library only and the amount paid to the publishers/vendors by the library after receiving following documentary proofs:

- I. confirmation from publishers/vendors that the journals are subscribed in the name of the Institute (i.e. University of Haripur).
- II. Proof for remittance (which are following):
 - A. Invoice/Bill in duplicate should be provided by the publisher/vendor
 - B. Publishers' Renewal Letter/Notice mentioning the subscription cost.
 - C. Price from the Publishers'/journals' official website can also be considered wherein the proper invoice etc not received by the publisher(s).
 - D. a copy of the letter sent to the publisher giving details of the journals for which remittance has been made and
 - E. copy of demand draft issued by bank attested by the bank or a letter from the bank giving details of remittance (if the payment is made by foreign currency draft obtained from the bank)
 - F. Publisher's acknowledgement of receipt of payment or letter from bank as a proof regarding the final remittance to the publisher (if the payment is made from vendor's foreign currency account).

b) Advance payment against bank guarantee. The bank guarantee can be released only after receiving any of the above documents/proofs as spelt in para (Ha) above.

- I. Missing issues: Replace original missing issues or publishers certified and reproduced copy or extend the subscription period equivalent to

corresponding period or refund either in the form of credit note or Demand Draft or Cheque.

- II. Claims: Missing issues/delayed supply of the journal issues can be claimed on quarterly basis.
- III. Online access: Negotiate with the publishers/vendors and arrive at win-win situation regarding electronic version of the print subscriptions and get access to such materials.
- IV. Try to enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness program, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.
- V. There are no standard/uniformly acceptable terms that are yet to be established in this area, as this is almost virgin and challenging field. Hence go on with mutually benefiting terms and conditions while dealing with the vendors which can be revised time to time.
- VI. HEC Digital Library: Since the university has access to the HEC Digital Library care should be taken to check for duplication before placing any order.
- VII. Trial Access: Many a times publishers propose for trial access to their respective journals collections which can be made accessible through the University's IP numbers to supplement the existing journals collection whenever possible.

8.4.4 Ordering Journals:

- i. Compile priority list with the approval of library Advisory committee and the Vice Chancellor.
- ii. Adhere to the Terms and Conditions of the Library.
- iii. Budget estimate based on the costs, currency conversion.
- iv. Place orders from available options as indicated in terms and conditions.
- v. Payment against the original and proper invoice/bill/renewal notice etc.

8.4.5 RECEIPT OF AND ACCESS TO THE MATERIALS:

Check-in system:

- i. Ensure that the items received are as per the order/ access is enabled to the desired resource.

- ii. Policy and computerized record of receipts of the journal issues.
- iii. Article/s entry into the in-house database in response to the set user profile.
- iv. Timely display of the Loose Issues of the periodicals on the respective display racks.
- v. Linking to the online content wherever applicable.
- vi. Accessioning the virtual resources should not be done since they do not exist in physical form.
- vii. Accompanying materials such as CDs/DVDs etc are being preserved at the E-resources Centre of the Library. Other than CDs/DVDs are kept with the Periodicals Section.

CERTIFICATION / NOTIFICATION AGAINST ADVANCE PAYMENTS:

- i. The invoices/bills and documentary proofs be duly scrutinized by library. The invoices/bills duly certified by the Head of the library or his/her designated authority should be sent to Finance Section for payment.
- ii. In case of advance payment, after the receipt of the document the necessary entry should be made in records to close down the outstanding balance.
- iii. A proper Bill Register to be maintained to record all the payments sought/made.

8.4.6 GRATIS AND EXCHANGE PERIODICALS:

- i. The documents relevant to the scope of the University's study and research areas be added and accessioned in the collection.
- ii. Try to get the free/discounted subscription(s) to the periodical(s) wherever possible.
- iii. Gratis may be accepted from the University's faculty, scholars, or outside institutes and organizations of similar interest.
- iv. Avoid duplication unless essential.
- v. Find good place for the documents that are not relevant to the university.
- vi. If needed maintain a separate collection(s).
- vii. There should be a proper record of gratis items and should be acknowledged appropriately.
- viii. Journals under Exchange mode should be handled separately.

- ix. Journals under 'Exchange and Free Subscription' can be treated as regular subscriptions and article entry is advised to be done in the Library Database and the completed volumes will be bound and accessioned and archived.

8.4.7 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. Though the library gets access to the back volumes online from the publisher's websites, etc., the print volumes of these journals also be considered for archiving in less active storage area. Adequate space should be provided for archival storage to Library if not available.

