

LIBRARY SERVICES POLICY

LIBRARY SERVICES

POLICY

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Contact officer	University Librarian
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Related legislation, policies and regulations

Legislation and/or other regulatory obligations	Organizational policies, procedures, guidelines and regulations
<ul style="list-style-type: none"> • The University of Namibia Act (Act No. 18 of 1992) • Labour Act (Act No.11 of 2007) • Namibia Library Information Service (Act No. 4 of 2000) • Policy Framework for Libraries and Allied Information Agencies for Namibia (1997) • The Copyright and Neighbouring Rights Protection Act (Act No. 6 of 1994) 	<ul style="list-style-type: none"> • Delegation of Authority Policy and Framework • Disability Policy • E-Learning Policy • Learning and Teaching Policy • Occupational Safety and Health Policy • Overtime Policy and Procedure • Policy and Procedures on the Purchase and Management of Library Information Resources • Quality Assurance and Management Policy • Research Policy • Scholarly Communication Policy • Space Management Policy and Space Management Procedure • Staff Development Policy and Procedures • Student Code of Conduct • University of Namibia ICT Policy • University of Namibia Library Collection Development Policy

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2.0 ACRONYMS AND ABBREVIATIONS

Acronym/ Abbreviation	Explanation
AACR2	Anglo American Cataloguing Rules, 2 nd ed. 2002 revision
DDC	Dewey Decimal Classification
ICT	Information and communication technology
LITC	Library and Information Technology Committee
MARC	Machine Readable Cataloguing
MoU	Memorandum of Understanding
NALICO	Namibia Library Consortium
OCLC	Online Computer Library Centre
OPAC	Online Public Access Catalogue
ORCID	Open Researcher and Contributor ID
RDA	Resource Description and Access
SABINET	Southern African Bibliographic Information Network
SADC	Southern African Development Community
UNAM	University of Namibia.

2.0 DEFINITIONS FOR THE PURPOSE OF THIS POLICY

Term	Definition
Authority control	The establishment and maintenance of consistent forms of terms, names, subjects, and titles to be used as headings in the bibliographic records of the library catalogue.
Bibliographic record	A bibliographic record is an entry in a bibliographic index or a library catalog which represents and describes a specific resource.
Borrower	A registered library user who loans out library material(s).
Borrowing library	A library that requests materials from other libraries.
Call Number	A combination of letters and numbers assigned to each book, or other materials to indicate the location of the materials in the library.
Circulation	It is the process of issuing and returning library material to and from the users.
Classification	A system of arrangement adopted by a library to arrange similar items together and enable patrons to find required materials quickly and easily. Classification, through assignment of a call number locates the item in its library setting.
Ebook	An electronic book (or e-book) is the digital equivalent of a printed book to be browsed, read and downloaded through ICT based devices.
Head of the campus library	The librarian / assistant librarian heading the campus library
ICT access device	An ICT access device refers to any technology device that allows a user to create, display, play, print, convert, listen to or interact with an information object in any accessible format. E.g. Computer, Photocopier, Printer, Scanner, ebook Reader, Headphones, Speaker, etc.
Information literacy	A set of abilities required from individuals to recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information ²¹ (ALA: 2016).

Information service	Services provided to library users as response to any type of needs for specific information face to face or electronically including online enquiry services.
Inter-library loans and document delivery	It is a service by which a library borrows or supplies material(s) to and from another library.
Knowledge management	Overall definition of the professional work carried out in the library: professional work using institutional system and tools to organize, collect, update, share and provide access to knowledge and information required for the functioning of the library and serving the information needs of the institution.
Lecturer`s notes –short loan	Notes placed at short loan section by lecturers to ensure that all the students enrolled for a course have equal opportunity to use them.
Lending library	A library that supplies requested materials to other libraries on loan.
Library user	A person who is using the library material(s), resources, facilities and/or equipment
Library record	Any document or record, which provides for control and access to library resources or any other record that can capture the personal data on the use of library equipment and use of library materials and online resources.
OCLC	A global library cooperative, supports thousands of libraries in making information more accessible and more useful to people around the world.
Off campus access	Provision of authenticated access to UNAM library electronic resources.
Online public access catalogue (OPAC)	An online library database interface, which enables locating library resources.
ORCID	ORCID is a unique, open digital identifier for researchers to distinguish a person`s scholarly publication
Outside borrowers/members Institutional borrowers/members	An individual registered as a library member with defined special rights like borrowing recorded in the library management system on the basis of a contract/agreement based on annual membership fee, bilateral collaboration agreement or government institution privileges.
Overnight loans	A library service enabling users to borrow library materials from Short Loan until next day.
Prescribed materials	Key subject sources placed on short loan with shorter leading periods to ensure students have access to them fairly.
Recalls	An action taken by the library to request a borrower to return library materials before the due date.
Retired borrowers	Individuals who has retired from UNAM and authorized to keep borrowing rights.
Sensible materials	Includes newspapers, magazines, audio-visual and related materials, that require closed collection circulation procedures.
Short Loan collection	Refers to material types for specific controlled circulation procedures borrowed on a shorter and limited period because of high demand.

