THE NELSON MANDELA
AFRICAN INSTITUTION OF SCIENCE AND TECHNOLOGY
(NM-AIST)

LIBRARY POLICY AND OPERATIONAL PROCEDURES

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STATEMENT BY THE VICE CHANCELLOR

The Nelson Mandela African Institution of Science and Technology (NM-AIST) Library Policy has been formulated to guide provision and rendering of library services at the Institution in a manner that properly responds to the national, regional and global challenges in science, engineering and technology. Being the first policy document addressing library services at NM-AIST, there is an imminent challenge of ensuring that the institutional motto of Academia for Society and Industry is realized. The formulation of this policy is therefore, a clear indication of the commitment that NM-AIST puts on access to information and sharing of knowledge. This is, therefore, an important landmark in the history of NM-AIST in offering library services in line with the vision and mission of the Institution. Being an aspiring Transformative Research-One Institution, the Library Policy is an invaluable tool for researchers, students and the Management in enhancing the execution of teaching and learning, and research and innovation activities, with emphasis on innovation and technology transfer for economic growth and sustainable development.

In developing this document, various policies were consulted including the Higher Education Policy, Industry and Energy Policy, Commission for Science and Technology Research Priority areas, the National Institute for Medical Research priority areas, and research policy documents from other higher learning institutions within and outside Tanzania.

This policy is a useful reference that will guide library users to effectively access, retrieve and use library resources. The policy will also be of great use by academic libraries, library users and policy makers as a source of information. The Library Policy will be reviewed after every five years, or as the Council may direct in order to keep pace with the fast changing global scientific and technological developments.

On behalf of the Management of the Institution, I wish to thank all those who participated in one way or another in the preparation of this document. The commitment of the Committee that spearheaded the preparation   of this policy and all staff in the Library is highly commended and appreciated for their efforts in making this policy a reality. I also acknowledge the valuable

inputs of various participatory organs that have greatly enriched the policy. It is my sincere hope that all library staff and users will find this policy an invaluable guide for provision and access to good quality library services.

Prof. Karoli Njau

Acting Vice Chancellor   June, 2018

ACRONYMS AND ABBREVIATIONS

AACR	Anglo-American Cataloguing Rules
ABCD	Automation of Libraries and Centers of Documentation
CAS	Current Awareness Services
CCTV	Closest Circuit Television
CDC	Collection Development Committee
DVC-ARI	Deputy Vice Chancellor – Academic, Research and Innovation
DVC-PFA	Deputy Vice Chancellor – Planning, Finance and Administration
FOSS	Free Open Source Software
ILS	Integrated Library System
IR	Institutional Repository
ISO	International Organisation for Standardization
LC	Library of Congress
LMS	Library Management System
MARC	Machine Readable Cataloguing
NM-AIST	Nelson Mandela African Institution of Science and Technology
NM-AIST IR	Nelson Mandela African Institution of Science and Technology Institutional Repository
OA	Open Access
OAI	Open Access Initiative
OPAC	Online Public Access Catalogue
PMU	Procurement Management Unit
TCP/IP	Transmission Control Protocol/Internet Protocol
VC	Vice Chancellor
SDI	Selection Dissemination of Information

INTERPRETATIONS OF TERMS

ABCD	ABCD, as an integrated package for library automation (both traditional but also digital/virtual libraries) and a tool for documentation centers, is the culmination of several technologies developed by BIREME (OPS/PAHO, Brazil). These technologies support their online information services and have been developed over many years, involving many experts. The package contains an advanced database management (both creation/definition and data-entry/cataloging) module, an OPAC integrated into a 'library portal' page with meta-search functionality for either local or remote databases (iAH), a Serials Control module (SeCS), a module for Circulation and Statistics, a Thesaurus Manager and - to be added later - an Acquisition module.
Academic library	A library that is attached to a higher learning institution which serves two complementary purposes to support the institution's curriculum, and to support the research of the university faculty and students.
Catalogue	A service to allow library patrons to find out what material is held in the library
Cataloguing	The process that encompasses the production of bibliographic description of books as well as other types of discovery tools of documents for inclusion in the catalogue.
Classification	The system of coding and organizing documents, library materials or any information (books, serials, audiovisual materials, computer files, maps, manuscripts) according to their subject and allocating a call number to that information resource.
Collection development	The process of meeting the information needs of the people (a service population) in a timely and economical manner using information resources locally held as well as from other institutions.
Copyleft	Method of using copyright law to offer others the right to distribute copies and modified versions of the work and requiring that any resulting copies are also bound by the same licensing agreement. Its intention is to make creative works and any derivative works freely available to others. It has more similarities with the creative common's 'share alike license' that allow others to use and share creative works under the same license agreement.
Copyright	An original work of authorship which has been fixed in any tangible

	medium of expression from which it can be perceived, reproduced, or otherwise communicated, either directly or with the aid of a machine or device, such as books, articles, journals, software, computer programs, musical works, dramatic works, videos, multimedia products, sound recordings, paintings, pictorial, sculpture or graphical works. Creative Commons End User License: It allows an author to retain his/her copyright while allowing others to copy and distribute the work provided they give the author credit and on the specified conditions.
Data security	The practice of keeping data protected from corruption and unauthorized access. The focus of data security is to ensure privacy while protecting personal or corporate data.
Depositor	Creator of a deposited record who submits digital items and associated metadata for uploading to the repository. Dublin Core Metadata Initiative: The Dublin Core Metadata Initiative provides core metadata vocabularies in support of interoperable solutions for discovering and managing resources. The Dublin Core metadata terms are a set of vocabulary terms which can be used to describe resources for the purposes of discovery. The terms can be used to describe a full range of web resources like video, images, web pages and physical resources such as books and objects like artworks.
DSpace Open Source Software	Free Open Source Software (FOSS) that helps to preserve and enable easy and open access to all types of digital content including text, images, moving images, mpegs and data sets.
Electronic resources	Any library material that is made available electronically such as electronic books (eBooks), database or journal articles.
Faculty	Refers to the academic staff of a University and/or researchers.
Information literacy	A set of abilities requiring individuals to "recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.
Innovation	The process of translating an idea or invention into a good or service that creates value or for which customers will pay
Interlibrary loan	A service whereby a user of one library can borrow books or receive photocopies of documents that are owned by another library. Interlibrary loan can be called inter-library lending, document delivery, or document supply

