



# **Oasis of Knowledge**

**Office of Academic Vice President**

**Library Service Executive**

**Library Service Guideline**

**Dire Dawa University**

**Dire Dawa, Ethiopia**

**October, 2025**

## **I. PREFACE**

The guideline is a procedural and policy document developed under the direction of the AVP. It is based on the DDU's Senate legislation of 2019, the University's Code of conduct, and benchmarking with guidelines from local and international universities.

This document was prepared through the collaborative efforts of university staff, library personnel, and external advisors, reflecting a shared commitment to excellence in library and information services. The LSE is guided by principles of accessibility, integrity, user-centeredness, and continuous innovation, with the aim of supporting the academic and research missions of Dire Dawa University as a leading Applied Science University.

In cases where specific issues are not addressed within this document, the Library will resolve them in consultation with the Library Service Executive, the Academic Vice President, and the LSE Senate Standing Committee. This guideline will be reviewed and updated as necessary to ensure its continued relevance and alignment with institutional goals.

## II. List of Abbreviations and Acronyms

Name	Abbreviation/Acronyms
AACR	Anglo American Cataloguing Rules
AVP	Academic Vice President
CE	Continuing Education Office
CEARL	Consortium of Ethiopian Academic and Research Libraries
DDU	Dire Dawa University
E-books	Electronic Books
EIFL	Electronic Information for Libraries acquire
E- Journals	Electronic journals
E-Resources	Electronic Resources
INASP	International Network for Availability of Scientific Publication
IP	Internet Protocol
ISBN	International Standard Book Number
LCC	Library of Congress Classification
LICTC	Library, Information Communication and Technology committee
LSE	Library Service Executive

NGO	None Governmental Organization
MoU	Memorandum of Understanding
OCLC	Online Computer for Library Center
OPAC	Open Public Access Catalog
PERI	Program for the Enhancement of Research Information
PhD	Doctor of Philosophy
REF	Reference
RES	Reserve

## Table of Contents

<b>Contents</b>	<b>Pages</b>
I. PREFACE .....	i
II. List of Abbreviations and Acronyms .....	ii
1. Introduction.....	1
1.1 Background Information .....	1
1.2 Mission, Vision and Values of Library Service Executive .....	1
1.2.1 Mission.....	1
1.2.2 Vision.....	1
1.2.3 Values .....	1
1.3 The Library committee.....	2
1.3.1 Committee Members.....	2
1.3.2 Duties and Responsibilities .....	2
1.3.3 Meeting and Reporting .....	3
1.4 Organizational Structure of the University Library System .....	4
1.4.1 Library Service Executive.....	4
1.4.2 Technical Processing Service .....	5
1.4.3 The Library Users Service .....	7
1.4.4 Documentation and Ethiopian Collection service.....	7
1.4.5 Digital Library and Automation Service.....	7
1.5 The Library Staff.....	8
2. Resources Acquisition and Collection Development .....	9
2.1 Library Budget .....	9
2.2 General Acquisition statement .....	9
2.3 Responsible Body in the Acquisition Process.....	10
2.3.1 Acquisition process Members.....	11
2.4 Selection Methods .....	11
2.5 Selection Principle and Criteria.....	12
2.6 Selecting Types of Material .....	12
2.7 Methods of acquisition .....	13
2.7.1 Purchasing.....	14
2.7.2 Gift and Donation .....	18
2.7.3 Exchange.....	19
2.8 Acquisition of E-Resources.....	20
2.8.1 E-Resources Format.....	21

2.8.2	Selection Criteria E-Resources .....	21
2.9	Procurement of e-resource .....	21
2.9.1	Pricing Models .....	22
2.9.2	Negotiation.....	22
2.9.3	Electronic-Books Acquisition.....	22
2.9.4	Electronic Research, Thesis and Dissertation Acquisition .....	22
2.9.5	Online Databases and Electronic-journals .....	23
2.10	Plagiarism Detection.....	23
2.11	Cataloguing and Classification .....	23
2.11.1	Cataloguing Standards .....	24
2.11.2	Classification.....	24
3.	Library Collections .....	25
3.1	Collections Organization.....	25
3.1.1	Circulation collections .....	25
B.	Categories of Resource Distribution/pocket issuance .....	28
3.2	Book Store Collections.....	30
3.3	Reference Collections .....	30
3.4	Documentation, and Ethiopian Collections.....	31
3.5	Digital Resources .....	31
3.6	Information Literacy .....	31
3.6.2	Libraries Working Hours .....	32
3.6.3	General Work Procedure.....	32
4.	Rules and Regulations.....	33
4.1	General Rules and Regulations .....	33
4.1.1	Disciplinary Restriction Regarding Library Peace and Security .....	33
4.1.2	Property Right and Personal Possessions .....	34
4.1.3	Rules with Regards to Spot Reading and Loan Service .....	34
4.2	Fines and Charge.....	36
4.2.1	Replacement of Damage or Lost Items.....	36
4.2.2	Overdue.....	37
4.3	Rules and regulations for short and long loan service .....	38
4.4	Special Services.....	39
4.5	Disciplinary Measures.....	39
4.5.1	Disorderly and Disruptive Behavior .....	39
4.5.2	Loss of ID card.....	39

4.6	Clearance .....	40
4.7	Library Security.....	40
4.7.1	Check point .....	40
4.8	Vacations and Permissions for Library Staff .....	41
4.9	Disciplinary Measures for Library Staff .....	41
5.	Weeding Rules .....	42
5.1	Responsibility for Weeding.....	42
5.2	Criteria for Weeding.....	42
5.3	Weeding Procedure .....	43
5.3.1	Identification .....	43
5.3.2	Decision .....	43
5.3.3	Discard .....	43
6.	Appendices.....	44
7.	References.....	64

**Lists of Tables**

Table 1: Numbers of Pockets to different User categories (Check-Out Item Limits) .....	29
Table 2: DDU libraries Services working hours .....	<b>Error! Bookmark not defined.</b>
Table 3: Penalties .....	37
Table 4: Appendix-1 Wish List form .....	44
Table 5: Description of the item .....	45
Table 6: Bibliographic Details of Information Resources Required to Be Reserved .....	47
Table 7: Information Resources Transfer Format .....	49
Table 8: Loan Format .....	50
Table 9: library resources slip .....	50
Table 10: Reserve loan form .....	51
Table 11: Book store loan card .....	54

**Lists of Figures**

Figure 1: The Library and Information Services Directorate Structure	<b>Error! Bookmark not defined.</b>
Figure 2: Model 19 .....	44



## **1. Introduction**

### **1.1 Background Information**

Dire Dawa University library is started its operation and services upon the establishment of the university since 2006. The library was located in the building named “Main Library” to provide services for students and academic staff in the school of Natural science, social science, and the Institute of Technology. In 2013 the library has expanded its services to serve the academic community in the colleges of law, Medicine and health science, as well as business and economics with two branch libraries namely Central library and Business and Economics (FBE library). Currently the Library has more than 70,000 books, around 17,000 e-books on Digital library system. It is serving more than 10,000 users in the three libraries and it has around 130 administrative staff. The library is providing 24 hours service.

The libraries are equipped with Digital Library, Library Automation system, Institutional repository, Plagiarism detection system, online databases (Electronic Journals and e-books). The Library provides access to an extensive range of information resources: print books, e-books, journals, e-journals, periodicals, thesis and research outputs of faculty members, and access to a wide range of resources to augment the knowledge of the academic community and students.

### **1.2 Mission, Vision and Values of Library Service Executive**

#### **1.2.1 Mission**

Providing fast, updated and easily accessible information resources to the library users that advance the teaching-learning, research, community services and technology transfer; thereby supporting realization of the University vision.

