UNIVERSITY OF EMBU LIBRARY - COMPREHENSIVE GUIDE

SECTION 1: BORROWING RULES & PRIVILEGES

BORROWING MATRIX - ALL USER CATEGORIES

UNDERGRADUATE STUDENTS:

- Maximum books: 3
- Loan period: 14 days
- Renewals allowed: 1 time only
- Overdue fine: Ksh 5 per book per day (starts immediately after due date)

POSTGRADUATE STUDENTS:

- Maximum books: 6
- Loan period: 30 days
- Renewals allowed: 1 time only
- Overdue fine: Ksh 5 per book per day (starts immediately after due date)

NON-ACADEMIC STAFF:

- Maximum books: 3
- Loan period: 30 days
- Renewals allowed: 1 time only
- Overdue fine: Ksh 5 per book per day (starts immediately after due date)

ACADEMIC STAFF:

- Maximum books: 6
- Loan period: 90 days
- Renewals allowed: 1 time only
- Overdue fine: Ksh 5 per book per day (starts immediately after due date)

PART-TIME LECTURERS:

- Maximum books: 6
- Loan period: 30 days
- Renewals allowed: 1 time only

- Overdue fine: Ksh 5 per book per day (starts immediately after due date)

IMPORTANT:

- Online borrowing matrix: https://library.embuni.ac.ke/borrowing-matrix/
- Same fine rate applies to all categories: Ksh 5 per book per day
- Maximum 1 renewal per item for all users

SECTION 2: BORROWING & RENEWAL PROCESS

HOW TO BORROW BOOKS:

1. Take item (book, DVD, CD) to circulation desk
2. Present valid University of Embu ID card
3. Staff will issue the item
4. Check due date stamp inside book cover for return date

HOW TO RENEW BOOKS:

1. Present the book and your ID at circulation desk
2. Must be done BEFORE due date
3. New due date calculated from renewal day (not original due date)

RENEWAL RESTRICTIONS - CANNOT RENEW IF:

- Item is overdue and accruing fines
- Item is on hold for another user
- Item has been recalled
- Maximum renewal limit reached (1 renewal only)

RENEWAL NOTES:

- Each book can be renewed only once
- Renewal period varies by user category (1 week, 2 weeks, or 1 month)
- Cannot renew multiple books at once - each item separately

SECTION 3: OVERDUES, FINES & LOST ITEMS

OVERDUE FINES:

- Fine rate: Ksh 5 per item per day
- Fines start accruing immediately after due date
- Daily accumulation until item returned
- Two reasons for fines: Overdue items only

ACCOUNT RESTRICTIONS:

- Accounts with overdue items are automatically locked
- Cannot borrow new items while overdue items exist
- To unlock account: Return all overdue items AND pay all accrued fines

LOST ITEMS PROCEDURE:

1. **Immediate action:** Report loss to librarian at circulation desk
2. **Search period:** Library assists with searches for 1 month
3. **If not found after 1 month:**

   - Item declared lost
   - Pay for replacement of lost item
   - Pay Ksh 500 processing fee

TO STOP FINES ON LOST ITEMS:

- Report loss IMMEDIATELY to librarian
- Fines stop accruing from report date
- Contact librarian for details on this process

SECTION 4: CIRCULATION DESK SERVICES

SERVICES PROVIDED:

- Book borrowing and returns
- University ID verification and registration
- Renewals and reservations
- Overdue fine payments and inquiries
- Lost or damaged item reporting
- Borrower record updates and corrections

COMMON PROBLEMS & SOLUTIONS:

PROBLEM 1: "Book shows available in system but not on shelf"

- **Solution:** Check reading tables near shelves
- **Reason:** Another user may be consulting it
- **Alternative:** May be recently returned (awaiting reshelving)
- **Action:** Ask circulation desk for help locating

PROBLEM 2: "Library records don't match actual book"

- **Solution:** Bring library card to circulation desk
- **Action:** Staff will verify and correct records
- **Prevention:** Always check that borrowed items match your account