Institutional Repository	A set of services that the institution offers to the members of its community for the management and dissemination of digital materials created by the institution and community members.
Integrated Library System (ILS)/Library Management System (LMS)	An enterprise resource planning system for library, used to track items owned, orders made, bills paid, and patrons who have borrowed. An ILS usually comprises of relational database, software to interact with that database, and two graphical user interfaces, one for patrons, one for staff). Most ILSes separate software functions into discrete programs called modules, each of them integrated with a unified interface
Intellectual Property	Any new original or useful process, machine, composition of matter, life form article of manufacture, software, literary, artistic, musical work, or tangible property including new or improved devices, circuits, chemical compounds, drugs, genetically engineered biological organisms, data sets, software, musical processes, or unique or innovative uses of existing inventions that may or may not be patentable, copyrightable, trade markable or protectable under any other form of intellectual property.
KOHA	The first open-source Integrated Library System (ILS) with a SQL database (MySQL preferred) backend with cataloguing data stored in MARC and accessible via Z39.50.
Library 2.0 (L2)	A transformation in the way library services are delivered to library users. It provides new tools to make the library space (both virtual and physical) more interactive, collaborative and driven by community needs.
Library Board	A board at NM-AIST formally designated to approve, monitor, and review proposals, progress, reports and output of the library
Library user	Any user authorized by the University Librarian to use library materials, services and facilities.
Licensing	The granting of permission to use intellectual property rights, such as trademarks, patents, or technology, under defined conditions.
Metadata	Data that describes other data. Meta is a prefix that in most information technology usages means "an underlying definition or description." **Metadata** summarizes basic information about data, which can make finding and working with particular instances of data easier.
Non-exclusive Rights	With a non-exclusive license, a creator is free to license his/her work to multiple parties. It is a license in which the same rights to an intellectual

	property are granted to several licensees within the same scope or field, consecutively or simultaneously.
OAI Protocol for Metadata Harvesting	A protocol for the exchange of metadata. It is a set of guidelines that enable repositories to expose metadata describing their content to service providers who need to harvest them. It is intended to expose the work deposited in repositories to the widest possible audience for ensuring interoperability of repositories. A repository that has correctly implemented OAI protocols is said to be OAI compliant.
Open Access Initiative	It is an attempt to build low-barrier interoperability in archives/ institutional repositories containing digital content. It aims to facilitate efficient dissemination of content by allowing people to harvest metadata from Data Providers. This metadata is used to provide "value-added services", often by combining different data sets.
Open Access Literature	Digital, online, free of charge, and free of most copyright and licensing restrictions. The OA movement uses the term Gold OA for OA delivered by journals, regardless of the journal's business model, and Green OA for OA delivered by repositories. Self-archiving is the practice of depositing one's own work in an OA repository.
Patent	An exclusive right given by law to inventors to make use of, and exploit, their inventions for a limited period of time.
Policy	A policy is a principle or rule to guide decisions and achieve rational outcomes. A policy is a statement of intent, and is implemented as a procedure or protocol.
Post-print	Final version of an academic article or other publication, as accepted for publication, incorporating revisions made as a result of the peer review process. A post-print deposited in institutional repositories is, in general, the author's final version which does not include publisher imprints and pagination, but may include a citation reference to the published copy of the work.
Pre-print	A version of an academic paper as submitted by an author for peer review. Pre-prints cover initial and successive drafts prior to the version accepted for publication.
Research	Refers to systematic investigation into and study of materials, sources, etc., in order to establish facts.
Scholarly	The system through which research and other scholarly writings are created, evaluated for quality, disseminated to the scholarly community,

Communication	and preserved for future use. The system includes both formal means of communication, such as publication in peer-reviewed journals, and informal channels.
Social Media Tools	A group of Internet-based applications that build on the ideological and technological foundations of Web 2.0, and that allow the creation and exchange of user-generated content.
Technology	Refers to the application of scientific knowledge for practical purposes. It also implies machinery, equipment or other products developed from such scientific knowledge. The goal of technology is to create products that solve problems and improve human life.
Weeding	Is the periodic and continual evaluation of library resources with the goal of removing obsolete, damaged and rarely used books or journals or any other types of information materials.
Z39.50	An international standard client–server, application layer communications protocol for searching and retrieving information from a database over a TCP/IP computer network. It is covered by ANSI/NISO standard Z39.50, and ISO standard 23950. The standard's maintenance agency is the Library of Congress.

Z39.50 is widely used in library environments and is often incorporated into integrated library systems and personal bibliographic reference software. Interlibrary catalogue searches for interlibrary loan are often implemented with Z39.50 queries. |

CHAPTER ONE

INTRODUCTION

1.1 Background

The Nelson Mandela African Institution of Science and Technology (NM-AIST) was established in 2009 under the Tanzania Universities Act, 2005. It is one in a network of Pan-African Institutions of Science and Technology located across the continent. The African Institutions of Science and Technology (AIST) concept was conceived by the former South African President Nelson Mandela as a mechanism to develop the next generation of African scientists, engineers and technologists, who will impact on the continent's development through the application of science, engineering and technology (SET).

