

St. Paul's Hospital Millennium Medical College

Library & Documentation Services Policy Manual

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General Editor: Kathleen Ludwig Omollo

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PREFACE

This Library & documentation services policy manual revised edition is intended to provide guidance in the development, use and maintenance of a reliable, secure and cost effective library resources and facilities that conform to recognized standards for the access of internal and external information and learning materials in line with the mission & vision of St. Paul's Hospital Millennium Medical College.

The writers of the document have long year's library and information service expertise and thus the work emanates from rational and operational encounters attained at large libraries at an academic institutions level. The scope of this policy focuses on services and resources that are primarily or wholly owned or maintained by the library and documentation services directorate and does not include campus-wide ICT services and facilities outside the library.

A limitation in this work mainly arise from unavailability of literatures in the topic in local settings and we believe that personal observation of sites and analysis of working procedures in various libraries were possibly made to minimize the literature gap and address the topic.

We wish to take this opportunity to pay special tribute to Mrs. Kathleen Ludwig Omollo, Senior Project Manager, Center for International Reproductive Health Training (CIRHT), University of Michigan, for her remarkable work in editing the draft policy document. We acknowledge SPHMMC management for their role in initiating the work, commenting, endorsement and publishing of the final document.

Sincerely,

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1. Introduction

St. Paul's Hospital Millennium Medical College (SPHMMC) Library and documentation Service Directorate is one of the academic units established to serve the teaching, learning, research and clinical activities of SPHMMC by providing relevant and appropriate high level medical information services. The library and documentation directorate is serving the academician, undergraduate and graduate students, researchers and clinicians on a 24/7 basis. Service units of the library includes Acquisition, Circulation, Cataloging, Reference, Periodicals & Documentation, Photocopy & Binding, Book Store, Digital Library and Reprography units.

This policy is intended to govern library and documentation directorate staffs, the use of facilities, resources, services and prohibit activities inconsistent with achievement of the library's mission statement and objectives.

The document is presented in twelve separate sections. Section one provides brief introduction to the library. Section two defines terms, describes the purpose of the policy, the governance system, facilities and budget of the library. Section three presents about the mission, vision & goals of the library. Section four describes the organizational structure and human resources of the library. Section five details about library users, collection access and users rule of conduct. Section six presents a detail on circulation service. Section seven discusses about E-Resources use and access. Section eight is on collection development processes including ownership, selection tools and criteria, collection maintenance, resource sharing, weeding and gift acceptance. Section nine is a brief on copyright issue. Section ten is on information literacy. Section eleven and twelve are on library security and risk management issues respectively.

2. General Context

The library and documentation directorate aims to provide the most effective library services possible in response to current and future users' needs, and to maintain and develop access to the College's information resource collections as a national and international resource for teaching and research.

2.1 Definitions

In this document:

- “Creative Commons (CC) license” is one of several public copyright *licenses* that enable the free distribution of an otherwise copyrighted work. A CC *license* is used when an author wants to give people the right to share, use, and build upon a work that they have created.
- “Digital Library” refers to a special library with a collection of digital objects that can include text, visual material, audio material, video material, stored as electronic media formats.
- “E-Resource” refers to any information sources that the library provides access to in an electronic format.
- “Local Area Network (LAN)” refers to a computer network that interconnects computers within a limited area such as a residence, school, laboratory, college/university campus or office building.
- "Prohibited Activities" are activities or behaviors that are not allowed on Library Premises.
- “Users” refers to
 - Academic, Health professionals including nurses and administrative staff (permanent as well as contractual employees),
 - currently enrolled postgraduate and undergraduate students (regular, in-service, and extension),
 - offices (academic, research, and administrative units),
 - visiting scholars and guests, and
 - Other affiliated individuals or organizations authorized by the Provost/ARVP.
- “Virtual Private Network (VPN)” refers to a network that is constructed using public wires — usually the Internet — to connect remote users or regional offices to a company's private, internal network.

2.2 Purpose of the Policy

This policy has been established to:

- Provide guidance in the development, use and maintenance of a reliable, secure and cost effective library resources and facilities that conform to recognized standards for the access of internal and external information and learning materials in line with the objectives of SPHMMC.
- Formalize the organizational structure and workforce roles within the library.

- Establish standards for the library staff in the management and delivery of library resources and services.
- Provide guidelines for the conditions of acceptable and appropriate use of library resources.
- Provide guidelines of detailed mechanisms for responding to internal and external complaints about actual or perceived abuses of library resources.

2.3 Governance

Library and documentation services in SPHMMC shall be governed by the:

- Library & Documentation Directorate Office
- Library Advisory Committee

The Library & Documentation Services Directorate Office is led by the Director who is an academic staff/professional Librarian. The specific functions of the Library & Documentation Services Directorate office (“the library”) include:

- To establish and maintain a range and quality of services and resources that will complement and strengthen the academic, clinical and research programs of SPHMMC.
- To encourage optimal use of resources.
- To provide information literacy training to classes and individual patrons.
- To provide resources in a variety of formats (print, electronic, audio/video, etc.) to meet academic needs.
- To provide professional reference services.
- To provide technical services to maintain library resources.
- To provide a comfortable and quiet study space for patrons.
- To develop the library and information resources provision policies and strategies in consultation with key stakeholders.
- To organize and maintain electronic collection and make them available to users.
- Ensure that key performance indicators are identified and service levels clearly specified with reference to customer satisfaction and value for money.