#### **1.2.2 Vision**

To see being a center for local, national, continental and global information services, and secure repository for scholars by 2030.

#### **1.2.3 Values**

The Libraries will affirm and support the core values of the DDU; in addition, we uphold the following values:

- i) Respect
- ii) Responsibility,

- iii) Quality and easily accessible Services
- iv) Stewardship
- v) Provide up-to-date information resource.
- vi) Promotion and empowerment of research and scientific practices.
- vii) Excellence

### 1.3 The Library committee

Library, Information and Communication Technology Committee (Senate article 21.10.16)

#### 1.3.1 Committee Members

The committee shall consist of the following members:

1. The Academic Vice President .....Chairperson
2. Vice-President for Administrative and Business Development..... Member
3. Quality Enhancement and Academic Program Affairs Director ....Member
4. DDIT's managing director .....Member
5. The Dean of graduate studies .....Member
6. Director of Library and Information Service .....Member
7. Director of Planning and Monitoring and Evaluation .....Member
8. Director of Research Affairs .....Member
9. Director of Research and Technology Transfer .....Member
10. Director of Information Communication Technology .....Member
11. Deans of School/College .....Member
12. Director of Continuing and Distance Education Member..... Member
13. Director of Purchasing and Property Management. Member..... Member
14. Representatives of students from undergraduate and graduate... .....Member

#### 1.3.2 Duties and Responsibilities (article 21.10.17)

- i) Formulates library guidelines and devise strategies in relation to the development of resources for instruction, research and other services;
- ii) Oversees that the University's libraries, are maintained as a national and inter-national scholarly resource;
- iii) Provides oversight on the overall implementation and development of the libraries;
- iv) Formulates guideline for the allocation of funds for the libraries;
- v) Oversees the library services and initiate the preparation of strategic plan of the library service to the University as a whole;
- vi) Enhances the potential of libraries to contribute to graduate programs and maximizing the information resources available to researchers, and the facilitation of their access;

- vii) Formulates rules and regulations on donated books, manuscripts, projects, pieces of arts and other materials including the rights of donors and their families;
- viii) Formulates regulations on the application of any aspect of library and information service policy to university libraries and information services not within the University library services;
- ix) Makes, amends, and publishes regulations, subject to approval by the senate, for the control, management, and security of the use of the facilities of the University library Services;
- x) Determines guideline relating to the admission of readers to the libraries and services within the University Library Service;
- xi) Formulates guideline for the acquisition, development, management, and disposition of collections in the libraries and services within the University Library Service;
- xii) Formulates guidelines for the preservation of materials in the University's library collections;
- xiii) Devises strategy and plan for the provision of electronic information resources for the University.

### **1.3.3 Meeting and Reporting (article 21.10.18)**

- i) The Committee shall meet four times a year.
- ii) The chairperson may also convene a meeting of the Committee whenever he/she deems it is appropriate or whenever three of its members make a request for such a meeting.
- iii) The committee shall submit a biannual report to the senate on the implementation of its duties and responsibilities

## 1.4 Organizational Structure of the University Library System

(Senate legislation article 234)

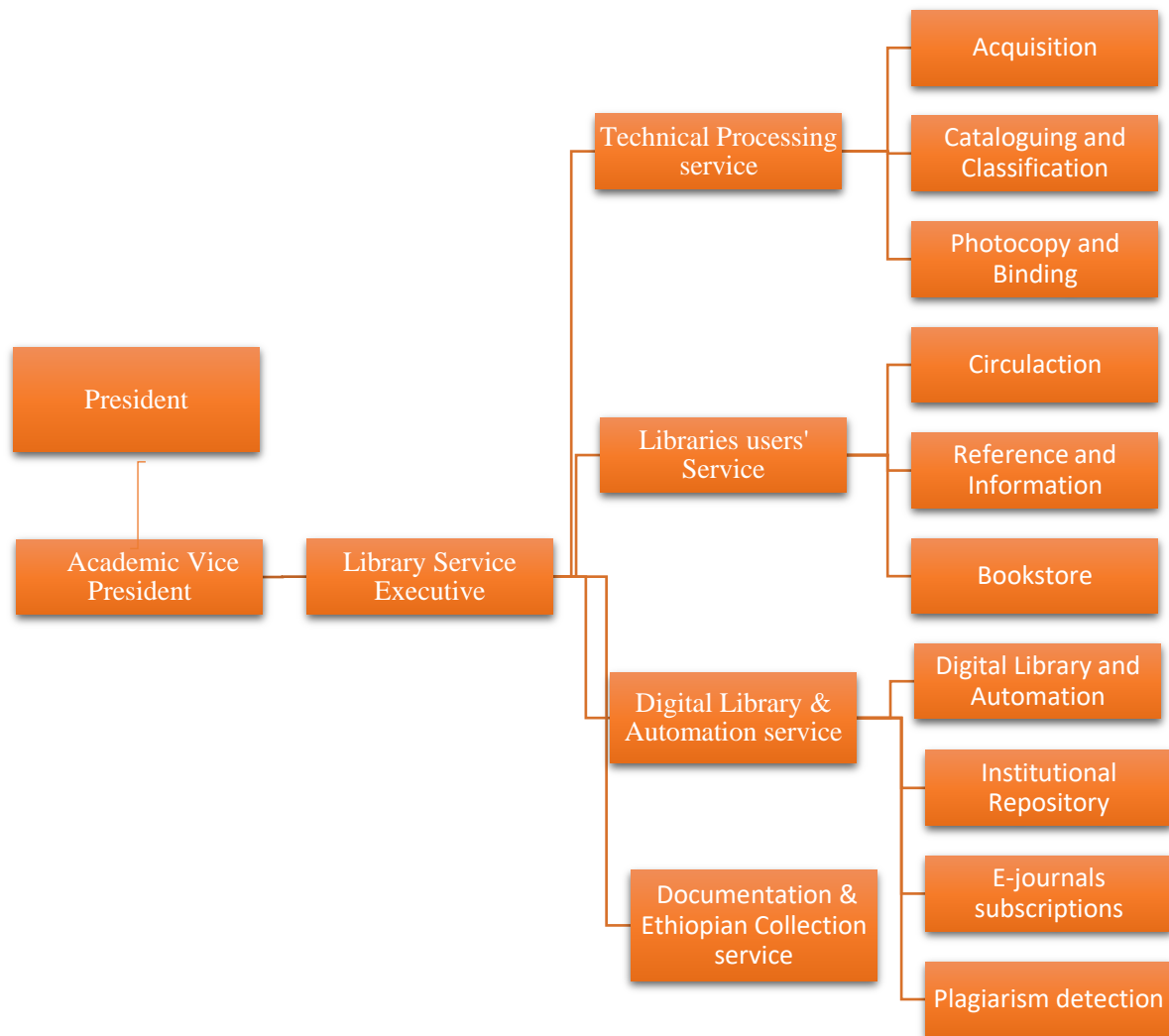


Figure 1: The Library Service Executive Structure

Figure1 shows the overall library structure, where the Library service executive is accountable for Academic Vice President and the library team leaders are accountable for the Library service executive.

### 1.4.1 Library Service Executive

Based on senate legislation Article 231: Library Service Executive shall accomplish the following major activities:

- i) Develops the library and information resources provision policies and strategies in consultation with key stakeholders;
- ii) Develops policies, regulations and procedures of the library and making sure that they are converted into action.

- iii) Ensures precisely responsibilities and duties of each unit in the library.
- iv) Endeavor to make all services are automated by sustainable collaboration with ICT center.
- v) Prepares and administers its budget (ordering supplies and equipment, maintain and supervise records when required, etc)
- vi) Plans to recruit professionals and non-professionals provide training and recommend promotions and other tasks.