The NM-AIST Library endeavours to be the leader in the provision of solutions for addressing information and knowledge challenges to academic excellence. Therefore, in addition to the traditional library services, the library presents a holistic e-service to its users, including e-books, e-journals, an institutional repository, reference service and integrated library systems/library management systems (ABCD).

1.2 Functions of the Department of Library Services (DLS)

To realize the NM-AIST vision of becoming a world class institution, it requires proper safeguarding and promotion of optimal use of the investments being made by all stakeholders. The DLS will:

a) Continue transforming the education, research and innovation through technologies which will ultimately bring an impact to the entire NM-AIST community and society at large.

b) Organize resources and design services that best meet stakeholders' demand.

c) Organize collections and provide access and services that incorporate changes in teaching and learning, and research and innovation.

d) Organize collection of published and unpublished books, and audio-visual materials by staff.

e) Act as an agent of change through which sources of information on accumulated knowledge and experiences are selected, acquired, organized, preserved and disseminated to all stakeholders.

f) Maintain collections that include not only printed materials such as manuscripts, books, newspapers, and magazines, but also art reproductions, films, sound and video recordings, maps, photographs, microfiches, CD-ROMs, DVDs, computer software,

online databases, and other media. Additionally, the library will maintain telecommunications links that provide users with access to information at remote sites.

g) As the central mission of a modern library is to collect, organize, preserve, and provide access to knowledge and information, the NM-AIST library shall also preserve a valuable record of culture that can be passed down to succeeding generations.

h) Train and equip librarians with skills for carrying out different educational programmes in the NM-AIST community.

i) Serve as an education provider for NM-AIST community and the neighbors by setting up literacy campaigns such as adult literacy programmes for the social and economic growth.

j) Facilitate the planning and implementation of learning programmes that will equip students with the skills necessary to succeed in a constantly changing social and economic environment.

k) Provide and promote quality services to develop and sustain, in students, the habit and enjoyment of reading for pleasure and to enrich students' intellectual, aesthetic, cultural and emotional growth.

l) Provide faculty members and researchers access to relevant curriculum information and professional development materials within and outside the educational system; and opportunities to cooperatively plan, implement and evaluate learning programs which integrate information resources and technologies.

m) Help to develop and promote habit of lifelong learning as well as provide resources which are needed to keep the skills alive that have been acquired through education. Also, the library will facilitate provision of education that has a greater share in the molding and building of a happier individual and a better society.

1.3 NM-AIST Library Vision

The Library shares with the University the aspiration to train and develop the next generation of African scientists, engineers and technologists with a view to impacting profoundly on the continent's development through the application of SET. In this desired future, the Library will ensure that its collections remain forward-looking, diverse in breadth and form, open to browsing, and of world-renowned quality. Through promotion, the Library will make people aware of the resources available to them, and through innovation, it will make access to these resources easier. The library will preserve and make accessible the intellectual and scholarly heritage of the NM-AIST community. With the expectations of the library users of the 21st century, librarians will also serve as human portals.

The Library's creation of an integrated, seamless web of information further streamlines access. To serve future users, the Library will preserve information across all formats and ensure

effective storage and delivery systems. The Library's physical and virtual spaces will respond to the changing habits of its users to enrich the campus experience and to multiply the ways in which people can pursue inquiry. The Library will not only teach library users to yield unified and navigate the information technology terrain, but also it is an important part of the design and development of information systems, so that information literacy skills instructions become embedded in the information resources themselves. Librarians emphasize on information literacy, instruction on effective use of technology and users needs. In this read, librarians are major participants in information literacy so that library users can become competent in locating, accessing, and using information for their academic and, possibly, individual needs.

1.4 NM-AIST Library Mission

The Library's mission is to provide comprehensive resources and services in support of the teaching and learning, and research and innovation needs of the NM-AIST community. To fulfill this mission, the Library commits to:

a) Understand the teaching and learning, and research and innovation needs of its users;
b) Build collections and create tools to support teaching and learning, and research and innovation;
c) Provide access to and promote the discovery and use of local and external information resources;
d) Ensure the preservation and long-lasting availability of library collections and resources;
e) Create hospitable physical and virtual environments for studying, teaching and learning, and research and innovation;
f) Collaborate with other units of the University to enrich the research and learning community;
g) Capture, transfer and share knowledge within and outside NM-AIST; and
h) Develop and integrate various technological tools (web 2.0 tools, social media tools, etc) in order to facilitate several activities within the library e.g. to enhance online communication, participation and sharing information within and outside the NM-AIST community.

1.5 Library Values

In all of its operations, the NM-AIST Library is guided by these values:

1.5.1 Knowledge

a) Encouraging the process of learning and the life of the mind.
b) Celebrating truth seeking through discourse and investigation.
c) Anticipating and contributing to scholarly inquiry.
d) Promoting the library as both a real and virtual extended classroom.
e) Embracing the role of the Library as a collector and custodian of the intellectual record.

1.5.2 Service

a) Offering an environment that supports creativity, flexibility, participation and collaboration.
b) Believing that each user of the Library is unique and important.
c) Evolving to meet the changing needs of the Library and its users.
d) Maintaining a comfortable, welcoming and secure place for study, research work, reflection and interaction.

1.5.3 Quality

a) Commitment to excellence.
b) Seeking out the best people and resources to accomplish one's work.
c) Supporting individual growth and organizational development.
d) Working diligently to exceed the expectations of those being served.