The Library Advisory Committee of SPHMMC established to provide advice/assistance to the college management, the academic commission and the library director, through the

ARVP, on elements related to achieving the mission of the Library. The Advisory Committee shall have the following duties and responsibilities:

- Advise the Director of the Library on the operations, facilities, events, and budget of the Library.
- Regularly review the Library policies and initiate preparation of strategic plan of the library.
- Advise on making, amending, and publishing regulations, subject to approval by the AC for the control, management and security of the use of the facilities of the SPHMMC library services.
- Advise on matters that enhance the potential of the library to contribute to graduate programs and maximizing the information resources available to researchers, and the facilitation of their access.
- Research, draft, and recommend new policies when requested by ARVP.
- Serve as an advocate for the Library to the SPHMMC community.
- Advise & serve as a communication channel between departments and library liaisons concerning the acquisition, accessibility, and withdrawal of library resources.

Membership of the library advisory committee consists of 7 members serving two-year terms, including:

- The Library Director (1)
- Individuals who head/lead academic divisions/departments within the college or any members of the teaching staff as assigned by the ARVP (3)
- Professional Librarians (2)
- Student representative as determined by the Student council (1)

The Committee shall meet quarterly. Additional meetings will be called as necessary, and individual members may communicate frequently with the Library Director. The Committee will be chaired by any academic division head other than the library director. The library director serves as the executive secretary for the committee.

2.4 Facilities

The library & documentation services directorate office is located in the Academic building on the 2nd, 3rd, and 4th floors. Currently the library holds a collection of over 20,000 volumes

of books, 385 journal titles, student theses, CD-ROM databases and more than 8500 digitized books on health sciences. The current seating capacity is 380 users at a time. In addition to this it has a digital library & computer lab for undergraduate students, Residents, and academic staffs with 150, 38 and 10 iMac computers respectively. In addition, there is training room with 20 computers for information literacy training with the students, staff, and faculty.

2.5 Budget

The Library Director is responsible to prepare operating and capital budget for the library in consultation with the management and library staff and to give a current report of actual expenditures against the budget at an annual meeting. The SPHMMC management is generally responsible to secure adequate funds to carry out the library's program and to assist in the preparation of the annual budget and approve the final document.

3. Mission, Vision and Goals

3.1 Mission

To enhance access to the knowledge base of the health sciences by acquiring and organizing a specialized collection of resources, by empowering our learners, educators, researchers, and health professions to search and actively use that collection, and by effective integration of technology for information retrieval and management.

3.2 Vision

To be a model library to other hospitals and health science libraries in Africa by the year 2025 (GC).

3.3 Goals

- Provide excellent service and timely access to information in the health sciences, independent of user location and mode of access.
- Teach the campus community how to access, retrieve, and synthesize information for education, clinical decision making, and research.
- Exceed user expectations and continually evolve the digital resources and computer access within the library's resources and services and its partnerships with the other SPHMMC departments.

- Innovate collaboratively to improve scholarly communications and the management and delivery of information services.
- Transform the library into a learning organization through effective communications, staff development, mentoring, and training opportunities.

4. Organizational Structure and Human Resources

4.1 Organizational Structure

The library and documentation services directorate office is organized under the academic mission of the College (**See Annex**). The Library Director shall be appointed on a competitive basis by the Provost as the chief officer of the College Library System with authority and responsibilities.

- The Director is accountable to the office of the ARVP.
- The Director is a voting member of the College Senate.
- The Director is working under contractual arrangements prescribed with all relevant parts of the College's statute and rules governing academic rank, salary, privilege, benefit, terms of office, freedom, authority and responsibility.
- The Director shall be at equivalent status as the Program Director and shall be responsible to exercise its powers.

The library workforce includes academic and administrative/support staff. The library shall have two service divisions, each led by professional librarians: The Technical Processing Division and the Readers Service Division:

- The Technical Processing Services Division shall be responsible for acquiring, managing, cataloguing, and processing of books, journals and other information resources. The division shall also work on automation of library collection and developing and organizing electronic resources for the user community.
- The Readers/Public Services Division shall be responsible for providing direct services to users of the library. It includes the circulation, reference, periodicals and documentation sections and Book store. If any other branch libraries established in other campuses it will come and organized under this Division.

4.2 Academic Staff Classifications

- The academic ranks of professional Librarian include the following in an ascending order:

i.	Assistant Librarian V	----- Graduate Assistant I
ii.	Assistant Librarian IV	-----Graduate Assistant II
iii.	Assistant Librarian III	-----Assistant Lecturer
iv.	Assistant Librarian II	----- Lecturer
v.	Assistant Librarian I	----- Assistant Professor
vi.	Associate Librarian	----- Associate Professor
vii.	Librarian	----- Professor

- The academic ranks of professional librarians are equivalent to other academic ranks of the college. In addition to this library policy premises, duties and responsibilities of professional librarians, academic ranks & library organization, etc. are governed under the general principles of Article 29, 37, 41, 46 & 139-146 of the Senate Legislation.
- Besides the academic ranks, professional librarians can be assigned by ARVP/Provost to hold these library positions:
 - Library & Documentation Services Director,
 - Public/Readers Service Process Team Leader,
 - Technical Service Process Team Leader,
 - Library Research, Consultancy & Training Team Leader,
 - Digitization, Automation & E-Resources Service Process Team Leader.
- Terms of employment, promotion, benefits and termination of employment of professional librarians governed by the rules and regulations applicable to academic staff.
- Professional librarians may be expected to teach or assist in teaching courses, work on research or provide training in their areas of specialization with 75% of their time allotted for professional library work and 25% of their time for teaching and research work. The academicians will perform their assigned duties and coordinate and lead/supervise various service units/sections of the library.
- Academic and administrative duties and responsibilities of professional librarians include:
 - Coordinate and lead activities at various service units like Technical services, Public/Readers services, Cataloguing unit, Digital library, Acquisition unit, etc.
 - Provides information literacy instruction including training on systematic literature searching to library users;