The following categories of materials can be considered for weeding out:

- i. Ephemeral material (e.g. newsletters, progress reports, pamphlets) including those materials that lose value after a certain period of time such as: annual reports, yearbooks, etc. These are weeded out annually.
- ii. Duplicate issues of the journals may not necessarily be weeded out even the volumes are bound. They can be passed on to the other Campus or any departmental Library to seek the prospect readers.

8.4.8 OTHER RESOURCES MANAGED:

Other than Journals:

A variety of other information resources are received and displayed for use in the Periodicals Section which received free of charge, via:

- i. Complimentary Loose issues of Journals
- ii. Annual Reports
- iii. Working Papers
- iv. Occasional Papers
- v. Discussion Papers
- vi. Technical/Trend Reports
- vii. Brochures
- viii. Prospectus etc, all receipt should be acknowledged timely and oblige.

Non-Book Materials

A small collection of Non-Book Materials such as Audio Cassettes, Video Cassettes/VHSs, Microfilms, Microfiche, 35mm films, Psychological Tests, Booklets, and Posters etc is being maintained at the Periodicals Section and enlisted in a computer record. These materials are open to all Library users.

8.4.9 MAINTENANCE OF RECORDS:

The transactions of all the activities/procedures/etc. in the Periodicals Section should be carefully and properly recorded for the relevant information and documentation. In this regard apart from the automated system, the section maintains the following documents for keeping the records:

- i. Periodicals Record Registers
- ii. Bills Register
- iii. Gratis Journals Record Register
- iv. Card Catalogue for Bound Volumes and
- v. Various Files
- vi. Computerized record

8.5 PROCUREMENT OF E-RESOURCES

- i. Large opportunities exist in this area for negotiation with the publishers/ resource providers and arrive at win-win situation. E-journals, e-books, databases, etc., are the resources available in electronic form and one can have virtual access to these.
- ii. There exist many pricing models. The libraries can adopt the model depending on various factors. The libraries have to decide based on the estimated usage and cost to go for any of the access.
- iii. Experiences indicate that the young generation of users is interested in e-access; therefore there is a need to have a major shift of our print resources to e-resources. This would also resolve other management issues.
- iv. One can enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness program, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc.
- v. There are no standard / uniformly acceptable terms that are yet to be established in this area, as this is almost virgin and challenging field.

- vi. Since the HEC Digital Library is providing access to large number of resources to Universities, care needs to be taken that university gets maximum number of e journals from this opportunity.
- vii. In case of termination of the agreement or on expiry of the agreement, the licensor shall provide the full-text of the e-journals entered into agreement and for the period of agreement on the prevalent state of art formats i.e. DVDs, CDs, etc., with the retrieval software.
- viii. E-books are becoming a common reality. Like journals it is essential that the access to these resources be provided taking in to account current pricing models and trends in usage.

9. CIRCULATION SECTION:

Circulation Section handles the Front Desk operations of the library and is very important because it is the first contact point for faculty and users to the library. Efficient functioning Circulation Desk leaves a lasting impression on the user and hence it is very important section of the library. Major Activities of the Section are:

- a) Issue and returns of Learning Resources (primarily books).
- b) Attending the Users' query for effective interpretation of library rules.
- c) Registration of new members & issue of barcode Generated ID Card for users.
- d) Inter Library Loan Service.
- e) Operation of "Circulation Module" of Library Management Software, Maintenance and up-dation of all data related to users at Circulation desk in Library software.
- f) Sending Reminders to overdue documents users.
- g) Display of Books during Seminars/Workshops.
- h) Maintenance of Compendiums.
- i) Correspondence & No Due issuing.
- j) Library Orientations/Information Literacy.
- k) Assisting the users for accessing OPAC and Reference.
- l) Assigning Library Staff duties for Saturdays/Sundays.

9.1. ISSUE/RETURN PROCEDURE

Issue/Return of library materials is the routine operation of any library. Proper flowchart/sequence of activities to be followed to issue and receive the library books is defined as followed:

While Issuing Book:

- Quickly glance the book for any damage
- Ensure that the User writes the details of book in passbook and signs on the Book card
- Enter details into Issue Database
- Discharge the books as per 3M Security
- Prepare gate pass
- Handover the books/Passbook to the user

While receiving the books:

- Quickly glance the book for any damage
- Check Due dates for necessary action
- Cancel the entries in Pass Book
- Cancel the entries from user Account in SLIM
- Charge books as per 3M security System
- Send them to Stack for Shelving

9.2. BORROWING CRITERIA FOR FACULTY/STUDENTS/ADMIN

Clearly define the number of items that and user is eligible to borrow:

Category of User	General Shelf Books		Reserve Shelf Books	
	No. Of Books	Issue Period	No. Of Books	Issue Period
Faculty /Adhoc Faculty	10 Books	30 Days each	2	2 Days each
Visiting Faculty	2	15 Days each	1	2 days
Administrative Staff	5	15 Days each	1	2 days
Part Time Ph.D. Scholars	5	30 Days each	1	2 days
M.Phil/PhD Scholars	10	15 Days each	1	2 Days each
Students	5	15 Days each	1	2 Days each
Short Term Courses	4	15 Days each	1	2 Days each
Research/ Project Assistant	2	15 Days each	Librarian discretion	-do-
Alumni	1	15 Days each	-do-	-do-
Institutional Membership	3	15 Days each	-do-	-do-

9.3. DOCUMENTS THAT CAN AND CANNOT BE BORROWED**Books that can be borrowed:**

- Books from the general shelf can be borrowed.
- Reserve Shelf Books can be borrowed only for a day
- CD ROMS, DVDs and audio video cassettes can be borrowed for a period of one week

Books that cannot be borrowed:

- Journals Bound Volumes, Loose issues of journals and the latest available issue of the magazines are to be referred within library premises and are not available for issuing out.
- Dissertations/Project Works submitted by University of Haripur Students & faculty are principally not issuable; however, in a particular situation librarian has the discretion to borrow with suitable measures.

9.4. RENEWALS/RESERVATIONS AND OVER DUE/FINES

- Books can be renewed for another term of 15 days if there is no demand on them. The renewal must be made on or before the due date.
- There will be over due charge Re.5/- per day per book.

9.5. LOSS AND DAMAGE OF DOCUMENTS BY USERS

- Library materials are to be handled with care.
- If a book is lost or mutilated beyond usable condition, then the book has to be replaced with the same or latest edition of that book.
- If the book is out of print, then three times the cost of the book has to be paid as fine in replacement.
- If the book is reported (in writing) as lost / misplaced, the overdue charges are not levied in such case from the date of report until the same is replaced (it must be resolved within two months).

9.6. THEFT / MISUSE OF LIBRARY RESOURCES:

- The theft or abuse of Library resources like books, journal issues, reports, and dissertations will be viewed very seriously. Each case will be examined to ascertain its genuineness and the matter will be reported to the LAC/Vice Chancellor for further action.

9.7. DAY MEMBERSHIP/VISITORS ACCESS

- All students/researchers from outside UNIVERSITY OF HARIPUR who wants to utilize the library are allowed to utilize the library services if they produce valid identity cards and register them as day members by paying library fee of Rs.10.00 per day (subject to change).

9.8. ISSUE OF LIBRARY USE CERTIFICATES

Circulation Desk Shall issue Library use/Attendance certificate to research scholars who request for it. They must apply for it by using the prescribed form of library and produce an introduction letter from the Librarian of their respective Department/institute/college.

10. COLLECTION DEVELOPMENT

All academic and research libraries have a common objective to provide its users the information they want. The effectiveness of this function is directly related to collection development and organization information services. Collection development being the most important of these primary functions, a written acquisition policy outlining the various procedures and methods necessary for collection development is prepared.

10.1. STRENGTH AND WEAKNESS OF THE EXISTING COLLECTION

The University starts new courses/programs from time to time. In relation to new programs, Library must make special provision in the budget to strengthen the new program with minimal learning resources. Based on the observations, an effort should be done to add books, journals and e-Resources in the area of the new program.

10.2. FOLLOW UP WITH FUNDING AGENCIES

Library should follow up with funding agencies like HEC, Trusts/endowments, donors & philanthropists for augmenting finances to strengthen the collection development process.

10.3. FOLLOW UP WITH HEC DIGITAL LIBRARY

Library must continuously follow up with consortium agencies like **HEC Digital Library** for inclusion and addition of new journals and databases to support the new academic program.

10.4. SHIFT TOWARDS E-RESOURCES

Because of the conveniences like multiple access and anywhere, anytime access, there is a considerable demand for online databases, e-journals and e-books. University of Haripur also has excellent online / networked access infrastructure on 5 mbps broadband internet, Wi-fi connectivity in the campus. These e-resources can also be accessed from remote points. Hence, emphasis may be given more towards e-resources.

11. STACK ROOM / DISPLAY AREA MANAGEMENT

Collection Organization plays a very important role in ensuring the optimum utilization of the books, journals kept in the library. Presently, the learning resources are stacked /displayed in the following categories:

- General Stack Area (Spread across three floors for books/bound Volumes)
- Reserve Shelf Collection (consisting of books in high demand, Thesis/Dissertations, University of Haripur project Reports, annual reports, statutes, proceedings of statutory bodies)
- Reference Section (Consisting of Encyclopedias, Dictionaries, Policies, etc)
- News paper/Magazine Display Area (Ground Floor)
- Journal Display Racks (Second Floor)

It is essential that all efforts are carried out by the library for pleasant display and quick retrieval of books/journals by the users. Library must ensure that:

- All the books removed from the stacks are replaced back in their shelves at least twice a day.
- Each unit of Stack to have a designated Library Attendant.
- Shelf Reading must be done continuously to look for misplaced books.
- Books reported untraced by users be traced in the quickest possible time with documentation like when the request was received and when it was solved.
- The stacks should be properly labeled with subject guides and Class Number Guides.