Subject Librarian	Refers to the Library staff responsible for information services and collection development to support faculties, departments, specific academic programmes and the academic community in a designated campus
Users living with disabilities	Users who require special resources or facilities to enable full and equal use of library services.

3.0 INTRODUCTION

The mandate of UNAM libraries is to facilitate excellence in teaching and learning, create an appropriate study and research environment, anticipate and respond to academic learning and research needs, contribute to positive graduate outcomes and provide an information infrastructure necessary for competitive teaching, learning, cutting-edge research, innovation and community engagement. UNAM Libraries are further entrusted with the national mandate to avail their resources and information services to individual members of the public with the view of supporting socio-economic development of the country.

4.0 POLICY OBJECTIVES

The objective of this policy is to provide a framework for the provision and usage of library and information resources, services and facilities at UNAM to support teaching, learning, studying, research, innovation and community services.

5.0 SCOPE

This policy applies to:

- 5.1 All UNAM staff and students.
- 5.2 Individuals engaged or affiliated in teaching, research or innovation projects with UNAM.
- 5.3 All other UNAM library stakeholders, partners and library users.

6.0 ACCOUNTABILITY AND RESPONSIBILITY

- 6.1 The PVC: Academic Affairs as the custodian of this policy shall be accountable for overseeing the development and monitoring of Library resources, services and facilities to support teaching, learning and studying at UNAM.
- 6.2 The PVC: Research Innovation and Development shall be accountable for overseeing the development, evaluation and monitoring of library's research and innovation support and scholarly communication services.
- 6.3 University Librarian shall be responsible for the overall planning, implementation, monitoring and evaluation of library resources, services and facilities.
- 6.4 Director Computer Centre shall be responsible for planning, implementing, monitoring and evaluating adequate and appropriate ICT infrastructure.
- 6.5 Director Estate Directorate shall be responsible for maintenance and provision for adequate and conducive physical facilities.

- 6.6 Director Human Resources shall be responsible for the recruitment and retention of competent qualified professional staff and the provision of staff development opportunities as may be required.
- 6.7 Library Staff shall be responsible for maintaining professionalism and customer oriented culture in rendering services as defined in this policy.
- 6.8 Library users must ensure that their use of library facilities, services, collections, electronic resources, and equipment does not infringe on or disrupt the work, research, and use by other library users by maintaining positive and productive learning environment in which all persons treat each other with respect and courtesy.

7.0 POLICY STATEMENT

UNAM shall:

- 7.1 provide designated library facilities to serve as an adequate and conducive intellectual space for learning, studying and research at each campus and research/regional centres.
- 7.2 provide conducive study space as per physical space standards in relation to student numbers in the campus library and appropriate other spaces.
- 7.3 equip all UNAM libraries with adequate and appropriate ICT infrastructure and access devices that allow creation of digital objects and exploitation of information resources.
- 7.4 provide users living with disabilities a non-discriminating, well-planned, equitable, technology enhanced access to all its library resources services and facilities.
- 7.5 recruit and retain professionally qualified library staff and support continuing professional staff development to support researchers, students, and other library users with comprehensive knowledge management and information services.
- 7.6 equip all UNAM libraries with appropriate library specific safety and security infrastructure to protect its users and staff and safeguard its assets.