- Prepare the library and information resources provision policies and strategies in cooperation with the library director and library committee
- Organize and guide on usage of electronic resources,
- Organize and Provide on the job training for library staffs,
- Conduct professional development workshops for library staff
- Participate in international and national level library conferences, professional association meetings, and other professional development conferences and workshops
- Work cooperatively to develop the print and electronic resources, maintain library systems, develop web page content, and supervise administrative staffs.
- Produce and maintain statistical report of various activities under their supervision
- Undertake research & participate in teaching courses in their areas at various departments
- Professional Librarians are accountable and report to the Library & Documentation Services Director.

4.3 Administrative Staff Classifications

Administrative staff within the library may hold positions, such as: Senior Library Assistant, Intermediate Library Assistant I & II, Circulation Desk Assistant, Shift head/coordinator, Reference & Enquiry Desk Coordinator, Reference & Enquiry Desk Expert, Senior Periodical & Documentation Expert, Senior Cataloguing & Classification Expert, Assistant Cataloguer, Acquisition Officer, Acquisition Expert, Acquisition Clerk, Library Automation System Administrator, Digital Service Expert, Bibliography Checker, Computer Lab Assistant, Reprographer/Scanner Operator, Library Attendant, etc.

Holding the above positions, the staff will perform a range of administrative and routine duties at any of the library units as assigned by the Director. At the time of employment all staff should receive the necessary training and a detailed job description clearly specifying their duties and responsibilities. The staff report to the respective member of the academic/professional librarian who lead the division they are assigned to work.

4.4 Code of Ethics

All library staff members are expected to adhere to this Code of Ethics:

- The foundation of the library's work lies in pursuit of his or her duties in accordance with the known expectations of society in general and the needs of the users of the institution's library in particular.
- We adhere to the principle that "Customer is a king" and all staff should provide due respect to library users at any category/status and are accountable to any mistreating.
- Staff should not discriminate between or against library users.
- Staff should respect the confidentiality of each library user personal information.
- All staff treat each other with fairness, respect and god faith.
- Staff oppose discrimination in any aspect of employment because of age, citizenship, political belief, physical or mental ability, gender, marital status, origin, race and religion.
- Library staff are encouraged to pursue professional development opportunities, both as an individual and as a member of a group.
- Staff should make it their aim to develop and maintain understanding and cooperation among libraries of all kinds.
- Library staff should make due efforts, in collaboration with others, to stimulate the development of the cultural environment in society and the community which they serve, by cooperating with local residents and with members of appropriate groups and organizations.
- Library staff shall respect personal privacy, and the protection of personal data, necessarily shared between individuals and institutions.

5. Library Services and Use

SPHMMC library and documentation service directorate has a mission to support the education, research, clinical and administrative needs of the faculty, students, and staff. The collections may also be accessible to others whose information needs require these resources. Policies governing the use of the facilities and collections reflect this mission.

Library staff are committed to maintaining a quality environment for study and research, protecting the rights of users and sustaining the integrity of collections. Most library facilities are open to the users during library working hours (24/7), including public and religious holidays. The library staff have the right to request all users a valid SPHMMC ID card at entrance and inspect all items leaving the library.

5.1 Library Users

The primary users of the library are students (undergraduate/postgraduate) who are enrolled in the academic programs of the College, the faculty (academic staff), and the administrative staff. Limited access can be granted to students from other public health science colleges and universities presenting official letter as long as it does not conflict with the needs of the primary patrons.

5.2 Collection Access

All staff and students of SPHMMC have the right to full access to the library collections: general stack collections, reserve collections, reference collections and reading/study areas.

Reference services to assist in accessing the collections can also be requested at the reference desk and available to any patron.

5.3 User Rules of Conduct – General Considerations

The library provides a high level of service to library users by maintaining well-organized and up-to-date collections with equitable access and courteous responses to all requests. The intellectual property rights of holders and the interests of information users are respected.

The library protects each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted. Staffs do not advance private interests at the expense of library users, colleagues, or our employing institution. Users have the right to appeal or report to the library & documentation service director for any mistreatment, abuse or misconduct by any library staff.

The library attendants or other member of staff on duty at the time has authority to ask users to show ID card, give advice and warning to any user he/she considers to be in breach of the library's Rules and Regulations or otherwise behaving inappropriately. If the misconduct continues and disturb others, library attendants can ask patrons to leave the library immediately. A user who refuses to obey an instruction to leave the Library, given by a librarian or other member of library staff on duty at the time, will be forced to leave the library with support of the campus security. In this case the ID card should be recorded and the case should be transferred to the library director immediately. The Library Director can handle, manage and settle the case on him/herself depending on the seriousness of the case.

The Library Director has the right to refer serious breaches by students of the Rules and Regulations and/or verbal abuse or improper behavior towards library staff, other library users and the Library in general to appropriate body/ Department or ARVP office for dealing with under the college student disciplinary procedures. In this case the Library Director has a right to suspend the student from using the library pending the investigation of the case and further disciplinary measures. Such cases should be investigated and settled by the respective department/office within a one-week time.