12. STOCK VERIFICATION AND PROCEDURE TO WITHDRAW BOOKS

Physical verification of the library stocks has to be carried out to identify the losses, identifying misplaced material, identifying material that need repair, etc. Depending upon the size of the library following periodicity is suggested:

Size of library	Periodicity
Up to 20,000 volumes including journal back volumes	100% physical verification at 3 year intervals
Above 20,000 and up to 50,000 volumes including the journal back volumes.	100% physical verification at 5 year intervals
Above 50,000 volumes and up to 1,00,000 volumes including the journal back volumes	Sample (20% of the total stock) physical verification at intervals of not more than 3 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done
Above 1,00,000 volumes including the journal back volumes	Sample (10% of the total stock) physical verification at intervals of not more than 3 years. If such a sample verification reveals losses up to 10% of the sample chosen, complete verification is required to be done

The sample can be of random generation of numbers. The verification has to be carried out by a team of members appointed by the LAC and the library staff will assist the verification team.

11.1. LOSS OF PUBLICATIONS

- Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian has a role as information manager and not just a custodian. Therefore he/she should not be held responsible for the losses.
- Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable.
- Loss of a book of the value exceeding Rs.2000.00 for books published in Pakistan and Rs.10,000.00 for books published abroad and books of special nature and rarity shall invariably be investigated and consequential action taken. The Vice Chancellor will write off all such losses. The base values suggested for local and foreign books shall be reviewed every three years.

- A publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action be taken to write off the publications by competent authority.
- If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened.
- Occasional loss/damage of issues of periodicals is inevitable during postal transit. If the payment is made directly to the publisher, then sometimes it is not possible to get the replacement. In such cases, the non-receipts/damages will be considered as loss for write-off.
- Librarian may write off the loss of books, volumes, etc. mentioned in the proceeding paragraph provided the total value of all such books, etc. does not exceed the monetary limit prescribed the Delegation of Financial Powers Rules in vogue for Head of a Department in respect of deficiencies and depreciations in the value of stores included in the stock and other accounts. In the event of the total value exceeding the monetary limit specified above, the loss of books shall be written off by the competent authority as specified in the Delegation of Financial Power Rules in vogue.
- There may be no objection to the Librarian disposing of damaged/ obsolete volumes to the best interest of the library. However, the disposal of such volumes should be made on the recommendations of a Library Advisory Committee to be appointed by the competent authority which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.

11.2. PROCEDURE FOR WRITE-OFF

- List the “material not found” during stock verification.
- Library staff to make all possible efforts to locate the “document not found” during stock verification (the process can go up to six months but not as an exclusive task).
- Prepare pre-final list of the “documents not found” and publicize.
- Compile a final list of “documents not found”.
- Compare with the list of earlier stock verification to identify common entries.
- Compare losses with borrowing/ consulting / photocopying statistics.

- Put up the list of common entries to the Vice Chancellor along with justification for the losses (open access, limited staff, inadequate security system, large number of students visiting library, losses within permissible limits, etc.)
- Get approval from the Vice Chancellor.
- Make necessary entries in the accession register, write-off register, assets register, etc.
- Remove records from databases as well.
- Close file.
- Improve the system with additional precautionary measures.

11.3. PREVENTIVE MEASURES:

Some preventive measures are listed below:

- Follow closed access to the rare books and specialized collections.
- The exit/entry to the library be monitored
- Sealing of windows with wire mesh, installation of wicket gate, adequate vigilance in the stack room(s), provision of adequate lighting, use of electronic or magnetic gadgets for detection of the library material, closed-circuit camera/television monitoring system, introduction of identity/membership cards for identification of users, etc., can be adopted.
- Inadequate staff in the library is also one of the reasons for the losses and inaccuracy. Therefore trained library staff should not be transferred frequently. Even, it will be better for library if the available professional staff be promoted to senior positions if available because they are well informed of the library arrangement and activities in vogue.

13. USER SERVICES

13.1 Issue/Returns: As mentioned in detail in 4.0 (Circulation Desk)

13.2 Library Timings

LIBRARY TIMINGS ARE AS FOLLOWS;

Monday- Friday 8.00 a.m. to 04.00 p.m.