PROBLEM 3: "Received overdue notice for returned item"

- **Solution:** Check account regularly online
- **Action:** Inform librarian immediately of discrepancies
- **Note:** You are responsible for all items checked under your account

PROBLEM 4: "Item listed as available cannot be found"

- **First check:** Reading tables near shelves
- **Second check:** Recently returned items area
- **Final step:** Consult circulation desk staff

SECTION 5: LIBRARY MEMBERSHIP & ACCESS

WHO CAN JOIN:

- University of Embu students (current)
- University of Embu staff (current)
- University of Embu alumni

ID REQUIREMENTS:

- Must present valid University of Embu ID card
- Using another person's ID is PROHIBITED
- Only card owner can borrow items
- ID required for all circulation transactions

MEMBERSHIP NOTES:

- Library serves University community only
- No public or external membership available
- Alumni must have valid alumni identification

SECTION 6: LIBRARY ORGANIZATION & LOCATION

LIBRARY OF CONGRESS CLASSIFICATION - BY FLOOR:

GROUND FLOOR (CLASSES A-L):

- A: General Works
- B: Philosophy, Psychology, Religion
- C: Auxiliary Sciences of History
- D: World History
- E: History of Americas (United States)
- F: History of Americas (Local & Latin America)
- G: Geography, Anthropology, Recreation
- H: Social Sciences
- L: Education

FIRST FLOOR:

- J: Political Science
- K: Law

SECOND FLOOR (CLASSES Q-Z):

- Q: Science
- R: Medicine
- S: Agriculture
- T: Technology
- U: Military Science
- V: Naval Science
- Z: Bibliography, Library Science

FINDING BOOKS PROCESS:

1. Search OPAC for book title/author
2. Note call number (e.g., QA76.73)
3. Go to appropriate floor by LC class

4. Find shelf by alphabetical/numerical order

SECTION 7: E-RESOURCES OVERVIEW

WHAT ARE E-RESOURCES?

Electronic resources are digital information materials accessed via internet or library network. Types include:

- **E-journals:** Digital scholarly journals (research articles, reviews, case studies)
- **E-books:** Digital books readable online or downloadable
- **Online databases:** Organized collections of journal articles, e-books, reports, theses
- **Digital theses & dissertations:** In University repository (https://repository.embuni.ac.ke)
- **Reports, newspapers, reference tools**

ACCESS METHODS:

- Library subscriptions (University login required)
- Open Access platforms (free for everyone)
- MyLOFT app for mobile access
- Library website: https://library.embuni.ac.ke/eresources/

KEY FEATURES:

- Accessible anytime, anywhere with internet
- Searchable text within documents
- No physical wear or loss
- Regularly updated content
- Peer-reviewed quality content

SECTION 8: SUBSCRIBED E-RESOURCES (BY CATEGORY)

MAJOR E-JOURNAL DATABASES:

- **ScienceDirect:** Elsevier journals (science, technology, medicine)

- **JSTOR:** Archival academic journals (humanities, social sciences)
- **SpringerLink:** Science, engineering, medicine journals
- **IEEE Xplore:** Engineering, computing, technology journals
- **Taylor & Francis Online:** Multidisciplinary journals

MAJOR E-BOOK DATABASES:

- **EBSCO eBooks:** Comprehensive academic e-books
- **ProQuest Ebook Central:** 120,000+ e-books in all subjects
- **Springer eBooks:** Science and technical e-books
- **Elsevier eBook Collections:** Medical and scientific e-books
- **Cambridge Core:** Academic books and journals

ONLINE DATABASES INCLUDE:

- Journal articles, e-books, research reports
- Theses & dissertations, newspapers
- Statistical data, multimedia content

SECTION 9: OPEN ACCESS DATABASES (FREE ACCESS)

WHAT IS OPEN ACCESS?

Free, unrestricted access to research articles, books, and data without login or payment.