The following activities and behaviors are prohibited in the Library:

- Disruptive behavior such as loud talking, shouting, and playing of loud music, films, turning off electric light bulbs, plugging & unplugging network cables, using external power dividers and other devices, tearing off library notices, etc. are prohibited.
- Wearing hospital Gowns in the library is prohibited.
- It is a condition that all bags, cases, books, etc. are carried through the Library exit and thus are subject to inspection at the gate.
- For reasons of security and to avoid tying up study spaces, bags and other personal possessions should not be left unattended on reading areas. Library staffs can remove personal belongings left on reading tables. The library has no responsibility in case of damage to or theft of personal property.
- Appropriate behavior is required in all parts of the Library. Users of the Library should respect the use of designated silent and quiet study zones. Group work can only take place in areas assigned for this purpose.
- Theft, defacement, mutilation or destruction of Library books, materials, equipment, or facilities, including graffiti, cutting or removing pages or articles from Library books or magazines, defacing Library books or magazines, writing on Library furniture or walls, or other acts of vandalism to Library books, materials, equipment, or facilities.
- Phone conversations should be conducted away from the library area; pagers and cell phones should be muted in the library premises.
- The use of personal audio equipment is not permitted in the Library if its use disturbs others. Photography, filming, and sound recording is not allowed without the prior permission of the Library Director.

- Engaging in any unlawful activity or any activity that interferes with patrons' rights to a safe and quiet atmosphere is prohibited.
- Display of posters and distribution of flyers of any type is prohibited except in designated areas with the permission of the library director. Petitioning or solicitation is prohibited in library spaces.
- Eating food is prohibited. But still water in a plastic bottle and biscuits/cookies handled in back packs before/after use are permitted bearing in mind the silence, safety of library materials and the cleanliness of library facilities.
- Users are required to comply with copyright regulations when photocopying, scanning, photographing, printing or downloading from information resources in print, electronic or any other format.
- The library facilities, reading areas, computer labs, near exit and entrance areas and library offices are non-smoking environments/smoke free work place. Thus Smoking tobacco, chewing chat, including the use of any psychoactive *substances or illicit drugs* is not permitted in the library.

6. Circulation Service

All users are required to register at the library and complete a library membership form. No personally identifiable information is retained beyond the time period necessary for library operations.

Students must show their current SPHMMC identification card every time they come to the circulation desk for requesting and using an item.

6.1 Loan Period

- For academic staff the loan period for a book is one semester (6 months)
- For administrative staffs and all category of students, the loan period is two weeks (15 days) and may be extended/renewed up on personal request for additional two weeks.

6.2 Loan Terms

- Circulating materials/ Stack collections: Long term Loan:

- Maximum of three (3) items for two weeks for undergraduate students and administrative staffs;
 - Four (4) items for two weeks for postgraduates/Residents; and
 - Four (4) items for one semester (6 months) for academic and research staffs.
- Reference materials: In-Library use only. May be lent for Faculty/teaching staff only for three days filling special loan form.
 - Periodicals: Back issues only for two nights over the weekend.
 - Reserve items: SPHMMC Library provide reserve material services to support all areas of the curriculum.
 - The circulation of reserve materials is limited within the library premises only. The services assure that students will have access to materials that may be in high demand due to the nature of a particular assignment/course work. These materials are accessible during all hours the library is open.
 - For spot reading: a maximum of three hours in-library uses by filling time card
 - For course reserves made by instructors/departments, Loan terms can be set by the instructors who submit the reserve request
 - Equipment: In-Library use only.

6.3 Overdue Fines and Charges for Damage or Loss

It is the responsibility of the customer to ensure that materials are returned on time so that they will be available to others. The library has established fines as an incentive for prompt return of materials. Customers will be notified of materials that are overdue through phone, e-mail or library notice. Fines are charged to all registered borrowers for the late return of library materials:

- Overdue fines are 1.00 Birr per day/book for undergraduate students;
- 2 birr per day/book for postgraduate/Residents;
- 1 birr/day per book for Administrative staff;
- Academic staffs will be charged 2 birr/day/book if a semester limit is over.
- Users at any category who do not return overdue materials for more than two-month period as of the first overdue date would be charged **3 birr/day/book** for the extra dates over the two months' limit.

- For borrowers who violate respecting due date three times (thrice), their borrowing privilege will be deprive for one semester and violating four times will result in total loss of borrowing privilege.
- Damaged, lost, or non-returned items are charged at the current replacement cost of the item plus a 100.00 Birr non-refundable processing fee.
- Customers who may lost library books should inform/report the responsible library unit in written application as soon as the case occur. This would assure that overdue fines will not count on the customer as of the date of the report.
- Patrons returning lost books, audiovisual, periodicals that was already paid will not receive a refund.
- Non-payment of overdue fines and/or damage/loss charges will result in a hold on the student's transcript. Holds prevent the patrons from registering for classes or obtaining transcripts from the College. In case of staff's non-payment of overdue fines will be reported to the Academic & Research Vice provost office for action.
- Chronic offenders of library overdue policies will have their borrowing privileges revoked.
- For lost library pockets the charge will be 20 birr/pocket.

6.4 Reserve Collection

Reserve collection services are governed by the following policies:

- The library by itself can reserve recent books, books on high demand with insufficient copy and valuable books.
- Instructors complete the Reserve request form for each semester and for each course reserve requested. Requests are processed in one or two days
- When a course enrollment is large enough to require more than five copy of a work, the library will accept for Reserve up to three photocopies of that work from instructors
- The Library professional staff will examine Reserve requests
- Placing personal items on Reserve is at the owner's risk. The Library is not responsible for lost or damaged items.
- The circulation of reserve materials is limited within the library premises only.