### **1.4.2 Technical Processing Service**

The technical processing service team has comprised different sections. The mission of the technical services team shall be to coordinate, manage, control, facilitate and access timely established cost-effective information resources which support the University's objectives and excellence in teaching learning and research. It provides a centralized service responsible for all collection development, management, knowledge organization, and supervision of activities of the University library system. It coordinates acquisitions, cataloguing and classification service and serves as a liaison between acquisition and cataloging. The team consists of two major activities section.

#### **1.4.2.1 Acquisition**

Acquisitions is the process of selecting, ordering, and receiving materials for library or archival collections by purchase, exchange, or gift, which may include budgeting and negotiating with outside agencies, such as publishers, dealers, and vendors, to obtain resources to meet the needs of the institution's clientele in the most economical and expeditious manner. The library acquisition is responsible for developing the library holdings of printed and non-printed materials by purchasing, donation, and exchange of publications. It works in consultation with the branch's libraries coordinator and School/College/Institute representatives.

It performs a variety of financial, metadata creation, and database maintenance tasks to support the purchase and accessibility of Library materials (including print and electronic books and physical and streaming media). Supports the Library Management/Automation System (LMS) database infrastructure to enhance the effective discovery and use of library materials. Performs tasks for efficient tracking of physical and electronic resource materials throughout their lifecycle, including managing and standardizing metadata records and adding them to the LMS, as well as adding unique tracking data to physical items that is

accurately represented in the LMS. Interpersonal contacts extend to library staff, reference librarians, instructional faculty, and vendors.

It shall be introduced strong and smooth contact with publishers and booksellers to update data and information related to collection development. It also supervises the donations and exchange of publications programs with various universities and academic and scientific institutions. The major activity of collection development and management requires the following personnel, along with their respective functions and responsibilities.

- a) The **Library Acquisitions staff** is responsible for need assessment, selection, specification, document preparation, collection development, ordering, verification, dispatching, acknowledgment, and subscription in general.
- b) They are responsible for managing all received properties and performing accession register, property marking, distribution, property registration models, and other related activities.
- c) The technical team leader monitors the physical inspection of items newly received, cataloged card catalog filled, barcode prepared, labeled, etc.

#### **1.4.2.2 Cataloguing and Classification**

A library classification is a system of coding and organizing library materials (books, serials, audiovisual materials, computer files, maps, manuscripts, regalia) according to their subject and allocating a call number to that information resource. Similar to classification systems used in biology, bibliographic classification systems group entities together that are similar, typically arranged in a hierarchical tree structure. Library catalogue is a list of reading material available in a library. The list contains entries of books, arranged according to some definite plane or order. It is confined to the contents of a particular library or collection. It may be described as a record and a finding list, which identifies traces and locates a book in a library.

The cataloging and classification staff/experts are responsible for organizing information resources by using the international standards for Bibliographical description. Along with Library of Congress Classification (LCC) and Dewy Decimal Classification (DDC), Anglo–American Cataloguing Rules (AACR) for classification, cataloging, and indexing. The overall task of the cataloging activities includes;

- a) Receiving materials from acquisition section and performs both original and copy cataloging
- b) Performing library automation, data entry, label and barcode pasting, editing, card catalog printing, renewing cataloging and classification activities;
- c) Coordinating procedures across library sites for withdrawal and transfer of materials to ensure the accuracy of catalog;
- d) Cataloging resource processing for all branch libraries.

### **1.4.3 The Library Users Service**

This team has overall responsibility for the development and implementation of information services to users of the libraries in all aspects in collaboration with work units and branch libraries coordinators. The team has the responsibility to coordinate user's instructions and identifying the training needs of the library staff. All branch libraries activities will be reported to the user's service team leader. Branch libraries will have direct contact with the user; each library is expected to give considerable and quality services to its respective users at all levels and frontlines.

#### **1.4.3.1 Library branches:**

- a) **Main Library** located at block-032, and includes resources of college of social and humanity sciences, college of natural sciences and computational, and college of law. It serves up to 500 users at a time.
- b) **Central Science Library** is located at block-048; it includes the resources of DDU institute of technology and the female's library corner. It serves 1500 users at a time.
- c) **Business and Economics Library (FBE)** is located at block- 042, and includes the resources of college of business and economics, college of medicine and health sciences and postgraduate library. It serves 500 users at a time.

### **1.4.4 Documentation and Ethiopian Collection service**

In this section the library has archived many historical documents and providing reading services on archived documents such as Ethiopian and African reports and publications, Periodicals (newspapers and magazines), DDU research outputs, thesis, reference and information.

### **1.4.5 Digital Library and Automation Service**

Digital Library and Automation Service team are responsible for the efficient utilization of ICT in the library. Digital library and automation experts have duties to manage and provide

an access to digital information (e-resources): Digital library and automation system, Institutional repository, E-books, E-journals and research intelligence tools, plagiarism detection system to the university academic community whenever they need it. It comprises of Digital Library and Automation service team leader, Digital Library and Automation coordinator, Digital library assistant, Digital library and Automation professionals.

### **1.5 The Library Staff**

According to senate legislation Article 235:

- a) The Libraries shall have professional librarians (academic and technical staff) and other support personnel (administrative staff).
- b) The terms of employment, promotion and termination of employment of professional librarians shall be governed by the rules and regulations applicable to academic staff.
- c) Professional librarians shall be expected to teach or assist in teaching courses in their areas of specialization.

Professional Librarians are appointed and promoted as Librarian, assistant librarian and associate librarian based on the criteria stated on senate legislation Article 157:



## **2. Resources Acquisition and Collection Development**

### **2.1 Library Budget**

- i. As per the university's senate legislation Article 233, the library Service Executive shall ensure that school/college/institute in submitting their budgetary request to the University for equipping, maintenance and development of the library
- ii. The library Service Executive Director, in consultation with AVP is responsible for planning and budget, shall prevent duplication of expenses. The library and information service Director shall submit annual proposal on budgetary matters pertaining to the ADVB, to all relevant deans/director in order to guide the school/college/institute in obtaining improved planning and clarification of budgetary allocation policies and maintaining a balanced library system.
- iii. Library budget shall defines the overall goals of the budget, emphasizing efficient resource utilization, transparency, accountability, and sustainability to support library services, infrastructure, and community development.
- iv. Library budget components and categories shall outlines major expenditure areas such as personnel and staff development, collection development (books, journals, digital materials), equipment and infrastructure, building maintenance and utilities, and community programs and outreach activities.
- v. Funding sources and financial sustainability shall be identified as internal and external funding sources, municipal support, government grants, donor funding, partnerships, and revenue from library services and outlines measures to ensure long-term financial stability.
- vi. Budget allocation and prioritization shall provide criteria for distributing funds among programs and departments based on priority needs, library usage data, and strategic goals for library growth
- vii. Monitoring, evaluation, and reporting of budget shall be established through the universities financial management (administration) system for continuous monitoring of budget execution, periodic review, and preparation of quarterly and annual financial reports to maintain transparency and accountability

### **2.2 General Acquisition statement**

An Acquisition is a process by which libraries added new resources to their collections. the activities are selecting, credit, and collecting. The information resource like books, journals, magazines, documents, databases and electronic resources, etc. This section incorporates

issues of responsible bodies in library acquisition, criteria and selection mechanisms of library materials, types of materials, method of acquisition, library information resources, maintenance, and other related subjects. General statements about LSE acquisition described as;

- i) LSE collection development responsibilities rest with acquisition staff that deals directly with a selection of materials, acquisition, processing, and final disposition of library materials.
- ii) Library resources shall be selected primarily to support the University's teaching, learning, and research activities. Special consideration shall be given to resources that enhance new or emerging academic programs. Priority shall be given to materials that contribute to academic advancement, intellectual development, and professional competence.
- iii) LSE is an academic library that mainly collects information materials for the support of teaching-learning, research, community services and technology transfer.
- iv) The University shall centrally allocate the required budget or resources for the acquisition process.
- v) LSE is responsible to acquire, collect and develops relevant Ethiopia collection. The University shall specially allocate the required budget (pit cash) or resources for the acquisition process.