Issue/Return Timings

Monday- Friday 8.00 am to 04.00 pm

Timings during Vacation:

Office Timings

Monday- Friday 08.00 am to 04.00 pm

Issue/Return Timings

Monday- Friday 08.00 a.m. to 04.00 p.m.

The Library remains open on all days of the year except on Eid holidays, 14th August and 23rd March (National Holidays) and the days Government or competent authority announce.

13.3 REFERENCE SERVICE

Library houses all important reference sources like Encyclopedias, Dictionaries, handbooks and Policy's, Statistics, Yearbooks. The collection ranges from general to subject specific sources. All the reference sources are housed in the Ground floor Reference section. Users can also contact staff on duty for any assistance. Library also has access to online reference sources which may be accessed from the library website.

13.4 LIBRARY ORIENTATION

Library will conduct Library orientation program to all users in the beginning of the academic year. Besides this, these awareness programs should be conducted when requested by users from time to time. This information should also be provided in print form for consultation.

13.5 INTER-LIBRARY LOAN

Library may maintain inter library loan arrangement with leading local libraries like AUST, Comsats Abbottabad, UET Abbottabad, HEC, etc. Apart from this library also should get membership with online resources of other institutes. Hence, all possible efforts must be made to make available the learning resources needed for the faculty, students and researchers.

13.6 PHOTOCOPYING SERVICES

Library should maintain two heavy duty multifunctional photocopying machines. Two operators should be appointed to provide photocopying service in shift basis.

14. INFORMATION & COMMUNICATION TECHNOLOGY (ICT) SERVICES

14.1. *HEC Digital Library Services:*

The Central Library of University of Haripur is one of the members of HEC Digital Library since 2012. HEC has set up this program to promote use of electronic databases and full text access to e-journals by the research and Academic community of the country. Online databases are accessible via the Library Homepage, which provide access to full-text scholarly research articles beyond the physical wall of the library.

- Access to more than 60 full text scholarly journals online.
- Dozens of online databases in the field of social science and other.
- Will subscribe other required online journals by adopting approved procedure.
- IP Based access to various e-Resources
- Statistical usage reports of e-resources will be prepared and recorded.

14.2. Digital Library Services: The Central Library of University of Haripur will strive for providing the State-of-art Digital Library services with seamless access to various CD-ROM Databases, Electronic Theses & Dissertations, In-house Bibliographic and full text Databases, Institutional Repository, Online resource sharing.

- Access to Electronic version of electronic Journals on Social Sciences, Humanities, Sciences etc and Sociological Bulletin on Library intranet
- Digitization of library materials including Rare and Out of Print books but in demand
- Digitization of Theses and Dissertations submitted to the institute
- External Digitization projects
- Scanning and printing facility for the students

14.3. CYBER LIBRARY

The Central Library will also establish Cyber Library with latest computers working in a networked environment through connectivity by using fastest High Bandwidth

Leased Line. The Online databases like Project Muse, Springer Link, JSTOR and Blackwell will provide access to full text journals through HEC Digital Library.

SALIENT FEATURES OF CYBER LIBRARY

- Cyber library will have 100 computers using a dedicated Mbps leased line in a networked environment.
- Open all working days of the year
- Both reading and computing facilities
- Laser printing facility
- Access to full text online journals through HEC Digital Library and other library e-resources.
- IP based Web Cameras for surveillance to enhance security and quality of the library resources.

CYBER LIBRARY-ACCEPTABLE USE AND CODE OF CONDUCT:

1. Do not connect your mobile to computers.
2. Do not install Any Software without Prior Permission of library staff.
3. Do not download movies or songs.
4. Do not remove LAN Cord, Keyboard and Mouse from the computers.
5. Do not save any document on the desktop.
6. Kindly scan your pen drive, CDs or DVDs before use.
7. Keep Your Mobile on Silent Mode.
8. Eatables are not allowed inside the Cyber Library.
9. Take care of your own belongings.
10. Turn off the computer after your work is completed.
11. All drives will be formatted after every 15 days by it team without any intimation.
12. Library team will not be responsible for any data loss
13. Kindly co-operate with library team for minimum downtime of the computers.
14. Please inform to library team in case of any computers problem.
15. Please keep the cyber library clean.
16. Keep silence in cyber library.

14.4. LICENSES AND FAIR USE OF E-RESOURCES:

University of Haripur Central Library will subscribe to thousands of electronic journals including full-text electronic resources and bibliographic databases for its academic community. All electronic resources available through the Central Library are governed by license agreements. The terms and conditions for using these resources are spelled out in license agreements that are signed with each publisher by the University of Haripur / Central Library on behalf of its member institutions. The licenses for electronic resources impose two types of restrictions on its usage:

- i. who can use these resources; and
- ii. How the resources can be used.