6.5 General Stack

The general stack with a collection of the majority of library books and journals is an open stack for all patrons to search for available materials by themselves except for reserved items that are found at the circulation desk. These collections are subject to long term loan out of the library for students and staff as per the terms and conditions listed under loan period.

6.6 Book Store

The library is managing and running a book store. This section houses text books and extra copy reference books from the library or the college and provide long term loan services based on the following terms:

- The loan term is one semester for regular undergraduate students & residents and one academic year for permanent full time staffs.
- Users can borrow 3 different books at a time.
- All users need Clearance from the book store when they cleared from the college
- Employees' of the college employed on a contractual basis not allowed to borrow books from the book store or library.

The college can organize, manage and run the book store on a separate location and administrative channel.

7. E-Resource Use

7.1 Access to OPAC

The library has computer workstations at each floor designated only to access the online catalogue of the library, Online Public Access Catalogue (OPAC), for easy retrieval of library materials. The collection can be browsed and searched by Author, Title and Subject from anywhere. (Access OPAC at: <http://libcat.sphmmc.edu.et> OR <http://197.156.83.155>). Manual card catalogues may also be available for supporting the online system at times of system/power failure.

7.2 Digital Library

Currently the library holds a collection of around 8500 electronic books, which is built on Greenstone digital library software and Dspace software and made accessible on campus through the local area network (LAN). The library will continuously maintain and develop digital collections by downloading from open access resources. (The Greenstone Digital

library is accessed at: <http://10.80.80.90> and Dspace digital collection is accessed at <http://10.80.90.90>.

The library currently acquired 2 digital scanning machines used to convert print items to digital format. By using these machines hard copy materials will be converted to digital and uploaded to the Greenstone server for wider use. In addition to this, purchase of electronic books will be considered as part of collection development policy of the library. Students graduated from SPHMMC should submit a copy of their thesis and dissertation in soft and hard copy to the library to be uploaded to the digital collection server.

7.3 E-Journals

The library has an assortment of e-journals, which are licensed and made available by the Library through the Consortium of Ethiopian Academic & Research Libraries (CEARL). This resources are attributed for research, clinical, instructional, and related activities of current SPHMMC faculty, staff, students and other authorized users. Copyright Law (including “fair use” principle) and contractual license agreements of the CEARL govern the access, use, and reproduction of these resources.

In most of the cases access to e-journals from the consortium is IP based and only on campus access is available through an IP address of 10.80.80.90.

Elsevier publishers also offered e-journals subscribed through CIRHT. A significant portion of e-journals are also freely available online and can be searched using the Internet & the infrastructure at the computer labs of the library.

7.4 HINARI

HINARI is a free or subsidized online portal for low- and middle income countries to access one of the world’s largest collection of biomedical and health literature which normally require expensive subscriptions. It is managed by World Health Organization who negotiates with the publishers on behalf of countries. Currently, more than 5700 registered institutions are using the resources and 500 publishers offering up to 13,000 journals, 56,000 books and 120 other information resources to be accessible freely for developing countries. SPHMMC library is one of the institutions who are using this resources with access privilege with username and password from the HINARI team, WHO. Under HINARI databases like PubMed, Scopus, CINAHL, EMBASE, evidence based resources, etc. are available & accessible. Academic staffs and postgraduate students/residents have the right to use the HINARI resources for teaching, clinical and research purposes of the institution. The library

is responsible for providing appropriate training on the use and usage policy of the HINARI resources for the designated users in its information literacy program. The resources are accessed at the following URL: <http://www.who.int/hinari> and institutional username and password is provided upon request from the digital library.

7.5 CIRHT Information Resource Guide

The objective of this guide is to provide a portal of high quality reproductive health information resources for researchers and clinicians. All resources are open access or freely available and the contents are evaluated and curated by a professional librarian at the University of Michigan. To access this page users can link from the Center for International Reproductive Health Training (CIRHT) website: <https://cirht.med.umich.edu> or can use the direct link: <http://guides.lib.umich.edu/cirht>. CIRHT has a subscription of four major Elsevier journals in the area of Reproductive health. The library provide support in accessing these journals.

7.6 Other E-Resources

Using the libraries Internet facilities, users can access a lot of free medical sites, doctor's reviews and health journals among which few are listed below:

- CDC - CDC is the nation's health protection agency, working 24/7 to protect America from health and safety threats, both foreign and domestic. – URL: <https://www.cdc.gov>
- JAMA – Journal of American Medical Association- URL: <https://www.jamanetwork.com>
- New England Journal of Medicine – URL: <https://www.nejm.org>
- Free medical journals – site that promotes and links to free full text medical journal & resources. URL: <https://www.freemedicaljournals.com>
- Bio Med Central – Provides open access to hundreds of peer-reviewed medical journals. URL: <https://www.biomedcentral.com>
- Medline Plus – Disease, Symptoms, injuries & more with photographs & illustrations – URL: <https://www.nlm.nih.gov/medlineplus>
- Medscape – Medical information for specialists, physicians & industry professionals – URL: <https://www.medscape.com>

- Merck Manuals – the world’s most widely used medical guides available online – URL: <https://www.merckmanuals.com>
- American Cancer Society – Fighting cancer with research, education, patient care & rehabilitation – URL: <https://www.cancer.org>
- Drugs.com – easy to read drug information & useful online tools including a pill identifier – URL: <https://www.drugs.com>

7.7 Digital Library & Computer Labs

Appropriate and primary uses of Library computers include searching of library catalogs, online databases, digitized collections (digital library), accessible e-Journals, E-books and other electronic health information resources. Both wired and wireless networks are available for access to the Internet. The Internet enables the Library to connect electronically to ideas, information and commentary from around the globe and to offer access to many valuable local, national and international resources.