### **2.3 Responsible Body in the Acquisition Process**

The following stakeholder shall be the responsible body during the information acquisition process:

- i) The Library acquisition section centrally coordinates the collection acquisition request /wish list from School/College/Institute and branch libraries. The acquisition staff will review requests and recommendations from the school, librarian, and students. Schools, students and librarians will be strongly encouraged to use the library form called wish list, [see **Appendix-1**] for requesting or recommending acquisitions.
- ii) School/College/Institute shall initiate the request by a wish list forms and their officially appointed representative person or respective office shall responsible for the preparation and selection of materials regarding the field. The School/College/ Institute shall finally confirm the purchase and the relevance of information resources acquired by other methods of acquisition.

- iii) Within the LSE, main and branch library service coordinators shall act as a channel to identify and compile a list of highly demanded books requested by the library users.
- iv) Authority for the approval of the selection of information resources belongs to the LSE and AVP
- v) Faculty members shall play a key role in identifying and recommending materials that support their courses and research activities, while library staff shall evaluate such requests based on relevance, budget availability, and collection balance.

### **2.3.1 Acquisition process Members**

The acquisition process should have a member consists of the following authorities.

- i) Representative of School/College/Institute.
- ii) LSE Acquisition Section
- iii) Technical processing team leader
- iv) LSE Director
- v) AVP
- vi) Budget department
- vii) ADVP
- viii) Procurement executive

The members stated under 2.2.1, shall be responsible for the overall acquisition activities such as selecting books, journals, and other publications, the committee makes the appropriate decision on the library budget expenditure. However, the decision must be supported by acquisition policy statements and enacted through the approval of the academic vice president's office.

### **2.4 Selection Methods**

LSE shall develop collections, which are relevant to support the curricula and research activities in the University. Selection of library materials shall be a joint responsibility of the School/College/Institute and LSE. Therefore, LSE Acquisition team should follow the general criteria when evaluating titles to be added or removed from the collections. Particularly, the criteria assume greater or lesser importance depending on the type of material under consideration, the resources available and the subject matter covered.

## 2.5 Selection Principle and Criteria

- i) **Level of scholarship /accuracy and authenticity/:** The School/College/Institute and/or the library shall collect primarily scholarly materials since the support of academic programs and research is its highest priority. Preference is given to works written by authors who have been recognized as experts in their field or to those produced by scholarly publishers.
- ii) **Level of Contribution:** consideration will contribute positively to equitable coverage of the major subject areas and intended scope to transfer full/part of knowledge for users.
- iii) **Relevance to the schools or colleges Curricula:** materials shall select as per the requirement and recommended materials under departments'/chairs' curriculum.
- iv) **The balance between currency and historicity:** A balance between obtaining current and older materials is anticipated to have cross-checking opportunity.
- v) **Demand:** selection shall base on the demand of Specific School/College/Institute or Department/Chair requests
- vi) **The balance between long-serving and short-lasting value:** Materials of clearly long-serving and short-term value shall consider prioritizing academically.
- vii) **Quality of paper and Author differentiation:**
- viii) The author should distinguish between fact and opinion.
- ix) The price of the publication, writing style quality of paper, and treatment of the subject should be appropriate to meet the demand.
- x) The responsibility for selecting library resources shall be shared among the library staff, academic faculty, university administration, and users to ensure that the collection accurately reflects the teaching, learning, and research priorities of Dire Dawa University.

## 2.6 Selecting Types of Material

The library shall have the following collections of materials

- i) **Reference and Text Books:** The purchase of retrospective and current books and the replacement of lost and/or damaged books tend to be important Book catalogs and publisher catalogs Special emphasis shall be placed on keeping the reference

- collection as current as possible. It includes encyclopedias, handbooks, dictionaries, atlases, indexes, abstracts, almanacs, yearbooks, bibliographies, etc.
- ii) **Journals and articles:** Collections of comprehensively scholarly journals of research and literature reviews /review digests/.
  - iii) **Periodicals:** These are frequently published materials such as newspapers, magazines, journals, and other serials. To get access to periodicals, any Office in the University shall submit their request to the library before the budget of further years is approved. When available,
  - iv) E-books are generally given priority over print
  - v) **Audio-Visual Materials:** Open-access Internet resources, videocassettes, audiocassettes, and manuscripts, and other primary sources.
  - vi) **Databases:** e-resources (e-journals and e-books) from different databases and websites
  - vii) **Government Documents:** Historical letters, Reports, Bibliographies, Wish List filled by schools or college, Acquisition suggestion List by library patrons, standards, guidelines
  - viii) **Thesis and Dissertation:** mainly postgraduate thesis and dissertations and scholarly articles in hard copy and soft copy. Moreover, the library uses a dedicated system to help users find all the information they might require. Thesis and dissertations produced by DDU professionals shall be made available through the institutional repository system.

## 2.7 Methods of acquisition

Acquisition method ensures that library resources are obtained through approved methods such as purchase, donation, exchange, subscription, or legal deposit following transparent procurement procedures that include quotation, approval, ordering, and payment, with careful vendor selection, regular evaluation, and proper record keeping and documentation to maintain accountability and efficiency in resource acquisition. LSE shall collect information materials through one or more of the following methods

1. Purchasing
2. Gift and Donation
3. Exchange

### **2.7.1 Purchasing**

- i) The LSE priority will be to purchase and provide access to materials that directly support the curricula, with a wide variety of materials that span many disciplines.
- ii) In case of budget constraint, the LSE shall limit the number of copy purchases to one item shall be a minimum of 5 copies if there is an e-book available or a maximum of 15 copies according to the resource relevance.

#### **2.7.1.1 Purchasing Procedure**

The following purchasing procedures shall be used by the LSE acquisition section

##### **2.7.1.1.1 Need Assessment**

Before purchasing, the acquisition section shall collect need assessment from each School/College/Institute in collaboration with the delegated person. Then the acquisition section shall organize the request that comes from different schools and departments. In this process, the issues that should be identified are the following.

- i) Is the requested material available in the collection/database?
- ii) Is the requested material in the process?
- iii) Is the requested material necessary, current, and up-to-date?
- iv) Is there any sufficient budget to purchase?

##### **2.7.1.1.2 Selection process**

The selection process includes:

- i) Evaluate selection based on timely relevancy and legally request
- ii) Set priorities based on necessity, time, availability, and cost allowed
- iii) Find priorities using the appropriate identification sources.
- iv) Select the titles one by one, taking into consideration reviews and/or their presence or absence from the market or acceptable sources.

##### **2.7.1.1.3 Technical Evaluation of Suppliers Bid Documents**

Evaluating the bid technical documents shall be the responsibility of the procurement and purchase approval committee. The committee shall carefully analyze the document and identifies the suppliers or vendors who submit the tender document as per the agreement signed with the University.