1.5.4 Integrity

a) Relating to each other with honesty and openness.
b) Adhering to the principles of fairness, justice and equality in one's work.
c) Promoting the highest standards of one's profession, including open and equitable access to information.
d) Demonstrating a strong work ethic, taking responsibility for one's actions, keeping one's word, and following through on one's commitments.

1.5.5 Respect

f) Treating everyone with equal consideration and courtesy.
g) Encouraging differences in perspective, opinions and ideas.
h) Considering the needs of others.
i) Providing an environment that is inclusive and diverse.

1.5.6 Communication

a) Encouraging an open and honest communication at all levels.
b) Recognizing the importance of Library-wide participation.
c) Reaching out to all segments of the library's user communities.
d) Sharing information and soliciting opinions about decisions that affect the success of the Library.

1.6 Rationale for the Library Policy

The Library Policy shall guide the provision of state-of-the-art information services to support and improve University's core functions and enhance the quality of library services..

1.7 Goal of the Library Policy

The goal of the NM-AIST Library Policy is to establish an institutional framework through which an effective and dynamic library and information services can be provided in order to enhance teaching and learning, and research and innovation within and outside NM-AIST.

1.8 Policy Objectives

The NM-AIST Library policy objectives include the following:

a) To guide library staff in the provision of the various library facilities, services and materials.
b) To guide library users on the use of the academic and information services.
c) To provide current library materials and databases that supports the academic curriculum.
d) To collect library materials in all formats, broaden and update all collections to meet the needs of NM-AIST programmes.
e) Provide access to library resources and servers via the library's web page and online resources.
f) To enhance the preservation, retrieval and dissemination of information to library users.
g) To integrate the library and information service with academic, research and consultancy and other activities at the University in order to maximize the library's support of these services.
h) To encourage the NM-AIST community and other stakeholders to be involved in the library and information services in order to promote an understanding and appreciation of the library services.
i) To build partnerships and linkages with different institutions, libraries and development agencies for the purpose of sharing resources and design exchange programmes on staff training and utilization of facilities and equipment.
j) Market and promote the Library's information resources and services to NM-AIST community

1.9 Scope of the Policy

This Library Policy will be limited to issues pertaining to the NM-AIST Library including collection development and management, services, rules and regulations and procedures. The Policy shall apply to all staff and students of the NM-AIST and all users of its diverse resources for teaching and learning, and research and innovation. The institution shall ensure that library activities are in line with its vision and mission.

CHAPTER TWO

COLLECTION DEVELOPMENT PROCEDURES

2.1 Policy Issue

The success of NM-AIST Library will largely depend on, among other things, the quality and quantity of its stock, and access and safety of these resources. However, NM-AIST Library resources have been inadequate to meet increasing numbers of students and staff diversified demands. It is, therefore, important to lay down procedures for collection development in order to help the library to acquire, organize and use its resources effectively and reflect information needs of the university programs.

2.2 Policy Objectives

a) To ensure that, the NM-AIST Library has an organ and mechanisms in place for coordination of all collection development activities including selection, acquisition, gift, and exchange and weeding.

b) To ensure that the library meets the information needs of its users in a timely and economical manner using information resources which are locally held, as well as from other organizations.

2.3 Policy Statements

a) The Institution shall establish a Library Board to oversee the selection process of new collection of the library, and ensure that collection development becomes a continuous process.

b) The Institution shall allocate adequate budget for collection development, weeding and stock taking exercises.

2.4 Operational Procedures

The NM-AIST will:

a) Instruct faculty and students to deposit the peer reviewed scholarly literature with immediate or deferred access depending on the copyright conditions of the established literature.

b) Retain rights to choose up to date and appropriate materials from donation before they are put to public use.

c) Establish links with potential books/journals donors in order to increase the library collections.

d) Select, analyze and evaluate the library collections in consideration of the library users' needs.

e) Purchase its library materials in consultation with the NM-AIST Procurement Management Unit (PMU).

f) Identify and weed library collection periodically for quality assurance.
g) Undertake stock taking and weeding of library collection annually.

CHAPTER THREE

ORGANISATION OF LIBRARY MATERIALS

3.1 Policy Issues

Information materials at the NM-AIST Library must be properly catalogued, classified, processed and shelved in order to enhance access, retrieval and use of the same both in print and electronic form. The main purpose of cataloguing and classifying library materials is to enable library users to easily identify and locate the materials under respective authors, titles, subjects or any other appropriate headings. Currently, information materials in the NM-AIST Library are catalogued by using international standards, such as Anglo-American Cataloguing Rules 2nd ed. (AACR2). Subject analysis and subject indexing is based on the Library of Congress Subject Heading (LCSH), while the classification of the documents is done according to the Library of Congress Classification System (LC). The cataloguing process is automated by using both KOHA and ABCD integrated library management systems to provide access to online public catalogues (OPACs).

3.2 Policy Statement

The NM-AIST Library shall ensure that all collections and resources are professionally classified and catalogued for easy access, retrieval and use.

3.3 Operational Procedures

The NM-AIST Library will:

a) Carry out proper organization of information materials at the library.

b) Classify the acquired information materials according to the internationally recognized classification schemes.

d) Control the quality of bibliographic data in the library automated system.

e) Prepare access list of the acquired materials for control and management of library collection.