The Internet is an unregulated, worldwide environment. It contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. Some information found on the Internet may **NOT** be accurate, complete, or current. Users should be aware that the Internet is not a secure medium and must assess the validity of the information found. The Library assumes no responsibility for the security and privacy of online transactions. Besides, the use of the Library's Internet services for illegal purposes is prohibited, and may result in prosecution.

SPHMMC library users have priority in using computer labs. Computer lab assistants and library attendants are collectively responsible for all property available in the lab and thus should take care of the resources and inspect them during all working hours.

The following general principles should apply in using library computers and digital resources:

- Users are obliged to show their legal SPHMMC ID card whenever they enter the library computer labs and cooperate for body search by Lab assistants.
- Users are obliged not to come with their personal belongings such as Laptops, bags, power dividers, etc. when they enter the computer labs. They are required to enter the labs with USB devices only in order to take anything they did or downloaded items at the computers.

- Sharing an access password of resources with unauthorized users— including family, friends, or co-workers— may result in suspension or revocation of computer lab privileges.
- Downloading entire issues of electronic journals, or attempting to create large databases from bibliographic files, is generally prohibited.
- Engaging in actions intended to circumvent or defeat access control mechanisms of the Library may result in revocation of computer lab privileges and other campus or civil disciplinary measures. Users should not have allowed to alter computer lab hardware and any other equipment. Computer lab assistants are available at any time for any support required.
- Library computers are intended for research and curriculum support. Gaming, gambling, illegal, illicit or commercial activities are not permitted. Patrons should understand that all computer activity can be monitored by the library.
- Data retrieved from the Library's electronic resources may not be used for purposes other than learning, teaching, research, personal educational development, administration and management of the SPHMMC. Users must also comply with the specific requirements of individual data providers. Access to e-resources will be withdrawn in case of resource abuse.
- Food items are **NOT ALLOWED** in the computer labs.

8. Collection Development

Library collections can be acquired through purchase, gift & exchange. Collection Development includes the planning, evaluating, selecting, acquiring, and weeding of the Library's collections. The collection development policy assists library staff in:

- making purchasing decisions;
- setting priorities in purchasing;
- Outlines procedures for accepting or rejecting gift and providing donations;
- States the conditions for the deselection/weeding of library materials.

The collections exist primarily to support the curricular and research needs of faculty, researchers and students enrolled in all courses offered by the College. The library director and the acquisition unit staff are responsible for the selection and processing of new library

materials in consultation with the library committee and academic department heads based on the budget available for procurement. The final list should be transferred to the purchasing unit of the college for the necessary action.

After the materials were purchased and received by the college, it needs to be transferred for library use. At this point the library's Acquisition unit representative should receive the books and journals from the property administration unit of the college.

Basically, all library books and journal collections are circulating among the user community and thus considered as public property. Accordingly, these collections can be lost, damaged, become obsolete and weeded, donated, remain un-returned, etc. through the course of service transaction. Considering this material as fixed property and making one individual who receive the property liable for items & asking for evidence during clearance is unfair & will completely hamper library service. Thus, SPHMMC should retain special attention to library collections ownership at the period of receiving & transferring on the name of individual library staff. The following points should be considered:

- The SPHMMC apply the standard practice which is commonly used in public academic & research institution libraries upon receiving & transferring library items.
- SPHMMC can use In-house developed form for listing bibliographic information of books & journals purchased for the library. The list should be signed by the Library & the property office during receiving/transferring property.
- If SPHMMC prefer to use the usual Model 19, 20, & 22 for receiving & transferring books & journals purchased for the library, the term “For Public Service/ ለተጠቃሚዎች አገልግሎት” should be inserted to be seen clearly in the model forms.
- All books & journals received by the library acquisition unit from any sources should be listed, duly stamped and put on other library ownership marks for controlling purpose.
- All books & journals transferred to other units within the library such as cataloguing, circulation, book store, etc. should be listed item by item and signed by responsible person working in the units.
- Items donated by the library to other similar institutions should be listed item by item and signed by the acquisition unit and representative of the receiving institution. A copy of such list should also be delivered to the property office of SPHMMC.

- Library chairs, tables, shelves, computers, etc. acquired for readers' service should have a label "*For Public Service/ ለተጠቃሚዎች አገልግሎት*" inserted on top of the list/model.
- The acquisition unit staff or the head of the library who received any items designated for "*for public service*"/ "*ለተጠቃሚዎች አገልግሎት*" should not be held liable for each and every items received when clearing from the college.

8.1 Selection Tools and Criteria

It is clear that no library can hold every item published in the world thus it tries to offer more specialized materials to support faculty and student extended research and to enhance professional development. In our case, purchasing digital/E-books should be taken in to consideration in developing library collection. General information and recreational resources are added to the collection when fiscally feasible. All staff are encouraged to suggest purchases; student requests are also accepted. Online purchase suggestion is possible through the KOHA ILS system.