TOP 15 OPEN ACCESS DATABASES:

1. **DOAJ (Directory of Open Access Journals)**
   - Subject: Multidisciplinary
   - Link: https://doaj.org
2. **CORE**
   - Subject: Multidisciplinary
   - Link: https://core.ac.uk
3. **BASE (Bielefeld Academic Search Engine)**
   - Subject: Multidisciplinary
   - Link: https://www.base-search.net
4. **arXiv**
   - Subject: Physics, Math, Computer Science
   - Link: https://arxiv.org

5. **PubMed Central (PMC)**
   - o Subject: Medicine, Life Sciences
   - o Link: https://www.ncbi.nlm.nih.gov/pmc
6. **DOAB (Directory of Open Access Books)**
   - o Subject: Multidisciplinary
   - o Link: https://www.doabooks.org
7. **PLOS (Public Library of Science)**
   - o Subject: Science & Medicine
   - o Link: https://www.plos.org
8. **ERIC**
   - o Subject: Education
   - o Link: https://eric.ed.gov
9. **bioRxiv**
   - o Subject: Biology
   - o Link: https://www.biorxiv.org
10. **medRxiv**
    - o Subject: Medicine & Health
    - o Link: https://www.medrxiv.org
11. **SSRN**
    - o Subject: Social Sciences, Humanities
    - o Link: https://www.ssrn.com
12. **Zenodo**
    - o Subject: Multidisciplinary
    - o Link: https://zenodo.org
13. **Paperity**
    - o Subject: Multidisciplinary
    - o Link: http://paperity.org
14. **Europe PMC**
    - o Subject: Life Sciences, Medicine
    - o Link: https://europepmc.org
15. **OpenDOAR**
    - o Subject: Multidisciplinary
    - o Link: https://v2.sherpa.ac.uk/opendoar

SECTION 10: KEY SUBSCRIBED DATABASES (SELECTED)

SCIENCE & TECHNOLOGY:

- **IEEE/IET Electronic Library:** Electrical engineering, telecommunications, computer science
- **American Physical Society:** Physics research journals
- **IOPscience:** 70+ physics and related science journals
- **ScienceDirect:** Comprehensive science and technology journals
- **Springer Nature:** Science, technology, medicine journals

MEDICINE & HEALTH:

- **Cochrane Library:** Evidence-based healthcare research
- **PubMed/NCBI:** Biomedical literature and books
- **BioMed Central Journals:** Open access biomedical journals
- **World Health Organization resources**
- **Medical and nursing databases via EBSCO**

BUSINESS & SOCIAL SCIENCES:

- **EBSCO Business Source Premier:** Business research
- **JSTOR:** Social sciences and humanities
- **Taylor & Francis Journals:** Social sciences
- **Sage Journals:** 900+ social science journals
- **OECD iLibrary:** Economics and public policy

LAW & LEGAL STUDIES:

- **HeinOnline:** 300+ years of legal documents
- **Lexis Nexis Legal Library:** Case law and legal resources
- **LAW AFRICA:** East African law e-books and case law

MULTIDISCIPLINARY:

- **EBSCO Academic Search Premier:** General academic database
- **ProQuest Central:** Comprehensive multidisciplinary
- **Wiley Online Library:** 1,370+ journals across all disciplines
- **Cambridge Journals Online:** 380+ academic journals
- **Oxford Journals:** 324 prestigious academic journals

SECTION 11: MYLOFT & ELECTRONIC ACCESS

ACCESSING E-RESOURCES:

1. Log into MyLOFT account
2. View all subscribed e-resources databases
3. Access includes: Journals, databases, e-books, past exam papers

ACCESSING PAST EXAM PAPERS:

Step-by-step process:

1. **DOWNLOAD MYLOFT APP:**

   - Android: https://play.google.com/store/apps/details?id=com.eclat.myloft
   - iOS: https://apps.apple.com/in/app/myloft/id1247428589

2. **LOGIN PROCESS:**

   - Open MyLOFT app or WebApp
   - Select institute: "University of Embu, Kenya"
   - Click "Continue"
   - Enter registered email and password
   - Click "Sign in"