The UNAM Library shall:

- 7.7 provide and promote timely, accurate and comprehensive access to knowledge and information sources required for University's teaching, learning, study, research and innovation programmes.
- 7.8 render its resources and services also to members of the public in accordance with UNAM's mandate of disseminating knowledge, advancing continuing education and supporting socio-economic development of the country.
- 7.9 embrace new and appropriate technologies that will enable easy discovery and access to information in a timely, efficiently and effortless manner.
- 7.10 develop and maintain digital collections and virtual information services and provide online access to electronic information resources 24/7 within legal license agreements, copyright and intellectual property rights regulations.
- 7.11 manage information sources by utilizing most appropriate standardised knowledge management systems and user friendly interface tools while adhering to the national and international copyright and intellectual property rights regulations to ensure accountability and efficient access to library resources.

- 7.12 provide generic and subject specific information services, structured information literacy instruction as well as basic user training on technological tools and applications face-to-face and virtually.
- 7.13 support the realization of the vision of UNAM to be an international hub of excellence in translational research and innovation by providing cutting edge research support services that respond to the needs in different stages of the research process.
- 7.14 in collaboration with The Centre for Open, Distance and eLearning (CODeL), ensure that equal access to resources and information services is provided to distance students.
- 7.15 proactively make use of institutional and social media channels and methods to market information resources, services and facilities.
- 7.16 keep library user and resource usage records confidential unless required by the rightful owner or by law.
- 7.17 ensure that national and institutional quality assurance systems are implemented with regards to library resources, services and facilities.

8.0 SANCTIONS

- 8.1 Staff members who breach or violate the content of this policy shall be subjected to disciplinary actions as per the UNAM Disciplinary Policy and Procedures.
- 8.2 Students who breach or violate the content of this policy shall be subjected to sanctions in accordance with the Student Code of Conduct.
- 8.3 Any user who damage any library property / assets (including books and ICT equipment) shall be held liable for compensation.
- 8.4 Any library user found in violation of this policy or Library rules and regulations shall be subjected to sanctioning as prescribed in the UNAM policies.

9.0 PROCEDURES

The Rules, Regulations and Procedures are included as part of this policy.

The Library Use Rules and Regulations as addendum are reviewed annually and are published in the UNAM General Regulations Prospectus and on the UNAM Library web site:

<http://www.unam.edu.na/library>.

RULES, REGULATIONS AND PROCEDURES

A. LIBRARY ICT SERVICES

- A.1 The Library shall maintain a digital presence and a framework for discovery and access to the electronic information resources, digital databases, tools and expertise in communication through its user-friendly web/mobi site, social media and other web-based platforms and tools. The technology solutions shall include, but not limited to the following components:
- A.1.1 **Library web/mobi site:** the library shall maintain a staff complement with requisite skills to maintain the website.
 - A.1.2 **Library web-based catalogue:** content to the catalogue shall be maintained through the library management system.
 - A.1.3 **Search and discovery layer:** this layer shall be maintained to allow interrogation of the whole library resource portfolio encompassing print and electronic materials.
 - A.1.4 **Facebook page:** a social media team shall ensure the page content is updated on some regular intervals.
- A.2 The University shall ensure that efficient internet connectivity is provided to enable use of digital information resources in the library and across all campuses.
- A.2.1 The University shall provide sufficient bandwidth in line with prevailing demand.
 - A.2.2 The University shall implement bandwidth prioritisation system for library subscriptions.
 - A.2.3 The library shall administer surveys when the need arises to establish customer satisfaction on provisioned bandwidth.
- A.3 All Libraries shall provide ICT spaces manned by competent IT professionals with public use computers, Wi-Fi connection to laptops and mobile devices, efficient printing/scanning and photocopying services to serve all user groups.
- A.3.1 The library shall establish a helpdesk in ICT spaces manned by either a permanent staff or student assistant. The helpdesk shall be complemented by an information professional to assist with content-related issues.
 - A.3.2 The library shall deploy ICT access devices in line with prevailing demand. The library shall make provision for spaces for users who bring own devices.
 - A.3.4 The University shall provide efficient print/scan/copy service as an outsourced service.
- A.4 ICT information services further strive to provide and equip users with the required skills needed to use the technological tools, which enable them to access, interrogate and create digital objects and resources needed for teaching, learning and research. The Systems and Training department shall provide training in the following areas:
- A.4.1 Operators training on technology equipment
 - A.4.2 Software applications training
 - A.4.3 New technology tools

A.5 The Library shall develop and maintain digital collections to support online access to information resources. The Library shall further provide online access to subscribed electronic information resources 24/7 within legal and copyright regulations.