The library professionals select from tools including publishers and producer's catalogues, The New York Times Book Review, Magazines for Libraries, standard bibliographies and other specialized selection tools offline. Websites available online are also used as selection tools.

Criteria for selecting library materials include:

- Appropriateness for undergraduate and/or graduate programs at SPHMMC
- Identified strength and weakness of the existing collection in a particular subject area
- High quality content, format, and/or literary merit
- Heavy demand in particular subject areas
- Authoritativeness of the author or reputation of publisher/producer
- Stability/permanence of the physical form
- Immediacy and relevance of the material
- Support for new program
- Expected usage (for occasional needs, interlibrary loan may be used as a viable alternative to ownership)
- Appropriateness of chosen format (printed, digital, audio, visual) for the subject matter and/or area of use

- Cost of the item
- After curricular support needs have been met, professional development materials will be considered.
- Recreational reading requests will be filled only if funds are still available
- Funds remaining after anticipated costs of serial subscriptions and standing orders have been deducted from the annual budget.

8.2 Other Selection Considerations

Language: Generally library materials are acquired only in languages in which academic programs are offered. Thus the library emphasizes the acquisition of English-language materials.

Multiple copies: The Library will normally purchase a maximum of 10 copies of a title to allow discretionary spending to provide the greatest number of acquisitions. Requests for multiple copies are considered individually and depend on the substantiated needs and the value of the item as a part of the Library's permanent collection. In instances when a decision is made to purchase multiple copies, the additional copies will be acquired in the most economical format.

Out-of-print materials: The Library does not routinely purchase or replace out-of-print materials for the circulating collection. Exceptions are made when a title is considered to be a classic or a standard work in a particular field taught at the college and/or important to the collection as a whole.

8.3 Maintaining the Collection

Library materials (Books & Journals) are expensive to purchase, process, and house. The library acknowledges the necessity of preserving all holdings. The following general principles apply:

- Library employees and library users should be informed about proper care and handling of library materials of all formats
- Temperature and humidity within the building are controlled for maintenance of library materials
- In-house book repair (simple binding) is provided for damaged materials

- The SPHMMC printing press can be used for binding purposes in case of a need to preserve periodicals and other materials as needed
- Digitized copy of most important & expensive books should be prepared

8.4 Cooperative Collection Development Agreements

SPHMMC Library is a member of Consortium of Ethiopian Academic and Research Libraries which is dedicated to the development of country-wide network of academic libraries. Through this consortia power, SPHMMC library pursues discounts on the pricing of academic electronic resources databases and e-journals. SPHMMC should pay membership fee and other required share of payment for purchase of journals through the consortium. Access to e-journals from consortium is IP based and only on campus access.

8.5 Resource Sharing and Interlibrary Loan

Interlibrary Loan (ILL) is a service, which help to obtain materials not available at one's Library. ILL agreement should be established and maintained especially with Addis Ababa University, College of Health Sciences Library and ALERT Library and this services are offered to Residents and faculty of SPHMMC. Materials necessary for study and research such as books, dissertations and journal articles can be borrowed within copyright limitations.

The Interlibrary Loan agreements, and the regulations of the individual lending libraries determine the conditions of service for ILL. A maximum of 3 books may be charged at one time to other library within the ILL agreement. ILL request forms are available at the circulation desk of the library as well as SPHMMC web page.

8.6 De-selection/Weeding

For institutions, a book is not a permanent acquisition. Space limitations, collection development, and customer service dictate that periodic weeding or discarding of books occur. Weeding/De-selection of materials is an ongoing process that includes the removal of:

- Books whose content is outdated due to advances in knowledge.
- Superseded editions. (two older editions can be kept)
- Unnecessary duplicates.
- Materials supporting programs no longer offered by the College.
- Materials in poor physical condition.

Materials that contain useful information, some of which may be outdated, will be marked with a circular “archive” label on the spine and identified in the catalog. Weeding is labor

intensive. It is a fairly costly operation; therefore, the selection of titles for weeding must be done responsibly. The Library Director will make final de-selection/weeding decisions in consultation with the professional library staff, faculty in the appropriate discipline and the library advisory committee. Discarded/Disposed books and journals which are unfit for donation to others or for re-sale at book fair/bazaar/auction should be burned down as solid waste.

8.7 Gift Acceptance

SPHMMC Library accepts donations of print and non-print media provided that the materials meet the following criteria:

1. Gifts shall meet the same selection criteria as purchased materials.
2. Gifts shall not be duplicates, out of date or damaged. Medical Books published in the last **ten (10) years and journals published in the last five (5) years** can be accepted. Respective Departments shall be consulted if there is a need for accepting older materials.
3. Gifts shall not be older than two Edition of a book.
4. Gifts shall not require special facilities, control or handling.

Gifts not placed in library collections may be sold in library book sales, donated to other institutions or discarded. Once materials are accepted in the Library collection, the Library retains the right to classify, house, circulate, and dispose of materials.

8.8 Donation to Other Institutions & Libraries

SPHMMC may donate books/journals considering the following points:

- Excess copy materials in print form can be donated freely to other libraries in need.
- Donation of digital collections from the digital library is allowed only if the materials are open access or available under the creative commons licenses. Institutions who request digital books should pay service charge to SPHMMC Library.
- Donation Priority should be given to similar government organizations and academic institutions. Private colleges and universities can also receive donations.
- Donations should be identified and listed by professional librarians & the acquisition unit. The decision is made by the Library director in consultation with the library committee.