CHAPTER FOUR

MANAGEMENT OF ICT SERVICES AND ELECTRONIC RESOURCES

4.1 Policy Issues

Information and Communication Technology (ICT) developments have made it easier for Librarians and Information Managers to select, acquire, receive, organise, store, retrieve, and disseminate information. The Library subscribes to library online databases, electronic journals and books that are relevant to the needs of the NM-AIST community. The Library has also established an Institutional Repository (IR) to enhance access to research outputs produced by NM-AIST faculty and students. This service is widely available at NM-AIST. The NM-AIST Library has in 2018 forty seven (40) computers available for users, which are connected to the internet. These computers are not adequate to suit the increasing number of students. Increasingly, NM-AIST Library has wireless connection to enhance library users to use their personal computers, tablets and other mobile devices for information access.

4.2 Policy Statements

The library shall strengthen and maintain the ICT infrastructure, equipment and software at the library.

4.3 Operational Procedures

The NM-AIST Library will:

a) Select and acquire appropriate software and hardware for library use in consultation with the ICT Resource Centre (ICT-RC).

b) Evaluate the suitability of hardware and software used in the Library for the purpose of undertaking periodic replacement and upgrading in consultation with the ICT-RC.

c) Ensure that all library operations are automated.

d) Negotiate with publishers on journal subscriptions and acquire e-resources for the Library to increase access to online scholarly databases both on campus and off-campus.

e) Update Library website and other Library 2.0 services

f) Search for free e-resources on the internet, and catalogue and upload them on the library website for public use.

g) Create awareness of existing e-resources by providing a list of subscribed scholarly databases and /or useful scholarly databases to its users and post the list on TV display /library website for public use.

h) Conduct workshops on the access and retrieval of scholarly information in available scholarly database.

i) Assist Library users to effectively access and retrieve scholarly information in available scholarly database.

j) Continue to collect and digitize local research output produced at NM-AIST and maintain an up-to-date Institutional Repository (IR).

k) Procure appropriate software to minimize plagiarism among students and staff at NM-AIST in consultation with ICT-RC.

CHAPTER FIVE

READERS SERVICES AND MARKETING OF LIBRARY SERVICES

5.1   Policy Issues

The NM-AIST Library plays a central and crucial role in pursuit of NM-AIST's mission to deliver and promote high quality and internationally competitive teaching and learning, research and innovation, and public service in science, engineering and technology. Being a vital instrument to support academic life of the institution, the Library Readers' Service is an essential resource and facility for higher learning. The NM-AIST Library acknowledges the importance of the Library Readers' Service, its relevance to increasing membership of its customers and the need to provide competitive, relevant and quality efficient library services in the country. NM-AIST Library conducts orientation programmes to all incoming students at the university with an ultimate aim of introducing them to the library services and recruiting them as members. Therefore, the Library membership level has been increasing with the growing number of students at the Institution. However, there is still low use of information resources and services among Library users, especially the use of electronic resources. It is, therefore, important for the Library to improve its marketing strategies, and user education and communication programmes in order to ensure optimal use of the Library resources among NM-AIST staff and students.

5.2   Policy Statements

a) The NM-AIST Library shall provide relevant and high quality information resources and services according to the actual needs and requirements of library users.

b) The NM-AIST Library shall train library users on how to use its services and facilities for easy access, retrieval and use of the needed information.

5.3   Operational Procedures

The NM-AIST Library will:

a) Formulate and disseminate Library User Guide and Regulations for use of Library and information services that will provide ethical procedures for accessing and using library materials and resources.

b) Issue membership cards to all staff, registered students and selected categories of external members as determined by the Library User Guide and Regulations.

c) Advise members on circulation procedures and loan privileges of staff, students and external members according to the regulations prescribed in the Library User Guide and Regulations.

d) Conduct regular surveys, maintain library statistics, conduct stock-taking and use other mean of determine information needs of students and staff at NM-AIST and beyond.

e) Implement marketing strategies, user education and communication programmes to enhance usage of Library services at NM-AIST and beyond.

f) Promote the library services through print and electronic media, Selective Dissemination of Information (SDI) and current awareness services (CAS).

g) Regularly revise and update its online tutorials to promote Library services.

h) Organise user education programmes and communication like exhibitions, public lectures, library tour and orientation programmes.

i) Prepare and disseminate Library User Guide and Regulations which will provide therein, the ethical procedures for accessing and using library materials and resources.

j) Encourage the development and implementation of Inter-University Library Loans in Tanzania and develop procedures for Inter-Library Loan Services at NM-AIST.

CHAPTER SIX

PHYSICAL SPACE FOR LIBRARIES

6.1   Policy Issues

Provision of a conductive reading and working environment by an academic library are crucial. This policy document can only guide library activities successfully if there is sufficient space to accommodate its users, working tools, services and other information materials. NM-AIST Library has to provide a conducive reading and working environment. Currently, the NM-AIST Library has a sitting capacity of 90 library users. With the increasing number of students and other users, the Institution needs to have a library which can accommodate access by all Library users. In regard to this, library space (physical and electronic) should be allocated according to the needs of users, and information services provided by the library.

6.2   Policy Statements

a) The Institution shall provide adequate space (physical and electronic) for its library and safeguard it from misuse and abuse.

b) The Library shall allocate its space according to the needs of users, and its information services

6.3   Operational Procedures

The NM-AIST will:

a) Utilize the space provided in the library building(s) efficiently, and undertake internal planning and design of such spaces in accordance with the Master Plan.

b) Conduct assessment of adequacy of space and use in consultation with architects.