#### **2.7.1.1.4 Selection of Suppliers**

Supplier selection criteria are the following:

- i) A recognized company by supplying information resource to other universities
- ii) Ability to provide most of the titles need in the required format
- iii) The supplier's price offered compared to other suppliers
- iv) Must be able to provide the required materials with specified quantity
- v) Ability to provide materials in a specified time.
- vi) The evaluation shall examine the supplier's technical capability, experience, and past performance in supplying similar library resources, ensuring their ability to deliver quality materials within the required timeframe.
- vii) Bidders must provide evidence of authenticity and legal distribution rights for the materials offered, including proof of authorized dealership, publisher certification, or verifiable supply chain documentation.
- viii) The supplier's proposed delivery schedule, packaging, warranty, and after-sales support service shall be reviewed to ensure reliability, timeliness, and sustainability of supply.

#### **2.7.1.1.5 Ordering**

Once a bidder has been technically and financially evaluated and awarded as a winner supplier, the procurement executive office shall issue an official purchase order specifying the approved titles, quantities, formats, prices, and delivery timelines. The purchase order shall serve as a formal agreement between the university and the supplier, ensuring that all ordered materials comply with the bid specifications, procurement policies, and institutional requirements. All orders shall be properly documented, monitored, and verified upon delivery to ensure accuracy, completeness, and accountability in the acquisition process.

#### **2.7.1.1.6 Agreement with suppliers**

- i) All transactions with suppliers shall be governed by a written agreement or contract approved by the University's procurement office clearly outlining the terms and conditions of supply.
- ii) The agreement shall specify the titles, quantities, formats, prices, and quality standards of the materials to be supplied, as well as delivery schedules and payment terms.

- iii) The supplier must comply with all applicable procurement regulations, copyright laws, and institutional policies; any breach shall constitute grounds for contract termination.
- iv) The agreement shall define responsibilities related to packing, transport, delivery timelines, replacement of damaged or defective materials, and adherence to quality assurance measures.
- v) The agreement shall include clear provisions for resolving disputes, delays, or non-performance, including penalties or corrective actions as stipulated in the procurement regulations.
- vi) The validity period of the agreement and conditions for renewal or termination shall be clearly stated to ensure continuity and accountability in the acquisition process.
- vii) In case, if the delivered item is differing from the signed agreement, the suppliers shall replace or return the materials, otherwise the items that do not fulfill the agreement shall be rejected.

#### **2.7.1.1.7 Claiming**

- i) Claiming refers to the process of following up with suppliers to obtain materials that have been ordered but not received within the agreed delivery period and/or not based on contractual specification.
- ii) After purchasing, together with the technical committee organized from different offices and school/college/institute, the acquisition section shall receive the materials through displaying and cross-checking against the specification whether the requested materials are delivered or not.
- iii) The library acquisitions unit shall initiate a claim when ordered items are delayed, incomplete, or defective, based on delivery records and the terms stated in the purchase order or agreement.
- iv) When cross-checking is made, the materials shall be accepted or rejected. The Items that fulfill the request shall be accepted and the items that do not fulfill the criteria shall be rejected. Based on the agreement signed the supplier has the right to claim.
- v) All claims shall be made in writing through official correspondence, referencing the order number, item details, and nature of the issue (e.g., non-delivery, wrong edition, damaged materials).



- i) Suppliers shall be required to acknowledge and resolve claims within the timeframe specified in the contract or within a reasonable period determined by the Library Directorate.
- ii) All claim communications, responses, and resolutions shall be documented and filed for reference, audit purposes, and supplier performance evaluation.
- iii) If a supplier fails to respond or comply with the claim, the matter shall be referred to the University's procurement office for further administrative or legal action as per institutional regulations.
- iv) When a claim is presented, the first level claim affairs shall be presented for Library services executive standing committee of the University which is organized by DDU senate legislation Article 21, sub-article 21.10.2. Furthermore, the claim may develop till legal legislative (court) organs of the government through appeal.

#### **2.7.1.1.8 Rejections**

- i) Materials supplied by vendors shall be subject to inspection and shall be rejected if they do not conform to the specifications, quality standards, quantities, or formats stated in the purchase order or agreement.
- ii) For supplied materials, the difference in any or one of the following has no excuse.
  - a) Difference in title
  - b) Difference in ISBN
  - c) Difference in author
  - d) Difference in edition
  - e) The difference in volume and binding
  - f) The difference in a color illustration
- iii) After the accepted and the rejected information materials are distinguished, only accepted items shall be registered by property administration or by bookstore on Models 19 [see **Appendix-2**]. The rejected items shall be replaced or returned to the supplier according to the signed agreement.
- iv) The acquisition section shall responsible to handle all process related to sending an acknowledgment to the suppliers, collecting all library materials and sending claim notes on time for items which are not received as per the agreement.
- v) The procurement executive office shall issue a written notice to the supplier specifying the reason for rejection and requesting immediate replacement, correction, or credit adjustment.

- vi) Rejected items shall be returned to the supplier at their expense within an agreed timeframe, accompanied by a rejection report and relevant documentation.
- vii) All rejected materials and related communications shall be properly documented and filed for audit purposes and future supplier performance evaluation.
- viii) Suppliers who repeatedly fail to meet contractual standards may be subject to contract termination, removal from the approved supplier list, or other administrative actions as determined by the University procurement regulations.

## **2.7.2 Gift and Donation**

### **2.7.2.1 Acceptance of Gift and Donation**

- i) Donors can be individuals or any governmental and non-governmental organizations.
- ii) LSE welcome gifts of materials, with the understanding that such gifts must meet the library's collection selection criteria.
- iii) Initial evaluation of the materials to determine their usefulness to the library will be determined by the LSE director of the library and/or an acquisition section librarian.
- iv) Any donations or gifts to the library must be consistent with the library's policies, goals, and objectives and shall satisfy the same criteria as purchased materials. Unless LSE shall have the right to reject materials that do not meet the selection and acquisition criteria.
- v) The library shall not accept donations/gifts under restricted conditions and has the right to dispose of unwanted donation/gift materials. Once accepted, all gifts and donations become the property of Library Service Executive of the university, which retains full authority over their cataloging, placement, and circulation.
- vi) All accepted donations become the sole property of the library. No gifts of this nature are accepted unless freely given to the library without restriction to be used as the library sees fit.
- vii) The acquisition section librarian shall request institutions or individuals that are willing to give materials to the library to send a list of every item with detailed bibliographic information to select only useful items.
- viii) The acquisition section librarian shall provide only the selected item list and detailed bibliographic information of the materials from the donors list the library wishes to acquire through donation or gift.

- ix) The library will accept electronic books (e-books) and E-Resources that meet the selection criteria.

#### **2.7.2.2 Disposition of Gifts or Donation**

- i) Gift or donated items will be integrated into the regular library collections in normal sequence, available to all library patrons, and otherwise handled as any other material belonging to the library.
- ii) The library retains unconditional ownership of an accepted gift. All donations are accepted only if the LSE Director or AVP determines that they can be utilized by, or benefit the library. Once conveyed to the library, no gift will be returned to the donor.
- iii) The library reserves the right to decide the conditions of display, housing, and access to the materials.
- iv) The library is not obligated to keep donated materials for any length of time. The LSE Director reserves the right to make the final decision on the disposition of any gift.
- v) All monetary donations will be conveyed and transferred to the DDU Finance and Budget Directors, who will deposit them in the University accounts and use them or invest them from that fund following the donor's wishes.

#### **2.7.2.3 Acknowledgment of Gifts or Donation**

- i) All gifts, other than donations of used materials, shall be acknowledged by an official letter to the donor from the LSE Director or an appropriate representative of the library.
- ii) In instances where the gift is in honor or memory of a third party or individual, a letter will be sent to the honoree or to his or her family to let them know about the tribute. A letter of acknowledgment goes to the donor as well.