8.9 Inventory Control/Stocktaking

Although collecting new materials is viewed as a central mission of the library, counting what libraries think they have on their shelves is also a vital part of the library's mission to provide access to current and future patrons.

Stocktaking will:

- indicate losses and helpful to estimate loss rate
- be an essential tool in future collection development and planning
- assist in the review of current procedures for security, services and circulation
- assist in the maintenance of a current and useful collection and ensure that the database/OPAC accurately reflects the existing collection
- identify areas of collection strengths and weaknesses and provide a means of ensuring curriculum initiatives are well resourced
- facilitate the removal of resources in the collection which are unused, out-of-date, damaged or no longer appropriate
- provide statistics which can be helpful when one evaluate library performance and the provision of service

The library should need to take an inventory annually to check the status of the total collection and report accordingly. All library staff should participate in an annual inventory taking and the library should arrange appropriate time for the activity. When an item missed from the shelf the next step is to check the loan file, the donation file, withdrawal file, etc. If the item is not found listed among all available files (data) it can be declared lost. Library attendants/check point staffs should have collective accountability for library books and journals declared lost during inventory taking or any time.

9. Copyright

Copyright is a person's exclusive right to authorize certain acts (such as reproduction, publication, public performance, adaptation etc.) in relation to his or her original work of authorship.

SPHMMC library resources and services are provided to patrons for the purposes of private study, scholarship, or research and education. Photocopying, and other form of reproduction of copyrighted works are governed by exceptions which allow libraries reasonable access and fair use which do not harm the interests of right owners (Proclamation No. 410/2004). Exceptions and limitations for libraries help to assist individuals in seeking, receiving and

imparting information so that they may participate meaningfully in public life and advance knowledge by preserving and providing access to the world's cultural, artistic, and scientific heritage. Downloading e-journals available from the consortium, EIFL and use of resources such as HINARI requires to comply with the requirements of the specific resource. The institution/ library should not take the responsibility for illegal/misuse of information resources by users.

10. Information Literacy

Information literacy is knowing when and why one needs information, where to find it, and how to evaluate, use, and communicate it in an ethical manner. Information literacy skill is critical for students to succeed in the global information society and academic life.

- The library recognizes that basically students are learners of diverse backgrounds and skills.
- In an effort to assure that all students understand the principles of information literacy, specific training are available on literature search and retrieval skills, citation management techniques, evidence based information resources, advanced search techniques for class assignments and research. Assistance with search strategies is provided as needed by patrons.
- The library has an information literacy training room located at the second floor of the building that include networked computers and an instructor workstation with presentation hardware and software.
- Workshops and training session times and topics will be established and publicized by the library. Library staff will work with faculty to ensure that topics are timely and relevant to curricular demands.
- The training room will not serve as an open lab.

11. Library Security

In cooperation with appropriate campus security unit, the library attendants aim to provide a welcome, open environment that is safe and secure for every user. All reading areas are open to the users, and thus thefts do occur; users should not leave personal belongings unattended.

Staff/ users are encouraged to call the campus security in an emergency case. Library staff should be alerted if users feel threatened or otherwise uncomfortable in the library. The library should apply at least minimum security systems in securing library assets that includes physical (non-electronic) deterrents. These comprise architectural considerations, the use of security personnel for checking patrons' properties at entrance and exit including body search, and security hardware like window and door protection. To secure resources effectively:

- Any Library patrons should cooperate for body search when asked by library attendants and should allow inspection of their bags, cases, books, etc. when they exit the library.
- Library attendants should take care of all users and staff and thus need to keep attentive throughout the working hours.
- In order to ensure the safety of users and belongings, sleeping is not permitted in the library.

The primary responsibility should rest up on the library attendants and they are basically accountable for all library books, journals and any other library holdings found lost in any case.

The library should plan, install and use electronic security equipment. These components typically provide alarm notification to the appropriate authority, entry control, and site surveillance. The major elements of the electronic security system should include burglar protection, collection security, access control and video surveillance.

12. Risk Management and Disaster Recovery

A risk management and disaster recovery plan is an essential component of sound asset management for the library. In academic libraries, books are estimated at a replacement cost of 100-250 USD each. Added to this is the cost of replacing computers, servers and other equipment, software, furnishings, photographs and other materials is expensive. Besides, some of the library's collection may consist of unique, irreplaceable items. Clearly, the most sensible approach is to prevent disasters from striking and to react calmly and logically if the worst should happen. Accordingly,

- The library needs a well prepared disaster response plan & the plan will be developed with a disaster response team composed of a library staff member, staffs from the teaching departments and an experienced consultant.
- The library director will be the chair of the team and the Disaster Response Team is responsible for keeping the plan current and responsive to library collections and concerns.
- A systematically organized, formally written plan enables staff to respond efficiently and quickly to an emergency, minimizing danger to library users, staff and damage to collections, equipment's and the building.

13. Amendments

This policy shall, in general, be reviewed every five years. However, the office in charge of executing the policy/ the Library Committee may, from time to time, propose amendments that are necessary to enhance its objectives. Before the enactment of such amendments, the executing office shall provide opportunities to the AC to comment on the proposal. Members of the College community who wish to propose amendments may submit their proposed amendments to the executing office.

14. Strategy of Implementation

This policy should be ratified by the academic commission, published & avail for public circulation and implementation at SPHMMC. The library establishes mechanisms to ensure compliance with the requirements of this policy, its dissemination and implementation. In order to achieve its goals and objectives, the library shall steadfastly align its annual strategic plan process with this policy. The policy is in effect as of the date of publication and distribution.

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