The first restriction defines authorized users for e-resources, which generally includes students, faculty, staff and onsite visitors of the subscribing institution. The second restriction deals with how these resources can be used. It is the responsibility of individual users to ensure that e-resources are used for personal, educational and research purposes only. Most of the agreements entered into by the subscriber and publishers specify items that users are prohibited to do. Some of them are as follows:

- Systematic or programmatic downloading, retention, and printing are prohibited. For example, you cannot download entire issue of a journal or print out several copies of the same article.
- Electronic distribution of content is also restricted although the specific restrictions vary from publisher to publisher. It may be permissible to forward an article to another colleague in your own institution by email, however, transmitting an article to someone outside of the institution, or to a large group of recipients, a mailing list, or an electronic bulletin board, is not allowed.
- If you are teaching a class, you can print out a copy of an article from an electronic journal and include it in your course pack. However, do not make multiple copies for circulation. Copyright laws protect published material in any format so that it cannot be copied except in accordance with fair use.

Providing access to material for educational purposes falls within the realm of fair use.

- Please ensure that the resource is used for educational and research purposes and not for commercial purposes.
- Providing electronic links on your course web pages to the Library's licensed resources is permitted but you cannot post the PDF of an article on your website. The publishers' main concern is that people outside of your campus network should not be able to access resources licensed by your institution. However, a researcher can post a pre-print of an article written by him/her.
- As with any kind of scholarly communication, a researcher can use phrases or quotes from other articles and cite the source of information. However, a researcher is prohibited from using large chunk of information (paragraphs and chapters) from an article or from a chapter in a book.

What happens if the License is violated?

Publishers track the use of their electronic resources in terms of number of downloads made by subscribing institution. Misuse, if any, is notified to the subscribing institution with details of kinds of violations and institution is expected to take action. The publisher also suspends the access to e-resource pending suitable action by subscribing institution. The access is stopped not only for journals where license agreement was violated but for all journals by the same publisher. Moreover, the access is suspended not only for the individual violator but for the entire institution.

Conditions of Use and Licensing Restrictions for Electronic Resources

University of Haripur / Central Library will subscribe to thousands of electronic journals and bibliographic databases for use by authorized users in member institutions. The terms and conditions for using these resources are spelled out in electronic resource license agreements with each publisher. It is the responsibility of individual users to ensure that the use of electronic resources does not breach the terms and conditions specified in the license agreements. Licenses vary from publisher to publisher; however, the general principles are as follows:

Permitted	Not Permitted
➤ Viewing, downloading, copying,	➤ Use of robots or intelligent agents to do

printing and saving a copy of search results ➤ Viewing, downloading, copying, printing and saving individual articles ➤ Using e-resources for scholarly, educational or scientific research, teaching, private study and clinical purposes ➤ Sending a copy of an article to another authorized user (i.e. current faculty, students or staff) ➤ Posting the URL to the publisher's version of the article on a class website (publisher links will allow only authorized users access)	systematic, bulk or automatic downloading is not permitted ➤ Systematic downloading or printing of entire journal issues or volumes, or large portions of other e-resources is not permitted ➤ Using e-resources for commercial gain is not permitted (i.e. reselling, redistributing or republishing licensed content) ➤ Transmitting, disseminating or otherwise making online content available to unauthorized users (i.e. sending to mailing lists or electronic bulletin boards) is not permitted ➤ Posting the publisher's version or PDF of an article to an open class website is not permitted (instead, post the URL to the article which will allow only authorized users access)
---	---

Breaches of the license agreement with publishers could result in the suspension of access to the resources for the member institutions.

Generic license agreements for all publishers specifying all the terms and conditions of the following databases are available at their respective websites.

E-Resources under HEC Digital Library:

Association for Computing Machinery – ACM
American Chemical Society – ACS
Blackwell Synergy
Cambridge University Press – CUP
Ebsco Host (Academic Search™ Premier)
Ebsco Host (Business Source® Premier)
Electronic Library Information Navigator - ELIN (<i>for Member Institutions Only</i>)
Elsevier (Science Direct)
Institute of Electrical & Electronics Engineers – IEEE
Institute of Physics – IOP
JSTOR
SpringerLink

And many other e-resources are available on HEC Digital Library.