CHAPTER SEVEN

FINANCE AND RESOURCE MOBILIZATION

7.1 Policy Issues

Resource mobilization, resource sharing and cooperation amongst parent institutions and libraries are currently widely used by dynamic institutions in order to supplement inadequate budgets. Dwindling budgets in institutions have hindered the development of additional science, engineering and technology information services provision at the library. Therefore, the Library needs to address the issue of supplementing its budget with additional support from donors and development partners within and outside Tanzania. It is also well known that as a single library, however, rich it could be, it cannot satisfy its user population by using its own resources. Library human resource, equipment, expertise, materials and other facilities can be shared through resources sharing and collaboration programmes. NM-AIST Library also needs more of these resources sharing and cooperation schemes. It is, therefore, important to identify libraries and institutions for cooperation with and linkage to, at national, regional and international levels. Likewise, it is important to develop funded proposals to solicit funds from development partners within and outside Tanzania.

7.2 Policy Statements

a) The NM-AIST shall annually allocate a budget, and will endeavor to fund all library activities and services according to the library needs.

b) The NM-AIST Library shall identify other sources of funding to supplement budgetary allocation from the government.

7.3 Operational Procedures

The NM-AIST Library will:

a) Make regular assessments of the actual needs of the Library in order to inform resource mobilization strategies.

b) Prepare an annual budget for acquisition of up-to-date and appropriate information resources in line the institutional budgetary allocations.

c) Train its staff on fund-raising strategies.

d) Identify and initiate information resources sharing programmes with potential partner institutions.

e) Integrate its Integrated Library Systems (ILSs)/Library Management Systems (LMS) with other partners' information systems to allow sharing of resources.

f) Design exchange programmes in terms of staff training, and utilization of facilities and equipment with other potential partner institutions.

g) Organize short courses under the library for income generation.

h) Solicit funds by writing competitive fundable proposals.

i) Prepare, implement and report its income generating activities regularly, say, on quarterly basis.

j) Encourage the development and implementation of inter-University Library Loans in Tanzania and develop procedures for inter-library loan services at NM-AIST.

CHAPTER EIGHT

SECURITY OF LIBRARY COLLECTIONS AND RESOURCES

8.1   Policy Issues

It is important to ensure physical safety of library staff and patrons, and the protection of the library and its collections from theft and vandalism, as well as fire protection or disaster mitigation. The NM-AIST Library has installed an electronic book surveillance system that detects unauthorized removal of library materials from the library. The Library also has fire detectors (fire system safety) in case of fire. The Library, therefore, needs to ensure that these security systems perform these functions as seamlessly as possible, without interfering with the Library's objective of providing Library users' quality services. The Library also needs to ensure physical safety of Library staff and users by installing alarms and CCTV camera.

8.2   Policy Statements

a) The Institution shall annually insure the physical properties of the library buildings, facilities and resources.

b) The NM-AIST library shall take all reasonable measures to protect its collections and assets from theft and deliberate or reckless damage, and to protect all its buildings from unauthorized intrusion and vandalism.

8.3   Operational Procedures

The NM-AIST Library will:

a) Install alarms and CCTV cameras at the Library for the proper protection of the Library resources.

b) Educate and sensitize all library users on the importance of collective responsibility of protecting and safeguarding library materials and collections.

c) Make sure authorized library users adhere to the terms of borrowing procedures in accordance with the Library User Guide and Rules and Regulations.

d) Ensure that premises are adequately maintained and fitted with suitable technical security devices, in consultation with NM-AIST Security Unit.

e) Ensure that all items in open access collections carry distinctive markings which are not easily removed. Items in closed collections such as Special Reserve section will have unique identifiers appropriate to the materials.

f) Carry out regular inventories and use the results to ensure that categories of items within collections are accorded an applicable level security.

g) Maintain record of all weeded items.

h) Continue to strengthen the security to the existing library resources.

i) Ensure that all library staff at all levels are made aware of their security responsibilities and are appropriately trained to carry out their duties, particularly as they relate to search and seizure.

j) Make sure that, keys of the whole library are handled well and properly secured.

k) Report violators in cases of theft or significant deliberate or reckless damage to the Management/ NM-AIST Security Services Unit and/or police station for further actions.

CHAPTER NINE

INSTITUTIONAL REPOSITORY

9.1 Policy Issues

Establishment of NM-AIST Institutional Repository (IR) will help to increase the storage of students and staff research reports and theses/dissertations. The IR is a viable alternative that can help to reduce number of printed theses to be stored in the Library.

9.2 Policy Statements

NM-AIST shall provide researchers and postgraduate students secure, stable and long term storage of their materials in a centralized and easily accessible location. Therefore, the Institution shall facilitate establishment and management of IR with the aim of enhancing access to and sharing of institutional resources within and outside the University.

9.3 Operational Procedures

NM-AIST will:

a) Liaise with IR Coordinator(s) at School/Institute/Directorate level for submission of materials to be uploaded in the NM-AIST Institutional Repository.
b) Ensure that, all theses and dissertations are electronically submitted to the NM-AIST Institutional Repository through research and innovation department.
c) Check limitations attached to publications if any, upload the materials in the NM-AIST IR and provide access after the end of the embargo period, which normally range from 6, 12, 24 or 36 months.
d) Create awareness and train NM-AIST staff and students on the use of the IR system and how to deposit materials.
e) Verify online submissions, validate and enhance associated metadata and ensure research outputs are accurately displayed online.
f) Digitize past research materials (theses and dissertations), staff research reports, books and journal articles, and organize metadata for making materials easily accessible online.
g) Review its website regularly and report items with suspicious quality to the ICT-RC Coordinator for withdrawal and rectification where necessary.
h) Subject sample theses/dissertations to plagiarism detection to determine adherence to the quality standards.