A.5.1 The library shall establish and maintain an institutional repository to showcase and preserve UNAM research output

A.5.2 The University shall maintain an online platform to publish UNAM journals

A.5.3 The library shall extend access to subscribed resources beyond the university network through a proxy solution

B. STAFF SKILLS UPGRADING AND TRAINING

B.1 Library in collaboration with the Human Resource Directorate shall explore and support professional development opportunities in order to deliver excellent library services, keep abreast with career trends to be acquainted with the new technologies, functions, customer service tools and specific subject research areas to be able to manage collections and collaborate in research.

B.2 Establish and maintain systems and workflows which promote collaborative work with faculties and academic units.

C. PROVIDING ACCESS THROUGH CIRCULATION AND INTERLIBRARY LOAN SYSTEM

C.1 CIRCULATION SERVICES

The Library circulation service has to:

C.1.1 provide a mechanism for ensuring equitable access and fair use and circulation of library materials.

C.1.2 determine rules and regulations that protect and provide access to Library resources in a manner that is consistent with both the principles of financial accountability and the Library's responsibility for making its resources accessible to all users.

C.1.3 keep circulation records of library users who borrow items but fail to return them, until such items are paid or cleared by the UNAM Finance Directorate.

C.1.4 Registration/Membership of UNAM library users

a) Membership is required for borrowing library materials.

b) Membership is on an annual basis.

c) All registered students and staff of UNAM are eligible to become members with borrowing privileges upon presentation of proof of registration, valid student or staff card.

d) Staff members from Namibian research institutions and government ministries can join upon meeting relevant requirements through institutional membership conditions. Mutual MoU may govern Namibian Higher Educations students and

staff membership. Private individuals can join by paying a non-refundable once-off fee on an annual basis.

- e) Institutions within (NALICO) and SABINET consortia can join as eligible member and share resources under the interlibrary loans services.
- f) Members of the general public are welcome to use the library's collection on a reference basis without becoming members.

C.1.5 Borrowing / Checking out

- a) Detailed privileges are defined in the library rules and regulations
- b) Student, staff or a library cards should be presented when a user would like to borrow/check out library materials.
- c) Library materials from the main collection (open shelf) can be borrowed for a specified period depending on the privileges allocated to the category the individual user falls under
- d) Grey materials from special collection sections are non-circulating.
- e) Electronic resources (journals and books) are eligible for downloading, emailing and printing within the subscription/purchase/license agreement regulations.
- f) No borrowing will be allowed to users with outstanding fines exceeding N\$20.00.

C.1.6 Returns / Checking in

- a) Borrowers should return library materials preferably at the same campus library or at the nearest branch library before or on the due date.
- b) Any outstanding library fines should be settled before borrowing of new items is granted.

C.1.7 Renewals

- a) Library materials may be renewed from 5 days before the loan period expires provided that such item is not reserved by another user.
- b) Borrowed materials can be renewed either in person, telephonically, email, or through the library online self-help options.
- c) No renewals shall be allowed to borrowers with fines exceeding N\$20.00.

C.1.8 Recalls

- a) Library reserve the right to request any user to return library materials before the set due date. Due date in the library management system will be revised to 3 days from the information delivered.

C.1.9 Reservations / holds

- a) Users have the right to reserve or put checked out library items on hold in person, telephonically, email, or via library online self-help options.

- b) Library staff will notify the user about the availability of the reserved item.
- c) Reserved items should be collected within the given reservation period in accordance with the Library Rules and Regulations.