E-Resources Subscribed by Central Library:

- 1 Association of computing machinery ACM
- 2 ASTM
- 3 BRILL
- 4 EBRARY
- 5 IMF E-LIBRARY
- 6 INSTITUTE FOR OPERATIONS RESEARCH AND THE
MANAGEMENT SCIENCES (INFORMS)
- 7 JSTOR
- 8 SIAM
- 9 Springer Ebooks
- 10 TAYLOR & FRANCIS Journals
- 11 UNIVERSITY OF CHICAGO PRESS
- 12 WILEY-BLACKWELL JOURNALS

COMPUTER ACCESS-ACCEPTABLE USE AND CODE OF CONDUCT:

Only registered members of the Library are authorized to use the Computers, Internet facility or to access e-Resources. Prior to such authorization, the students must sign and return the Library Registration Form acknowledging their responsibilities and the consequences of violation.

Students are expected to observe network etiquette by being polite. Students are prohibited from pretending to be someone else; transmitting obscene messages or pictures; revealing personal addresses or telephone numbers-either their own or another person's; or using the network in a way that would disrupt use by others.

The following policy for acceptable use of computers, networks, and system resources, including the Internet and e-resources, shall apply to all University of Haripur Library users. All technology equipment shall be used under the supervision of the site administrator. Any user who violates any condition of this policy is subject to disciplinary action or administrative sanctions. In addition to any other disciplinary action taken, the Technology Department reserves the right to terminate access to system resources for any user who violates these guidelines.

1. Every user in whose name a system account is issued will be responsible at all times for its proper use.

2. Users shall not let other persons use their name, logon, password, or files for any reason
3. Users shall not use others' system accounts or try to discover another user's password.
4. Users shall not erase, rename, or make unusable anyone else's computer files, programs or disks.
5. Users shall not use Computers for any non-instructional or non-administrative purpose, including, instant messaging, online shopping, or personal use of streaming media such as online radio stations or video broadcasts.
6. Users may not **install, download, copy, or distribute copyrighted materials** such as software, audio or video, files, graphics, and text without the written permission of the administrator.
7. Users shall not use the Computers for illegal purposes, in support of illegal activities, or for any other prohibited activity.
8. Users shall not write, produce, generate copy, propagate, or attempt to introduce any computer code designed to self-replicate, damage, or otherwise hinder the performance of any computer's memory, file system, or software. Such software is often called a **bug, virus, worm, Trojan Horse**, or other name.
9. Users shall not use Computers to purposefully distribute, create, or copy messages or materials that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another's reputation, or illegal.
10. Users shall not use Computers to purposefully access materials that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another's reputation, or illegal. In the event that accidental access to prohibited materials occurs, users are expected to immediately discontinue such access and report the incident either to Library staff or to the administrator.
11. Users shall not intentionally damage the system, damage information belonging to others, misuse system resources, or allow others to misuse system resources.
12. Users shall not alter or vandalize computers, networks, printers, or other associated equipment and system resources. Alteration or vandalism includes, but is not limited to: removal of parts, intentional destruction of equipment, altering system settings or software, installing unauthorized or unlicensed

software or programs, attempting to degrade or disrupt system performance, or attempting to make system resources unusable.

13. Users shall not use Computers for the forgery or attempted forgery of email messages. Attempts to read, delete, copy, or modify the email of other system users, deliberate interference with the ability of other users to send/receive email, or the use of another person's email account is prohibited.
14. Users should not use library network for sending and receiving a large number of personal messages, including using group email distribution lists to send non-administrative or non-instructional messages to other users.

14.5. UNIVERSITY OF HARIPUR LEARNING CENTRE FOR PHYSICALLY IMPAIRED

This centre is suggested to be established to provide innovative teaching techniques and philosophy that continues to have far-reaching effects on the lives of physically challenged persons and taking them to new heights of independence. This will be a unique facility for physically impaired with a friendly classroom environment. The Centre is aimed to provide barrier free access and independent reading of library materials. The Centre believes that with proper training and opportunity, physically challenged people can compete on terms of equality with their normal peers. The Centre will acquired latest assisting technologies to help physically impaired persons.

15. PHYSICAL AMBIENCES:

15.1. Cleanliness:

Library is the department that is the backbone of all academic programs of the institute. Students and faculty would be spending their considerable time in library premises pursuing their research and studies. Hence it is very much essential that library has a checking system in place to monitor the cleanliness and hygiene of the library premises like regular sweeping, cleaning and mopping of all floors, and washrooms.

15.2. Electricity, Water and ventilation

Library will ensure that these essential things are working at all times and users would not be put to any inconvenience.

15.3. Floor Plan and Direction/Guideposts

Library shall have floor plans designed and proper directions/guideposts for people to move around the library looking for resources/services.

16. LIBRARY STAFF PERFORMANCE MANAGEMENT

University of Haripur library is managed by a professionally qualified and competent team. It is suggested that the performance of the team can be optimized by taking the following measures.