3. **ACCESS PAST PAPERS:**

   - Click Menu
   - Tap "E-resources"
   - Select "Exam Past papers"
   - Search for paper code (e.g., LIS 215)

E-RESOURCES INCLUDED IN MYLOFT:

- All subscribed journals and databases
- Research databases
- Electronic books
- Past exam papers (MyLOFT exclusive)
- Digital library collections

SECTION 12: REFERENCING & ACADEMIC SUPPORT

REFERENCING STYLE:

- University of Embu uses APA 7th Edition
- Other styles: MLA, Oxford, Harvard, Chicago (less common)
- Plagiarism = failure to acknowledge sources
- Academic penalties for plagiarism

WHAT IS CITATION AND REFERENCING?

- **Citation:** A brief acknowledgment within the text showing where information was taken from
- **Referencing:** A full bibliographic description of the source, listed at the end of the document
- **Two elements:** 1) Citation in body text, 2) Reference list at end

WHY REFERENCE?

- Shows how your argument relates to existing research
- Properly credits originators of ideas, theories, and findings
- Demonstrates your ability to find and use sources
- Avoids plagiarism (academic dishonesty)

REFERENCING STYLE:

- **University of Embu uses APA 7th Edition**
- Other styles: MLA, Oxford, Harvard, Chicago (less common)
- **Plagiarism = failure to acknowledge sources = academic penalties**

WHAT IS PLAGIARISM?

Plagiarism is presenting others' ideas, works, or statements as your own without proper acknowledgment. It is academic dishonesty with serious consequences.

TYPES OF PLAGIARISM:

1. DIRECT PLAGIARISM:

- Copying text word-for-word without quotation marks or citation
- Example: Copying a paragraph from a website without citation

2. SELF-PLAGIARISM:

- Reusing your own previously submitted work without permission
- Example: Submitting the same paper for two different courses

3. MOSAIC PLAGIARISM:

- Mixing your words with copied phrases without proper citation
- Example: Changing a few words but keeping the original structure

4. ACCIDENTAL PLAGIARISM:

- Failing to cite sources correctly, even unintentionally
- Example: Forgetting quotation marks or citation

COMMON EXAMPLES:

- Copying paragraphs from books/websites without citation
- Submitting a friend's essay as your own
- Reusing parts of previous assignments without indication
- Using someone's ideas or diagrams without credit
- Poor paraphrasing (changing only a few words)

HOW TO AVOID PLAGIARISM:

1. ALWAYS CITE SOURCES:

- Use proper citation style (APA 7th Edition at University of Embu)
- Cite all borrowed ideas, not just direct quotes
- Include reference list at end of document

2. PARAPHRASE CORRECTLY:

- Restate ideas in your own words completely
- Don't just change a few words
- Still cite the original source

3. USE QUOTATION MARKS:

- For direct quotes, use quotation marks
- Include page numbers for quotes

- Keep quotes brief and relevant

4. TRACK YOUR SOURCES:

- Keep detailed records of all sources used
- Note page numbers for important information
- Organize references as you research

5. USE PLAGIARISM CHECKERS:

- University uses Turnitin software
- Check your work before submission
- Review similarity reports

ANTI-PLAGIARISM SOFTWARE - TURNITIN

WHAT IS TURNITIN?

Turnitin is anti-plagiarism software used worldwide to detect and prevent plagiarism by comparing texts with:

- Academic papers and journals
- Books and publications
- Websites and online content
- Previously submitted student papers

KEY FEATURES:

1. ORIGINALITY CHECK:

- Detects similarity between submitted work and existing sources
- Compares with billions of web pages and academic papers
- Identifies matching text segments

2. SIMILARITY REPORTS:

- Shows percentage similarity score
- Highlights matched text with color coding
- Links to original sources
- Distinguishes between proper citation and potential plagiarism

3. CITATION ASSISTANCE:

- Helps identify missing citations
- Suggests proper referencing formats
- Flags potential citation errors

4. GRADEMARK FEATURES:

- Instructors can annotate papers online
- Provide feedback directly on submissions
- Use rubrics for consistent grading
- Quick comment libraries for common issues