C.1.10 Reminder/Overdue Notices

- a) A reminder will be sent to the Borrowers three (3) days before and after the due date.
- b) After the due date, for outstanding Items that have not been returned within 30 days a bill shall be sent automatically using the notifications system of the Library Management system.
- c) Borrowers are responsible to notify the library when library items issued to them are lost.
- d) Outstanding item(s) will remain on the borrowers account until the item is returned.

C.1.11 Billed damage and lost materials

- a) Borrowers are responsible for the payment of billed library materials as defined in the Library rules and regulations as reflected on the Library Management system.
- b) If an item cannot be recovered the borrower is expected to replace it with an identical copy or a newest edition or pay the replacement value thereof.
- c) The item replacement cost reflected on the library system may differ from the market price, therefore; the library may require the user to pay an amount equivalent to the current value of the item.
- d) The library will waive or remove overdue fine on a borrower's account upon returning or replacing lost item(s).
- e) The fines and recovery cost of billed items will be handed over to the Finance Department each semester, annually or upon leaving UNAM to reflect as debt on the user's account.
- f) Any damage to library books shall be billed to the user.

C.1.12 User and borrower responsibility

- a) Library users and borrowers are expected to treat library materials and equipment in a responsible manner.
- b) Borrowers are responsible for returning materials by the due date/time.
- c) Borrowers are expected to update their personal, employment information and contact details regularly.

C.1.13 Confidentiality

The library staff may not release any personal information of any registered library member(s) except to him/herself or when officially requested by legal authorities or for institutional financial action in case of borrowed library items not returned within the defined circulation period.

C.1.14 **Security System**

All library materials are safeguarded by a specialised Library Security System with a security gate on exit. When the security system is triggered at exiting point, borrowers must hand over all library materials for inspection by library staff or security personnel. Bags or any items carried by library users may be subjected to search by security personnel any time on exit from the library.

C.2 **SHORT LOAN SERVICES**

C.2.1 Short loan services are designed to provide access to materials that are on high demand by a large number of students.

C.2.2 Materials are taken from the main collection of the library or assigned to the library from a lecturer's personal copies or notes.

C.2.3 Higher overdue Reserve fines are set to charge at an hourly rate to enforce borrowers to return material(s) on time for use by others.

C.2.4 **Placing materials in short loan section**

- a) Every Subject librarian shall provide a list of prescribed and recommended materials for each academic program to ensure fair access to materials on high demand with limited copies.
- b) The location of all materials placed on short loan should be indicated as “reserved /short loan” in the library management system.
- c) Subject librarians/ short loan supervisor have the right to recall materials on high demand and place them on short loan.
- d) The short loan supervisor must annually extract and produce the short loan usage statistics for each copy to identify any need for changing; recommending removal of copy/title or purchasing of additional copies.
- e) Recommendation regarding short-loan materials should be communicated to the subject librarians who in consultation with lecturers will implement the required changes.
- f) Short Loan staff should engage with students and lecturers to keep abreast with their needs and report to the subject librarians any identified need or inadequacy of short loan materials to maintain the collection relevancy.

C.2.5 **Lecturer's copies**

- a) Short loan section can also host and make available lecturer's personal copies (handouts) on request for which a form has to be completed and items catalogued in the library management system as “personal copy” for temporary use.
- b) After an agreed period, lecturers' personal copies shall be removed from the library management system and returned to the respective owners.
- c) Short loan supervisor will do cataloguing and removal of items from the library catalogue.
- d) Short loan supervisor should consult the lecture to confirm the continuation or termination of personal copy before removing such items on the system.

- e) The request form to place items on short loan is available at the Short Loan Section as well as on the library website.

C.2.6 Borrowing procedures at the Short Loan Section

- a) Only two items can be borrowed at a time.
- b) Exemption regarding the number of items to be borrowed a time can be implemented on the request of the lecturer.
- c) Short loan users are expected to abide to the due date and time as defined in the library management system as per the library rules and regulations.
- d) Electronic receipt must be provided on return of materials.
- e) In an event of system outage, borrowing and return transaction should be done through the library systems offline module.

C.3 INTER-LIBRARY LOAN AND DOCUMENTATION DELIVERY

C.3.1 The Inter-Library Loans and Documentation Delivery Services maintain the system of lending and borrowing of information resources from other University of Namibia campus libraries, to and from national and international institutions through its inter-lending networks.