CHAPTER TEN

LIBRARY BOARD

10.1   Policy Issues

Effective implementation of this Library Policy will require an organ that will coordinate all of the Library activities. Such an organ will require a board to handle the Library services including reviewing, consulting and advising on, plan for and receive reports and recommendation on the performance of library services, automation, budget, administrative structure and allocation of resources. The Board is also required for keeping the schools informed of major issues and for creating opportunities for schools to discuss priorities.

10.2   Policy Statements

The Nelson Mandela African Institution of Science and Technology shall:

a) Mandate the Head of the Library to manage and promote library activities.

b) Establish the Library Board to advise the Institution through the Senate on all matters concerning the Library.

10.3   Operational Procedures

The NM-AIST will:

a) Empower the Library Board (LB) and provide it with adequate resources in order to facilitate proper coordination and implementation of this policy.

b) Ensure that the Library Board establishes external links with other institutions of higher learning within and outside the country for collaboration and sharing of ideas, and international organizations for collaborative research and funding.

c) Mandate the Library Board to prepare staff training and development plan for Library staff.

d) Mandate the Library Board to oversee Library operations including preparing annual progress reports and organizing meetings of the Library Department.

10.4   Composition of the Library Board

The Library Board will comprise of the following members:

i.   Chair – Head of the Library
ii.   Secretary – Assistant Head of Library
iii.   Head Research and Innovation Department
iv.   Representatives from schools
v.   Representative from a higher learning institution library (within the country)
vi.   Representative from Student Organization

CHAPTER ELEVEN

HUMAN RESOURCES DEVELOPMENT

11.1 Policy Issues

The Library needs to consider its basic roles, objectives and functions in relation to the new proposed activities in order to ensure effective performance. It must be borne in mind that NM-AIST Library is required to elevate itself to the same levels as Institutes, Schools and Directorates. However, the present staffing position at NM-AIST Library is somehow inadequate for this undertaking. The library has a total of 4 staff including 1 Chief Librarian and 3 Library Assistants. Currently, the Library does not have ICT Technical Staff and an Office Management Secretary. The library needs to increase the number of its staff to enhance the quality of its services.

The NM-AIST Management is positive about recruiting qualified staff to move the library forward, and cater for the extended need for library services for other university campuses.

11.2 Policy Statements

The Institution shall ensure optimum staffing level and staff development for academic, technical and administrative staff categories at the library

11.3 Operational Procedures

The NM-AIST Library will:

a) Determine training needs of its staff in consultation with Human Resources Management Department.

b) Train library staff on short and long term courses according to the pre-determined training programme.

c) Increase number of academic, technical support and administrative staff at the Library.

d) Promote and enhance teamwork and multi-disciplinarily amongst its staff.

CHAPTER TWELVE

TEACHING AND TRAINING

12.1   Policy Issues

Within NM-AIST structure, the Library has been accorded an academic support status. With this status, the library is required to participate to teach, conduct research and provide services to the communities. The Library also needs to impart skills to students on the basis of ICT, e-learning, information literacy and searching strategies. In addition, the information literacy programme is not integrated into the institution's teaching strategies. In regard to this, there is a need to integrate a module or topics on information literacy for delivery to NM-AIST students and staff.

12.2   Policy Statements

The NM-AIST Library shall build the capacity of staff, students and the general public on ICT, e-learning, information literacy and searching strategies.

12.3   Operational Procedures

The NM-AIST Library will:

a) Develop and streamline curriculum on information literacy programmes and other information courses.
b) Conduct workshops on information literacy aspects, ICT, e-learning and searching strategies.
c) Evaluate and improve information literacy workshops among NM-AIST students
d) Develop and conduct short courses in information science and information system for NM-AIST students, staff and the community.

CHAPTER THIRTEEN

LIBRARY USER GUIDE AND REGULATIONS

The following shall be rules and regulations governing library activities at NM-AIST:-

13.1 Authorized User

The Library will serve all NM-AIST staff and students and outside members who wish to use its services. Outside members will be required to pay a fee for usage of the Library facilities as will be determined by the Senate or any other relevant authority of the Institution. The Library will not discriminate any person based on religious association, economic, or political status; or because of mental, emotional, or physical conditions, or disabilities, nationality, age, and gender.

13.2 Registration

13.2.1 Registration and Identification Cards

Every NM-AIST Library User shall:

a) Be registered with the Library and renew registration in such manner and at such intervals as the Library Board may prescribe; and

b) Hold a staff or student identification card issued by the University or such other identification cards as shall be prescribed by the Senate. Staff members and students of the University are automatically registered with the Library via records loaded on the Library's automated loans system from the University's staff and student records systems.

13.3 Lost Cards

Staff members and students should arrange for the replacement, in case of loss of an Identification Card with the Human Resource Department or the Office of the Dean of Students. If a card issued by the Library is lost, the loss shall immediately be reported in writing to the Head Librarian who will issue a replacement card. The Senate will prescribe fees for the replacement of lost cards.

13.4 Responsibilities of NM-AIST Library Users

a) Any person in the Library shall produce evidence of identification when requested to do so by a member of the NM-AIST Library.

b) Every person using the NM-AIST Library shall have due regard to the right of others to use the Library in accordance with the Policy and shall not interfere with their use of the NM-AIST Library facilities or services.

c) Every person using the NM-AIST Library shall comply with prescribed terms and conditions of use and all relevant University policies, procedures and codes of conduct.

d) No person in the NM-AIST Library shall behave in a manner which is offensive to or unduly inconveniences other Library users or which causes or is likely to cause damage to any Library materials or facilities.

e) No person may talk, eat or drink in the NM-AIST Library except in such areas as may be specifically designated by the Librarian for any of these purposes. No smoking is allowed in the Library. No animal, other than a guide dog, may be brought into the Library without the permission of the Librarian.

f) Rights to use the NM-AIST Library are non-transferable.

g) On demand by a member of the Library staff, any person leaving the Library shall, present for inspection at the Library exit any materials, bags or receptacles being removed from the Library.

h) No person may reserve a seat in the Library.

i) All articles brought into the Library shall be brought in at the sole risk of the person doing so. Articles left unattended for more than 10 minutes may be removed by Library staff. Articles left in public areas at the time the Library closes will be cleared away by Library staff. The University Librarian and other Library staff shall have no responsibility for personal belongings brought into the Library.