#### **2.7.3 Exchange**

- i) LSE shall be active in exchange information materials (text, reference, and so on) with other equivalent items from other universities, organizations, and institutions depending upon the agreement between the two organizations.
- ii) Exchange of materials with other libraries, institutions, or organizations shall be used aiming to enrich the library's collection, broaden access to resources, and promote collaborative academic initiatives.

- iii) Only materials that are relevant, in good physical condition, and aligned with the library's collection development policy shall be considered for exchange.
- iv) Exchanges shall be conducted based on formal written agreements specifying the terms, responsibilities, and expectations of both parties, including duration, ownership, and handling of materials.
- v) All exchanged items shall be documented in the library records, including details of the partner institution, materials exchanged, dates, and condition upon receipt and return.
- vi) The Library Service Executive shall periodically review exchange arrangements to ensure mutual benefit, continued relevance of exchanged materials, and adherence to institutional policies.
- vii) During the exchange process the library critically evaluates the following issues:
  - a) Value of the item (demand)
  - b) Cost equivalency
  - c) The physical condition of the item
  - d) Number of copies
  - e) Currency

## **2.8 Acquisition of E-Resources**

- i) An E-Resource (Electronic Resource) is defined as any work encoded and made available for access through the use of a computer. It includes both online data and electronic data in physical formats. The selection of information in electronic formats is a e-book collection, thesis, research outputs, journals databases, manuscript, sound or video recording, and other formats.
- ii) LSE digital library and automation service has the responsibility of building a digital library and institutional repository collection with the collaboration of School/College/Institute.
- iii) LSE shall collect E-resources information materials through possible and legal methods. Acquisition of e-resources shall ensure legal compliance through proper licensing agreements, copyright adherence, and clearly defined access rights for users.
- iv) The Library Service Executive shall arrange free trials of new E-resources databases and School/College/Institute shall then provide feedback as to their suitability for purchase and provide buildable comments on the service.

- v) Journal Publishers shall be assessed whether they are indexed on Scopus, web of science and PubMed for reliability, user interface quality, and ability to integrate with existing library systems.
- vi) Procedures shall be established for user authentication, **remote access**, **training**, and technical support to ensure effective utilization of acquired e-resources.
- vii) Usage statistics, user feedback, and relevance to academic programs shall be periodically reviewed to inform renewal, cancellation, or replacement decisions.

### **2.8.1 E-Resources Format**

The standard formats for the acquisition of different E-resources are:

- i) Textual and scanned documents mainly should be in PDF and MS-Word format. But also support another textual document format like TEX, ODT, and RTF, etc.
- ii) Multimedia graphic contents should be Mp4, AVI, JPG, PNG, GIF, MPEG, and others.
- iii) Online E-journal database contents can be in HTML, XML, and any webpage format with direct access to the articles in textual document format.

### **2.8.2 Selection Criteria E-Resources**

LSE shall closely consider the criteria during the purchase process of E-resources:

- i) The price of the E-resource publication.
- ii) The subject area of E-resource that met the needs of the applied science University curricula.
- iii) The improvement or enhancement that the E-resources will give to existing print materials
- iv) The long-term feasibility of resources for preservation purposes, and
- v) The broad accessibility of resources under present copyright laws and licensing agreements.

## **2.9 Procurement of e-resource**

Electronic Resources include electronic journals, online databases, data sets, bibliographic databases, indexing/abstracting services, and software tools for research, eBooks, or any information resource that is available in electronic form.

### 2.9.1 Pricing Models

There exist many pricing models. DDU can adopt the model depending on various factors like suitability for different programs, research area, relevance to different campuses and a usage analysis, if it is a renewal.

- i) **Annual Subscription:** Access to content is available for only one calendar year
- ii) **Perpetual Access:** Access to content is available for the year that we are subscribing. After expiry of subscription, we will still have access to the content of the year we subscribed for future but not the subsequent New Year.

### 2.9.2 Negotiation

Negotiation plays a vital role in deciding the pricing factors. One can enforce terms to the publishers/vendors in form of the pricing, access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programs, immunity, access to the walk-in-users, usage statistics, simultaneous access, etc. There are no standard/ uniformly acceptable terms that are yet to be established in this area, as this is almost virgin and challenging field. Large opportunities exist in this area for negotiation with the publishers/ resource providers and arrive at win-win situation. Since the CEARL e-journals consortium is providing access to large number of resources to Universities, care needs to be taken that institute gets maximum number of e journals from that consortia.

### 2.9.3 Electronic-Books Acquisition

- i) LSE shall acquire e-books from book suppliers by purchasing on a selective basis.
- ii) LSE may also scan the available printed books in the library whenever the demand and shortage arise.
- iii) LSE shall critically evaluate and accepts donations/gifts of e-books that meet the specific format as well as the selection criteria. Donation/gift of e-books shall also follow the library's donation or gift procedure.

### 2.9.4 Electronic Research, Thesis and Dissertation Acquisition

- i) The LSE shall collect and acquire research publications, thesis, and dissertations from graduate students, academic staff, and researchers of DDU.
- ii) Graduate students shall submit the final approved thesis or dissertation by the school of graduate studies to digital library, automation team and uploaded on Institutional

Repository system before the clearance using thesis and dissertation submission form [see Appendix 4].

- iii) Academic and Research staff shall submit their final approved research document or publication to LSE via Research , publication Ethics and Extension Directorate .

### **2.9.5 Online Databases and Electronic-journals**

DDU shall subscribe to online E-journal database resources to support the teaching-learning and research activities of the applied science university. Due to the high cost of E-journal databases, the subscriptions process of such items shall be considered the relevance of the resources to support the University's curricula across disciplines in a cost-effective manner. Online E-journal databases shall be being subscribed through the CEARL in collaboration with INASP/PERI and EIFL programs.

#### **2.9.5.1 E-journals acquisition procedures**

- i) The acquisition method for online E-journal subscriptions shall be handled by the library in collaboration with the schools.
- ii) In acquiring and subscribing to e-journals; LSE shall consider its importance to make sure that the curriculum and research needs of the University are met.
- iii) DDU president shall sign MoU for partnership at national and international levels, such as the CEARL for E-resources and databases subscriptions. The library will get support from International Network such as INASP, PERI and EIFL to acquire E-journals.

### **2.10 Plagiarism Detection**

Plagiarism Detection system online platform designed to help instructors maintain academic integrity by detecting potential plagiarism in students' work. To check plagiarism works the library is using Turnitin software. By comparing submitted documents against a vast database of academic publications, student papers, and web content, the software highlights similarities and potential sources, enabling instructors to identify instances of unoriginal content.

### **2.11 Cataloguing and Classification**

According to DDU senate legislation, Article 229 (229.2), any acquisition of books or other reference materials shall be duly registered and cataloged by the University's Library System.

So, the Cataloguing and Classification section is the most important aspect of the library system and key functional area of information work. This function is a vital part of the appropriate and proper bibliographic description of an item source. It creates and enables access to the collected information a source for the retrieval and dissemination of the user's catalogs also considered as a tool in the library system.