C.3.2 The following procedures as well as national and international inter-lending network agreements govern the service provision:

C.3.2.1 Interlibrary loan service between UNAM campuses and regional centers

- a) All UNAM Libraries may request materials that are not part of their collection from other libraries.
- b) Every UNAM library member has a right to request a book from other campus or regional centre.
- c) The delivery will be done through courier service and the library commit to provide users with the required material(s) within agreed period.
- d) The borrowing rules will be as defined by the circulation services and library management system of which renewal and re-borrowing is processed if there is no reservation made at the borrowing institution.
- e) The borrowing library shall first search the online library catalogue and electronic journals to ensure that the required items are not part or available on the library collection.
- f) Requests can be made by (a) completing the ILL request form available in print at all UNAM libraries; or (b) by submitting a request via e-mail library@unam.na; or (c) by completing the ILL electronic request form at <http://www.unam.edu.na/library/library-requestforms/library-request-forms-application-for-an-interlibrary-loan-or-document-supply/>
- g) Overdue charges on borrowed items through this process will be dealt with in accordance with the rules set by the lending library including the differences in the exchange rate.
- h) UNAM Library reserve the right to place restriction on the usage of the borrowed items in accordance to their rules and regulations (e.g. only used within the library) and these will be communicated to the borrower well in advance.

- i) Processing of regional requests are considered when resources are not available at local libraries.
- j) Library users shall abide by the loan period stipulated by the lending library.
- k) Library users are limited to five (5) regional and ten (10) inter-campus ILL requests at a time.
- l) Academic staff shall have no limit to the number of requests.
- m) Intra-campus loan can be returned to any library branch or center.
- n) The library / regional center staff is responsible for returning items on the system and return to the designated library within two (2) days.

C.3.3 **Lending and borrowing to other libraries in Namibia and internationally**

- a) Only UNAM academic and administrative staff and post-graduate students qualify to request materials from other national and international libraries.
- b) Requests by undergraduate student will be accepted only if supported by lecturer or research supervisor in writing.
- c) Interlibrary loan for outside members can be provided on cost-recovery basis covering courier and administration costs as defined in the Library Rules and Regulations.
- d) UNAM library only borrows its resources to other libraries, not to institutions, which do not have a library or individuals, who do not have UNAM library membership.
- e) To ensure access to Southern African resources, UNAM Library shall maintain SABINET membership.
- f) The interlibrary loan service to and from Namibia libraries shall be governed by the system established by NALICO or based on bi-lateral collaboration agreement.
- g) Interlibrary loan on voluntary collaboration basis to and from individual international libraries can be accepted to promote free access to information provided that the principles of safety of physical materials and adhering to copyright and licensing regulation is confirmed.
- h) UNAM Library shall cover operational costs of the service in terms of regional requests to other libraries such as inter-lending fees and courier service as preferred method to supply materials within relevant period of time.
- i) Reference materials such as dictionaries, atlases and encyclopedia; items on short-loan collection, as well as special collection (Namibiana), audio-visual and archival materials are not eligible for inter-library and lending in compliance with copyright / intellectual property right regulations, a soft copy (copied or scanned version) can be provided.
- j) Interlibrary loan from e-resources will be provided within the regulations of the license agreements.
- k) Inter-lending requests must be processed immediately and dispatched at least within 2 working days.
- l) Within Namibia, the delivery period is approximately 2-3 working days, while regionally delivery may take approximately 5-14 working days.
- m) Items provided from collaborating library will be dealt with according to the collaboration agreement.
- n) If no response to interlibrary loan requests, at least one reminder must be made, possible alternative to another library must be made within one-week.
- o) The requesting client must be kept informed of the progress including delays or unsuccessful request.

C.3.4 Interlibrary loan borrowing conditions and privileges

- a) A user who requested materials from another library will be informed about the arrival of such item(s) and is expected to collect the item(s) within three (3) working days.
- b) Any delays in collecting and returning of such materials should be communicated well in advance to the interlibrary loans and document delivery staff.