5. INTEGRATION:

- Works with learning management systems
- Compatible with Moodle, Canvas, Blackboard
- Seamless assignment submission

HOW TURNITIN WORKS:

STEP 1: SUBMISSION

- Students submit assignments via Turnitin portal
- Upload documents in accepted formats (PDF, DOC, DOCX)

STEP 2: COMPARISON

- System compares text with:
  - Internet sources (billions of web pages)
  - Academic databases (journals, books, papers)
  - Student paper repository (previous submissions)

STEP 3: REPORT GENERATION

- Creates similarity report with percentage score
- Highlights matching text segments
- Identifies source of matches

STEP 4: REVIEW

- Students can view reports (if enabled by instructor)
- Revise work based on similarity feedback

- Resubmit if allowed

STEP 5: INSTRUCTOR REVIEW

- Instructors review similarity reports
- Determine if matches constitute plagiarism
- Provide grades and feedback

BENEFITS OF TURNITIN:

FOR STUDENTS:

- Improves citation and referencing skills
- Reduces accidental plagiarism
- Provides opportunity to revise before final submission
- Develops academic writing skills
- Ensures academic integrity

FOR INSTRUCTORS:

- Saves time in plagiarism detection
- Provides evidence for academic integrity cases
- Consistent feedback mechanisms
- Integration with grading systems
- Promotes fair assessment

TEMPTATIONS TO PLAGIARIZE & SOLUTIONS:

COMMON TEMPTATIONS:

1. EASY COPY-PASTE:

- *Cause:* Word processors make copying easy
- *Solution:* Develop note-taking habits, paraphrase immediately

2. ONLINE AVAILABILITY:

- *Cause:* Easy access to e-books, journals, websites
- *Solution:* Use sources ethically with proper citation

3. TECHNOLOGY ADVANCEMENTS:

- *Cause:* Scanners, copiers, digital tools
- *Solution:* Use technology for legitimate research, not copying

4. TIME PRESSURE:

- *Cause:* Last-minute assignments
- *Solution:* Start early, plan research schedule

5. LANGUAGE DIFFICULTIES:

- *Cause:* Non-native English speakers
- *Solution:* Use writing centers, peer review

PRACTICAL TIPS TO AVOID PLAGIARISM:

1. START EARLY:

- Begin research well before deadlines
- Allow time for proper citation
- Avoid last-minute pressure

2. TAKE GOOD NOTES:

- Clearly distinguish between quotes and paraphrases
- Record source details immediately
- Use quotation marks for direct quotes in notes

3. UNDERSTAND PARAPHRASING:

- Read source, then write without looking at it
- Change sentence structure, not just words
- Compare with original to ensure transformation

4. USE CITATION TOOLS:

- Mendeley: Free reference manager and PDF organizer
- Zotero: Collect, organize, cite, and share research
- EndNote: Advanced reference management

5. CHECK YOUR WORK:

- Review Turnitin similarity report

- Address highlighted matches
- Verify all citations are complete

6. SEEK HELP:

- Consult library staff for citation help
- Use writing centers
- Ask instructors for clarification

APA 7TH EDITION QUICK GUIDE:

IN-TEXT CITATION EXAMPLES:

ONE AUTHOR:

- (Kumar, 2021)
- Kumar (2021) states that…

TWO AUTHORS:

- (Achieng & Otieno, 2020)
- Achieng and Otieno (2020) found…

THREE OR MORE AUTHORS:

- (Mwangi et al., 2022) - first citation
- (Mwangi et al., 2022) - subsequent citations
- Mwangi et al. (2022) reported…

DIRECT QUOTES:

- (Kumar, 2021, p. 45)
- "Exact quoted text" (Kumar, 2021, p. 45)

REFERENCE LIST EXAMPLES:

BOOK WITH ONE AUTHOR:

text
Copy
Download

Kumar, Ranjit. (2021). *Research methodology: A step-by-step guide for beginners*. SAGE.