### **2.11.1 Cataloguing Standards**

- i) The collections of the LSE are cataloged according to Anglo-American Cataloguing rules (AACR) and Online Computer for Library Center (OCLC) Bibliographic Formats and Standards. The AACR is a complete guide or manual for cataloguers and has become a familiar tool for the product and use of a uniform and standardized cataloging system for DDU libraries in a catalog system.
- ii) Bibliographic details of each book are entered into the Cataloguing module database according to AACR2 and OCLC Standards
- iii) Each item shall include complete bibliographic information such as title, author, edition, pubLSEher, publication year, ISBN/ISSN, and format to facilitate precise identification and retrieval

### **2.11.2 Classification**

- i) The library books are classified according to the universally accepted classification called the Library of Congress Classification Scheme (LCC). This classification scheme provides a distinct class number for each item preserved in the collection to create a location of different discipline information resources and labeled according to their class number assigned by the classifier.
- ii) The public card catalog and OPAC database act as an index to the DDU collection. The library system uses the Anglo-American cataloguing rules (AACR 2) to cataloguing each item using internationally accepted formats. The library collected materials are typically organized by Author, Titles, and Subject, etc.
- iii) Cataloguing records shall be regularly reviewed and updated to reflect new editions, corrections, or changes in classification schemes.
- iv) All cataloguing and classification activities shall be documented in the library system to maintain a reliable, accessible, and retrievable inventory of the collection.



### **3. Library Collections**

#### **3.1 Collections Organization**

To achieve the stated objectives, all materials in the library must be arranged for easily retrieval. Hence, this chapter describes collection organization/category, services, and facilities in library sections.

The collections in DDU libraries are organized as: -

##### **3.1.1 Circulation collections**

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

##### **Major Activities of the Section are:**

- a) reserve collections
- b) Issue and returns of Learning Resources(Primarily Books)
- c) Attending the Users' query for effective interpretation of library rules and regulations
- d) Registration of new members
- e) Inter Library Loan Service
- f) Sending Reminders to overdue documents users
- g) Correspondence & No Due issuing
- h) Library Orientations/Information and Digital Literacy
- i) Assisting the users for accessing OPAC and Reference
- j) Managing Counter Operations during Weekends/Holidays

##### **3.1.1.1 Reserve collections**

Reserve items may be done by either librarian or course instructor. Librarians reserve resources based on curriculum whereas instructors can reserve for a semester or an academic year as a major reference of the course.

All reserve resources are not meant for home loan unless and otherwise exceptional arrangement is made for instructors (that is used for the course they provide) who came with approval letter signed by Departments, School/College/Institute, and branch library head or circulation coordinator.

To make a course reserve an item it is expected to qualify at least the following criteria:

- i) The course should be delivered at that semester or year and must be requested by the subject matter instructors that are approved by the departments.
- ii) These processes should be accomplished a week before class has begun.
- iii) An item should not remain as reserve for more than a specified period unless and otherwise renewal must be done by the instructors or departments.

**A. Procedures for reserving:**

1. Accept requisition from the instructors and Librarian.
2. The request is for course reserve, in addition to the aforementioned criterion, the 'Information Resources Reserve Application Format ' [see **Appendex-5**] should be filled and as well it should be attached with the semester or annual registrar office class schedule and the specified subject's course outline. Whereas attach the rationale that supports the library's reason.
3. Library shift coordinators give the 'Information Resources Reserve Request Format ' to the instructors to fill the necessary information on it.
4. After checking all the necessary information in the form and its attachment, collect the materials from the stack collection.
5. If the number of copies available on the shelf is less than 5 or it is below the ordered number of copies check for the database and borrowers file, for in case the material is being already checked out.
6. Materials, which are needed, either for library or course reserve, but has already been checked out, must be recalled immediately without any conditionals.
7. In this case, send the last reminder notice to the borrower to return the item within three (3) days. [see Appendix-6]
8. After checking, however, if the numbers of copies are still less, missed, or below 5 copies try to inform to the library users team leader. Informing the case quickly to the instructor is the responsibility of the library service coordinator.
9. Prepare lists of items on 'transfer format' [see Appendix 7] and process the transfer procedure from where the items are located to the reserve desk.
10. Detach Library loan card and library resources slip from each items pocket. [see **Appendices 8,9,10**]
11. Prepare 'Reserve Loan Card' for each item. [see Appendix-11]

12. Fill the necessary information including accession and or copy number for each item in the 'Reserve Loan Card'. These cards should have sequential number for each card when they are replaced.
13. The Librarian will paste 'RES' mark on items' label and change the shelving location on the database (OPAC).
14. Put the 'Reserve Loan Card' inside the item.
15. Make a list for the reserved materials on a card and OPAC under the headings of the instructors' name and the given course number and file them alphabetically by author.
16. File the listed card in a tray prepared for the reserved materials on the circulation desk arranged alphabetically by the instructors' name, the course number given and alphabetically by author.
17. Arrange the materials with the 'Reserve Loan Card' in it for shelving alphabetically by author.
18. Shelf the reserved items on the shelf prepared for reserved collections alphabetically by author.
19. Reserve items in a reserve database is arranged alphabetically by instructor name then course code and then by author.

#### **B. Procedures for returning reserved items to their original place**

- 1) Check the reserve items file one week after the end of class schedule.
- 2) Identify those items that are not recommended as reserve for the coming season.
- 3) Prepare the list.
- 4) Pull out the reserve Loan card and detach 'RES' mark pasted on the label as well as change the shelving location on OPAC.
- 5) Prepare Library Loan Card put it in Item's pocket.
- 6) Prepare Items Slip and paste it on the inside page of the back cover.
- 7) Prepare lists of items on transfer format and process the transfer procedure from the reserve desk to where the items were originally belonging.

#### **3.1.1.2 Stack collections**

These are collections that are accessible to users, either for spot reading (it may last for a working day), or Long (home-take) Loan service for all academic staff that for 7 (seven) days or more. They are arranged on shelf in order by their call number [See appendix-12]. Call number is a unique identifier that is provided to a specific item based on some accepted scientific and practical theory to differentiate one item from the other. It enables the user to

access and retrieve the required information easily. It also leads to the exact location of the item on the shelf.

#### **A. Procedures of Loan Service**

- 1) Check whether the user by ID whether he/she is eligible to use the library. If the user is eligible receive the request.
- 2) After verifying ID card of the reader the Circulation staff shall checkout the book(s) and put due date stamp on the date slip.
- 3) For check-in, readers will bring books to the circulation and the Circulation librarian will check-in the books from the reader's account on library automation (OPAC) system.
- 4) In manual system, after receiving the user request, the librarian should check on shelf and provide the item to the user. If the item is not found, the user should fill hold on form.
- 5) The 'inquiry/hold form ' slip should then be clipped to the users ID card/pocket & filed.
- 6) When the item is returned post the 'inquiry/hold form ' & reserves the items for 3 days after calling notice.
- 7) General books can be borrowed by all eligible members as per their entitlements.
- 8) Reference Books- Dictionaries, Encyclopedias, Handbooks, Project Reports, and loose issues/bound volumes of periodicals shall not be issued.

#### **B. Categories of Resource Distribution/pocket issuance**

A print Library pockets (Cards) are issued to all library users in order to able them to borrow books on the long loan policy. One pocket is used to hold all maximum loan transaction in their respective branches or School/College/Institute library they belong to and the Maximum limit of Loan at Time under user category shown in Table 1.

Table 1: Numbers of Pockets to different User categories (Check-Out Item Limits)

Type of borrower	Year	N. of pockets	Remark
Under Graduate students	I	1	Depends on resources.
	II	1	
	III	2	
	IV	3	
	V and above	3	
Post Graduate students	Master Degree	4	
	PhD.	5	
Academic staffs	Assistant professor and above	10	
	Lecturer	8	
	Technical asst.	4	
Administrative staffs	Directors	4	
	Team Leaders	4	
	Other Admin. staff	2	
Visiting scholars (Guests)		3	

### C. Membership Registration

- i) All students, faculty members and staff of the university are entitled for the membership of the Library.
- ii) Those who want to become members are required to fill up membership forms.
- iii) The form is available at the Circulation Counter.
- iv) All students, faculty and staff members can use library facilities by showing College barcoded ID card and the same will be used for issue of books.
- v) Library Privileges of the members Total number of books to be issued:

Patron Category	No. of Books	Loan Period
Faculty Members	50	Till end of the academic year
PG Students	10	15 days
UG Students	10	15 days
Ph.D Scholars	5	30 days
others	On the request	30 days

### 3.2 Book Store Collections

These categories of materials include selected text books and Modules that will be issued accordingly to the book store program for a given course for a period of a semester or to an academic year depending up on the nature of the course period.