13.5 Borrowing

a) Library users entitled to borrow materials from the Library must abide by any conditions prescribed by the University Librarian.

b) No Library materials may be borrowed without prior completion of the appropriate loan procedures.

c) Borrowers are responsible for the safe keeping and return of all Library materials issued to them.

d) The loan term for borrowed Library material may be extended if there is no outstanding request for that material by any other User.

e) Any item of borrowed Library material may be recalled by another user. An item recalled shall be returned to the Library by the date specified in the recall notice. A user must comply with the recall notice.

f) Every item of borrowed Library material shall be returned to the Library by the due date for its return, namely the end of the relevant loan term or the expiration of a recall notice.

g) Library records with regard to the borrowing of Library materials, loan terms and recall notices sent out, shall be deemed correct unless the contrary is proved.

h) Any person may not borrow any Library material if he/she:

(i) has not returned any overdue Library material;

(ii) is otherwise in breach of these procedures;

(iii)has borrowing privileges suspended because of non-payment of fines; and

(iv)is under suspension.

i) Every borrower is liable to compensate the University for the loss or damage to any item of Library material that is on loan in the borrower's name. The compensation shall be the value of the item of Library material as assessed by the University Librarian, which value may be the replacement cost of the item lost or damaged. Compensation may be claimed whether or not a fine is payable and shall be payable in addition to any such fine. Any item of Library material shall be deemed lost if not returned within 42 days after the due date for its return.

j) Items charged out on a personal identification card remain the responsibility of the individual named on that card.

k) ID card(s) should not be lent to others, and lost ID card(s) shall be replaced on the payment of the amount prescribed by the Senate.

l) Borrowers are responsible for recalls at all times. Items charged to an individual must be returned in good condition without evidence of defacement, mutilation or water damage; otherwise, the borrower will be charged the current market price of the item.

13.6   Library Material Not Available for Loan

The University Librarian may prescribe certain Library material as not being available for loan or only available for loan on a restricted basis.

13.7   Hours of Opening

The hours during which the Library shall be open shall be determined by the Senate and communicated to users. Notice shall be given of any changes in the hours of opening and reasons for the same any time depending on the situation.

13.8   Penalties

The following penalties shall be imposed to Library Users when specific regulations are breached:

(i)   When a borrower;

    a)   Fails to return any item of Library Material by the due date or time for its return, the borrower shall be liable to a daily or hourly fine. If the item is not returned within 42 days after the due date for its return, the borrower shall be liable for an additional fine and the costs incurred in the recovery of the debt; and

b) Does not return any item and fails to pay any fine imposed for late return, the librarian may suspend all or any of that borrower's rights and privileges within the Library. Any such suspension shall cease to have effect on return of the item or payment of compensation and payment of any fine imposed.

(ii) Any member of the Library staff for the time being in charge of the Library may exclude from the Library for a period not exceeding the next 24 hours any person using the Library who commits or threatens to commit a breach of these procedures. A member of the Library staff imposing a suspension under these procedures shall report the matter in writing to the University Librarian as soon as practically possible.

(iii) The University Librarian may impose the following penalties on any person who commits a breach of these Procedures or who fails to pay a fine incurred:

o a fine up to a maximum determined from time to time by the Senate; or

o suspension of the right to use and borrow from the Library for a period not exceeding 14 days, including exclusion from the Library premises or any part of such premises; or

o a penalty under both subparagraphs (i) and (ii).

(iv) If an affiliated or other authorized user commits a breach of these procedures, the University Librarian may suspend or revoke the right to use the Library. The University Librarian shall forthwith:

o confirm by written notice to the person concerned details of a fine or suspension or;

o confirm by written notice to the reciprocal, affiliated or other authorized user concerned, details of the suspension or revocation of the right to use the Library; and

A fine imposed under these Procedures and any cost recovery of a fine or any item of Library material shall be a debt due to the University and recoverable accordingly.

13.9   Appeal

(a) A user upon whom a penalty has been imposed may within a period of not more than 14 days from the date of the notice of imposition of the penalty appeal in writing against the decision. Users shall address any appeal to the Chairperson of the Library Board.

(b) An appeal under this section shall be considered within 14 days of its receipt by the Chairperson of the Library Board, who may sustain, cancel or vary any penalty that has been imposed. Such decision shall be final and shall be advised in writing forthwith to the appellant and the University Librarian.

13.10 Notices

Any notice to be given to a person under this Policy or these Procedures shall be deemed sufficiently given if sent to that person at the address registered with the Library by prepaid mail or by electronic communication and shall be deemed to have been received by the person to whom it is addressed in the ordinary course of post or electronic communication, as the case may be.

13.11 Implementation

This policy may be reviewed after every five years or when circumstances necessitate so upon recommendation by the Senate and approval by the Council. Any person or group of persons requiring review of the policy may submit their recommendations to the University Librarian who will transmit the same to the Library Board. The Library Board shall transmit its deliberations to the Senate through the Senate Teaching and Learning Committee.