BOOK WITH TWO AUTHORS:

text
Copy
Download
Creswell, John W., & Creswell, J. David. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches*. SAGE Publications.

JOURNAL ARTICLE:

text
Copy
Download
Tenopir, Carol. (2020). Academic reading patterns in the digital age. *Journal of Academic Librarianship*, 46(4), 102–110.

WEBSITE:

text
Copy
Download
University of Embu Library. (2023). *Library services guide*. https://library.embuni.ac.ke/services/

APA FORMATTING RULES:

1. **REFERENCE LIST:**
   - Alphabetical by author's last name
   - Hanging indent (first line flush left, others indented)
   - Double-spaced
   - "References" centered at top

2. **IN-TEXT CITATIONS:**
   - Author(s) and year in parentheses
   - Page numbers for direct quotes
   - "et al." for 3+ authors after first citation

3. **TITLE FORMATTING:**
   - Book titles: Italicized
   - Article titles: Sentence case, not italicized
   - Journal titles: Italicized, title case

TURNITIN GUIDELINES FOR STUDENTS:

SUBMISSION PROCESS:

1. ACCESS TURNITIN:

- Log into university learning management system
- Navigate to course assignment
- Click "Submit" or "Upload" button

2. UPLOAD DOCUMENT:

- Acceptable formats: PDF, DOC, DOCX, RTF
- File size limits: Typically 100MB maximum
- Naming convention: LastName_FirstName_Assignment.pdf

3. WAIT FOR PROCESSING:

- Processing time: Usually 5-15 minutes
- Similarity report generation
- Email notification when ready

4. REVIEW REPORT:

- Check similarity percentage
- Review highlighted matches
- Identify citation issues

5. REVISE IF NEEDED:

- Address high similarity areas
- Add missing citations
- Improve paraphrasing
- Resubmit if allowed

INTERPRETING SIMILARITY REPORTS:

GREEN (0-24%): Usually acceptable with proper citation
YELLOW (25-49%): Review carefully, may need revision
ORANGE (50-74%): Significant issues, likely needs revision
RED (75-100%): Major plagiarism concerns

NOTE: Low percentage doesn't guarantee no plagiarism
NOTE: High percentage doesn't always mean plagiarism (properly cited quotes)

COMMON MATCHES & SOLUTIONS:

1. PROPERLY CITED QUOTES:

- *Appearance:* Matches with quotation marks and citation
- *Action:* No change needed if properly formatted

2. COMMON PHRASES:

- *Appearance:* Short matches of common phrases
- *Action:* Usually acceptable, no revision needed

3. MISSING CITATIONS:

- *Appearance:* Matches without citation
- *Action:* Add proper citation

4. POOR PARAPHRASING:

- *Appearance:* Close matches with slightly changed wording
- *Action:* Improve paraphrasing, add citation

5. REFERENCE LIST MATCHES:

- *Appearance:* Reference section matches
- *Action:* Usually excluded from similarity score

ACADEMIC INTEGRITY POLICY:

UNIVERSITY OF EMBU POLICY:
- Plagiarism is academic misconduct
- Penalties range from failing assignment to expulsion
- All work must be original or properly cited
- Students responsible for understanding plagiarism

PENALTIES FOR PLAGIARISM:

MINOR OFFENSES (First time, small portions):

- Warning and education
- Revision opportunity
- Grade reduction

MODERATE OFFENSES (Significant portions):

- Failing grade for assignment
- Required plagiarism tutorial
- Academic probation

MAJOR OFFENSES (Entire work, repeated):

- Failing course
- Suspension
- Expulsion from university
- Notation on academic record

STUDENT RESPONSIBILITIES:

1. Understand what constitutes plagiarism
2. Learn proper citation methods
3. Use Turnitin to check work before submission
4. Seek help when unsure
5. Maintain academic integrity in all work

KEY REMINDERS:

1. **"Failure to acknowledge sources of information appropriately amounts to plagiarism"**
2. Always cite ideas that are not your own
3. Use Turnitin as a learning tool, not just detection
4. When in doubt, cite the source
5. Academic integrity is fundamental to university education
6. Proper referencing demonstrates research skills
7. Plagiarism has serious academic consequences
8. University resources are available to help