16.1 Clearly defined Job Descriptions at all levels

Each member of the library team shall have a clearly defined, unambiguous job description that facilitates and gels with the library's and then University's mission and vision Statements. The organization chart with a clear reporting structure be developed for having effective span of control within the library.

16.2 Quarterly work plan and predefined, agreed targets for achievement

Each section in the library shall have a Quarterly Work Plan. Here, the works to be carried in the next quarter and the predetermined, agreed targets for achievements will be decided. There will be a review process after the every quarterly for assessment.

16.3 General Conduct

Every member of library team shall exhibit the highest level of professional conduct in discharging their duties. Staffs are expected to be in their sections unless otherwise their work takes them away from the desk. Providing polite and efficient service shall be the motto of the library.

16.4 Department Performance Audit by yearly user feedback surveys

Library will initiate a annual department performance audit wherein the performance of each section of library will be evaluated based on the feedback surveys, user satisfaction surveys. This feedback and evaluation will certainly help library to overcome any lacunae in the facilities and services being provided.

17. **GENERAL RULES AND REGULATIONS:**

1. All the students/scholars and outsiders entering the Library shall deposit their bags and other belongings at the entrance and sign in the Register at the checkpoint. Only notebooks and the Library books to be returned will be allowed inside. Do **not to leave any valuables at the Check Point**. Library is not responsible for any loss of personal belongings. All files, books and notebooks must be presented to the **security guard** at the checkpoint for inspection while leaving the Library. **Library does not permit any exception in the observance of this rule.**
2. Identity Card is compulsory for getting access to the library.
3. Books removed from the shelves by students, if not required for reference, should be kept on the book trolley or on table nearest to them. Please do not try to shelve them yourself. ***Please remember that a book misplaced is a book lost.***
4. The newspaper(s) should be folded properly after reading and kept back in the designated place.
5. Readers should not deface, mark, cut, mutilate or damage library resources in any way. If anyone is found doing so, he will be charged the full replacement cost of the resource. Books Borrowed should be protected from RAIN, DUST, INSECT, etc.
6. All the students/scholars are required to bring three copies of their recent photographs (Passport Size) along with the Fee Receipt while applying for Library membership.
7. All the students are advised to bring their own **Reading Cards** while using the Library.
8. The Reserve Shelf book must be returned on the due date between 9.00 am to 10.00 am. And General Shelf books on or before the due date. General Shelf books are issued upto 8.00 pm.
9. Claim for Reserve Shelf books should be made in the Register maintained at the counter between 8.30 am to 2.00 pm and they should be collected between 3.00 pm to 4.00 pm.
10. Books are issued to students for overnight during the examination time only.
11. Compendiums should be issued on reserve shelf card only.

12. Those students who do not return the books, issued for overnight use, in time, will not be issued any book for a period of 7 days.
13. All the students who want to return the books issued on their names are advised to wait until the books are shown as cancelled against their names.
14. The "PASS OUT" slip should be handed over to the security guard at the checkpoint before taking out the issued book/s.
15. There will be a fine of Rs. 10.00 per General Shelf book and Reserve shelf book, Rs. 20.00.
16. Students are advised **not to issue Books to others on their names**.
17. A fine of Rs.100/- will be charged for the loss of Library card, for book three times of the original price charged.
18. Conversation and discussion disturbs library ambience. Therefore, all are requested to maintain dignified silence. If discussion is necessary, the common room should be utilized for the same.
19. Smoking, Alcohols, Beverages and Eatables are not allowed in the library.
20. All users are requested to keep their **mobile phones switched off or in silent mode** in the Library.
21. No visitor or guest is permitted to use the Library without the prior permission of the Librarian. He/She is required to produce a proper introduction letter from the concerned Institution/Organization to which he/she is attached. A fee of Rs.50/- per day is charged for a visitor who wishes to use the Library facility.
22. No photograph of the Library shall be taken without the prior permission of the Librarian.
23. Library reserves the right to call back any issued book/item at any time.
24. All research scholars are advised not to keep Library books/journals (loose & bound) inside their cupboard without getting them issued.
25. Librarian reserves the right to check the Ph.D. & M.Phil tables and cupboards, whenever necessary.
26. All students are advised to come to the Library in decent dress and manner.
27. Demand and suggestion slips are available at the circulation desk for use.
18. **VARIOUS REQUISITION FORMS USED IN LIBRARY**
 - a) Library Membership Form
 - b) Day Membership/Visitor Membership Form

- c) Book Recommendation Form
- d) Journal Recommendation Form
- e) Book Reservation Form
- f) Misplaced Book Trace Request Form
- g) Photocopying Services Request Form
- h) Inter Library Loan Request Form
- i) Group Visit Facilitation Form