D. PUBLIC ACCESS TO UNAM LIBRARIES

- D.1 In accordance with the mandate of UNAM on disseminating scientific and professional information, supporting continuing education and socio-economic development of the country the Library is open and renders its resources and information services to members of the public not affiliated to the University.
- D.2 In accordance with the above principle the primary focus of public services is to provide information services and resources to professionals, researchers and post-secondary school students.
- D.3 Access to library facilities and basic information services are free for non-affiliated users. Specialized services like borrowing and off-campus access and profound specialized information services can be charged according to provisions detailed in the Library Rules and Regulations.
- D.4 Access to electronic resources shall be provided within license agreement for walk-in users in the libraries at all campuses.
- D.5 Access to ICT devices and Wi-Fi is limited to UNAM registered students, staff and official visitors except for the limited access provided for in the library.
- D.6 Specialized library facilities like ICT labs, training and meeting facilities are reserved for the use of UNAM community and library programmes, but may be made available to the public upon availability at a cost and conditions determined in the Library Rules and Regulations.
- D.7 Study space to primary and secondary school learners is not the responsibility of UNAM libraries, but can be provided subject to the availability of space and supervisory framework. Basic information service requiring specialized resources will always be provided.

E. KNOWLEDGE MANAGEMENT TOOLS FOR ORGANISING LIBRARY RESOURCES

E.1 Rationale

The core purpose of cataloguing, classification and indexing is to facilitate easy retrieval to relevant library sources.

The University Library adheres to accepted international best practices, standards and rules in its cataloguing and classification of library resources to enable conversion of data and compatibility with other national and international library catalogues.

E.2 Cataloguing standards tools

The University Library will use the following standards as a guideline for cataloguing work:

- E.2.1 The Library applies Resource Description Access (RDA) format in the formulation of descriptive cataloguing and access points in the cataloguing of each item. It builds on the strengths of Anglo-American Cataloguing Rules 2 (AACR2) format, but has new features that make it more useful as a cataloguing code for the evolving digital environment.
- E.2.2 MARC 21 is used for establishing the communications format including field tags, indicators, and subfield codes for cataloguing library materials which is created in machine readable form
- E.2.3 Change of cataloguing format: The Library of Congress, in association with other national and international libraries, has agreed to implement RDA, the new cataloguing rules that replaced the Anglo-American Cataloguing Rules, 2nd edition (AACR2) in April 2013. As a result, the University of Namibia Library has changed to RDA rules to reflect these major changes and remain current with proper national policies and procedures.
- E.2.4 In the cataloguing process old AACR2 records will be reviewed for quality in case RDA records are not available. Library of Congress records (DLC) conform to AACR2 rules. No comprehensive retrospective cataloguing will be done to change records to the new RDA standard.
- E.2.5 Records that need to be altered and original cataloguing will conform to RDA standards, as outlined in the RDA procedures.

E.3 Copy cataloguing tools

- E.3.1 WorldCat is a union catalog and the world's largest bibliographic database that itemizes the collections of 72,000 libraries that participate in the Online Computer Library Center (OCLC) global cooperative. The Cataloguing section uses WorldCat to retrieve bibliographic records of a particular material.
- E.3.2 Authority Control work is crucial to having a functional library catalogue and providing efficient retrieval mechanism to the University catalog. Authority control or controlled vocabulary is an entry standard for Authors name and Subject Headings.
- E.3.3 Authority control improves the quality of the bibliographic records in the database. Name, subject, and series title correctness and consistency facilitate searching the database. With the controlled vocabulary as authorities, the cataloguer uses consistent headings, which will facilitate comprehensive listings on retrieval. OCLC authority records are imported into the local catalog when available.

E.4 Indexing tools

- E.4.1 The University Library uses the Library of Congress Subject Headings list to determine the subject headings. As subject terminology change over time due to review and updates, the Cataloguing Division will make relevant efforts to update the assigned subject headings.

- E.4.2 Indexing of digital resources in various UNAM databases are determined by existing subject thesauri, whenever possible.
- E.4.3 The Dublin Core Schema is a small set of vocabulary terms that is being used to describe digital resources in the Institutional repository as well as other electronic databases.