RESOURCES FOR HELP:

LIBRARY RESOURCES:

- Citation guides and examples
- APA 7th edition manuals
- Referencing workshops
- One-on-one consultations

WRITING SUPPORT:

- Writing centers
- Peer tutoring
- Online writing resources
- Grammar and style guides

TECHNICAL SUPPORT:

- Turnitin help desk
- IT support for submission issues
- Software tutorials
- Online guides and FAQs

REFERENCE MANAGEMENT TOOLS:

- **Mendeley:** Free PDF manager, reference manager, academic network
- **Zotero:** Collect, organize, cite, and share research sources

SECTION 13: LIBRARY SUGGESTIONS & FEEDBACK

HOW TO RECOMMEND PURCHASES:

1. Log into your library account
2. Click "Purchase suggestions"
3. Submit book/journal recommendations
4. Add comments if needed

    5.   Acquisition librarian reviews all suggestions

FEEDBACK CHANNELS:

- Purchase suggestions in your account
- Direct feedback at circulation desk
- Online suggestions via library website
- Ask a Librarian chat service

SECTION 14: QUICK REFERENCE FAQ

MEMBERSHIP:

Q: How do I join the library?
A: Library serves University of Embu students, staff, and alumni only.

Q: Can I use someone else's ID card?
A: No. Using another person's ID is prohibited.

BORROWING:

Q: How do I check my due dates?
A: Check the date due stamp inside the front cover of each borrowed book.

Q: How do I extend my loan period?
A: Take the book and your ID to the circulation desk BEFORE the due date.

E-RESOURCES:

Q: How to access e-resources?
A: Log into MyLOFT account or visit https://library.embuni.ac.ke/eresources/

Q: Where are past exam papers?
A: Only in MyLOFT app → E-resources → Exam Past papers.

Q: What if an e-resource isn't working?
A: Contact librarian via Ask a Librarian link.

PROBLEM RESOLUTION:

Q: Book available in system but not on shelf?
A: Check reading tables, ask circulation desk.

Q: Received overdue notice for returned book?
A: Check account regularly, inform librarian immediately.

Q: How to stop fines while searching for lost book?
A: Report loss IMMEDIATELY to librarian.

SECTION 15: CONTACTS & IMPORTANT LINKS

ONLINE RESOURCES:

- Main Library Website: https://library.embuni.ac.ke
- Borrowing Matrix: https://library.embuni.ac.ke/borrowing-matrix/
- E-Resources Portal: https://library.embuni.ac.ke/eresources/
- University Repository: https://repository.embuni.ac.ke
- Ask a Librarian: https://tawk.to/chat/650ae1d0b1aaa13b7a77e5fc/1hap8472n
- MyLOFT
  Android: https://play.google.com/store/apps/details?id=com.eclat.myloft
- MyLOFT iOS: https://apps.apple.com/in/app/myloft/id1247428589

KEY POINTS OF CONTACT:

1. **Circulation Desk:** Borrowing, returns, renewals, fines
2. **Reference Desk:** Research help, database assistance
3. **E-Resources Help:** Technical access issues
4. **Librarian Office:** Complex queries, lost items
5. **Online Chat:** Ask a Librarian for quick questions

LIBRARY HOURS:

Opening Hours

1. **Monday:** 07:30 – 22:00
2. **Tuesday:** 07:30 – 22:00
3. **Wednesday:** 07:30 – 22:00
4. **Thursday:** 07:30 – 22:00
5. **Friday:** 07:30 – 22:00
6. **Saturday:** 09:00 – 15:00

7. **Sunday:** 13:45 – 18:00

E-RESOURCES ENQUIRIES:

For e-resources not listed or access problems, contact librarian directly:

- Ask a Librarian: https://tawk.to/chat/650ae1d0b1aaa13b7a77e5fc/1hap8472n
- Email: Use University email system
- In-person: Visit reference desk during opening hours