E.5 Classification tools

- E.5.1 Classification standards: The University Library classifies the library material in accordance with the Dewey Decimal Classification (DDC) classification schedules.
- E.5.2 The DDC classification schedules and their updates are followed for all current cataloging and re-cataloging except for children's literature materials.
- E.5.3 Call numbers are a combination of letters and numbers on a library item consisting of a class number (DDC) and the first three letters of the main entry.

E.6 List of aids utilized by the Cataloguing Section:

- E.6.1 Resource Description and Access (RDA)
- E.6.2 Anglo-American Cataloguing Rules 2 (AACR2)
- E.6.3 MARC21 Bibliographic Format
- E.6.4 Library of Congress Subject Headings
- E.6.5 DDC Classification Schedules
- E.6.6 OCLC Remote database
- E.6.7 OCLC Authority files

F. INFORMATION LITERACY INSTRUCTION

F.1 Rationale for Information literacy instruction

- F.1.1 Information literacy instruction is the pedagogical part of library services designed to ensure that both students and staff acquire necessary skills to be independent, self-directed information users.
- F.1.2 Information and digital literacy competencies provide critical foundations for academic success, lifelong learning and other areas at personal, professional and socio-political engagement.
- F.1.3 Information and digital literacy is designed to build the ability to identify information needs; determine the extent of information needed; locate and retrieve appropriate sources of information; evaluate information sources critically and determine the availability, relevancy and reliability of information and use of information effectively in the creation of new knowledge and to addressing specified socio-economic problems.

F.2 Modes of information literacy instruction

- F.2.1 The Library shall provide information literacy as a regular function, on demand as well an integrated part of the curricula.

F.2.2 Information literacy shall be embedded in the curriculum for incoming students and at the research project process as well as for induction for new academics.

F.2.3 The Library shall offer Information literacy instruction both through face-to-face and virtual teaching mode as well as develop self-directing learning resources as online tutorials and quizzes.

G. RESEARCH SUPPORT SERVICES

G.1 The aim of research support services is to support and contribute to the improvement in research excellence, innovation and productivity.

G.2 The Library staff shall proactively collaborate with the UNAM research management, structures, individual researchers and students to develop and provide specialized research support services.

G.3 Research support services include but are not limited to:

G.3.1 Assisting with individual information needs through comprehensive searching, advice on research proposals, methodology and data analysis.

G.3.2 Specific services focus on challenges experienced by researchers in scholarly communications and publishing, open science and collaboration trends.

G.3.3 Support researchers with research profiling and in understanding different research metrics assessments.

G.3.4 Advise researchers on scholarly communication and publishing issues such as open access, copyright, licensing models in relation to research data sharing, publishing ethics etc.

G.3.5 In collaboration with the Centre for Research and Publications and Computer Centre provide training and facilities required by researchers to manage, store, preserve and share research data.

G.3.6 Provide training and advice on different research tools such as reference management software, funding databases, journals indexes and identification of impactful journals, research evaluation tools, ORCID etc.

G.3.7 Use of advanced bibliometric methods for individual, faculty and institutional research profile.

G.3.8 Evaluation of institutional research trends and compilation of UNAM research report.

G.3.9 Manage and maintain efficient and easy to use Institutional Repository and UNAM journal platform, monitor and evaluate their effectiveness and impact.

G.3.10 Establish and maintain Research Commons facility for academic staff and postgraduate students.

G.4 The University Library shall maintain a Research Support Services Unit to develop, coordinate and provide specialized research support services University wide.

Provision of research support services at each campus is the responsibility of the head of the campus library.

H. QUALITY CONTROL AND CONTINUOUS IMPROVEMENT

- H.1 The library pledges its commitment to quality service by providing access to information facilities, services and resources in support of excellence and innovation in teaching, research and extension services of the University. To ensure quality of services the UNAM Library commits to:
- H.1.1 Carry out regular user satisfaction assessment studies through the use of reliable standardized and evidence based assessment tools for measuring the quality of services provided.
 - H.1.2 Demonstrate the impact of services rendered in line with the strategic objectives of the University and the Namibian society.
 - H.1.3 Be accountable for resource allocation, identifying and responding to current and emerging needs of its stakeholders and user groups.
 - H.1.4 Ensure continuous improvement of its service efficiency and effectiveness.