These materials will be obtained from the Departments, College, School, Freshman Program and CEP office.

#### A. Procedure for textbook and Modules Loan:

- 1) Receive textbooks and modules delivery request letter (having Ref No. and Date as well as course title, course code) that is confirmed by department/College/school and branch library head book store coordinator and it should be attached with students' list.
- 2) Announce return period to the user during borrowing time
- 3) Receive users' legible ID card, check it whether it is renewed or not, and against the above list.
- 4) Check whether the user is registered for the specified course against her/his registration slip.
- 5) Fill the necessary information on the book store loan format to the minute detail. [see Appendix 15]
- 6) Make the user to sign on it.
- 7) Give the book to the user.

#### B. Procedure for textbook and Modules return: -

1. Make a schedule and announce returning time to the user after two days of the semester ends.
2. Receive the item.
3. Check thoroughly all the detailed information that is on the book against with the card, especially copy/accession number.
4. If it is correct, erase the borrow name from the list to the user and make them/her/him/ make sure to be stamped on the name list in front of the borrower.

### 3.3 Reference Collections

Reference materials are any reading sources: Encyclopedias, Dictionaries, Handbooks etc. They are organized in special area in the library labeled with a mark '**REF**' [See Appendix 12] in the spine of each material and arranged sequentially by call number.

- i) Reference materials are not allowed for loan

- ii) Unless it is decided to be a reserve for spot reading reference resources are open for access to the users directly.
- iii) Closed access reference items are borrowed by ID card from reference librarian.

### **3.4 Documentation, and Ethiopian Collections**

#### **3.4.1.1 Documentation Collections**

These are information resources that include publications of governmental organizations, NGO, public figure notes, standards, report official documents, abstract proceedings etc. documents as well as Ethiopian publications outputs (senior essays, thesis, dissertations, and others).

#### **3.4.1.2 Periodicals Collections**

These items are that appear periodically in regular basis in sequence with volume and issue number. They range from subject (professional) journals to Newspaper and magazine.

- i) They are accessed via documentation section
- ii) Managed and administered by Documentation staffs.
- iii) These resources are not allowed for loan

### **3.5 Digital Resources**

Digital resources available in the library are Digital Library(e-books collections) and Automation system, E-journal access (Open access and subscribed journals), plagiarism detection system, research intelligence tools Institutional repository (electronic thesis and dissertation) LSE shall provide access to subscribed E-journal databases and the access is controlled either by domain IP addresses, a valid ID, or through a proxy server and which will on be available on University's Library website.

### **3.6 Information Literacy**

#### **3.6.1.1 Training and consultancy**

The library shall provide basic instruction on how to use the library's resources for academic members and provide training, consultancy and implementation in the following areas:

- i) Library automation systems.
- ii) Digital library systems.
- iii) Institutional repository systems.
- iv) Basic computer training for librarian.
- v) Cataloguing and Classification.
- vi) Library management and design.

vii) Plagiarism detection system

viii) Subscribed Journals

### **3.6.2 Libraries Working Hours**

Except in public holidays, the library provides services for 24 hours in 7 days.

### **3.6.3 General Work Procedure**

- a) All branch libraries are expected to orient the new coming students of the University by the program that is scheduled centrally by the main library.
- b) Membership registration and pocket issuance is accomplished at the branch library level.
- c) Clearance signing is the responsibility of branch libraries.
- d) Library Supervision is mainly done by User service team leader and LSE director.



## **4. Rules and Regulations**

This section outlines the rules and regulations that must be observed by all users of the library services as well as the library staff. As an integral part of a dynamic educational environment, the library strives to maintain an atmosphere conducive to teaching, learning, research, community service, and technology transfer. Therefore, both library staff and service users are required to adhere to the university's overarching rules and regulations. The primary purpose of these rules is to protect the common interests of all library users and to enable the library to fulfill its mission effectively.

### **4.1 General Rules and Regulations**

#### **4.1.1 Disciplinary Restriction Regarding Library Peace and Security**

- i) Library users shall respect the rights of others to work quietly.
- ii) Group discussion should not allow except in areas designated for group study.
- iii) Possession of any kind of weapon in the library is not allowed.
- iv) Posting, distributing materials, announcements in the library, etc. without the approval of the University librarian, is not permitted.
- v) Smoking, is not permitted anywhere in the library premises.
- vi) Moving chairs and the like from place to place is not allowed.
- vii) Overcoats, Hats/Caps, Shash, Raincoat, Slippers and Umbrellas, Hard-soled shoes that could cause noises, etc. should not be brought in to the library.
- viii) Users shall not bring food, drinking beverage, chewing gums, or any harmful substance to library.
- ix) Discarded paper and other litter must be placed in the waste bins provided, and not left on tables, chairs, shelves or floor
- x) No visitor or guest is permitted to use the library without the prior permission of the Librarian. She/he is required to produce a proper introduction letter from the concerned Institution/Organization to which she/he is attached.
- xi) The Librarian may withhold library services and/or facilities for any infringement of these Rules. In exceptional circumstances the Librarian may exclude from the library any person whose behavior, in the opinion of the Librarian, is prejudicial to the proper conduct of the library.
- xii) The user must switch off or silent his/her mobile phones and other electronic devices in the library.

- xiii) Library users found making noise in the library building shall be asked to leave the library forth with.
- xiv) Except for educational purpose, using any type of social media is strictly forbidden.

#### **4.1.2 Property Right and Personal Possessions**

- i) Library users are responsible for the security of their own property. They must, if requested, submit their belongings for inspection as they leave the library premises. Personal possessions must not be left unattended at any time or they may be removed and treated as lost property.
- ii) Library users must take care of Library materials and must not deface them in any way, including by highlighting, underlining, writing or drawing in them or by removing any part of them. Bottles of ink may not be brought into the library.
- iii) Users must not change the disposition of any library furniture and equipment. The use of user's own equipment is subject to any relevant University health and safety regulations and may also be restricted to designated areas of library building.
- iv) It is not allowed to go out by putting exercise books or other materials in the library reading table, Users may be required to be checked for inspection.
- v) Use of all computers and ICT facilities within the library must comply with the Rules for the use of university computers and data networks.

#### **4.1.3 Rules with Regards to Spot Reading and Loan Service**

- i) Library materials borrowed from the open shelves, should be kept on the book trolley or on table nearest to them after use.
- ii) Library users shall not try to shelve library materials; because book misplaced is a book lost.
- iii) Library materials in certain advertised categories may not be borrowed without special permission:
  - (a) Items from the reference collections;
  - (b) Materials labeled not to be borrowed from the library; and
  - (c) Materials in Documentation, Periodicals, and Special collection
- iv) Copying, scanning and printing facilities are provided on the condition that the library users making photocopies do so in accordance with the library regulations. If a person using a Library photocopier infringes the provisions of the act, that person will be deemed fully responsible for the infringement.

- v) Any material borrowed may be recalled after seven days of being issued if it has been requested for use by another reader. It must be returned as specified in the reminder notice.
- vi) Damage to Library materials or property including the defacing or removal of pages will be regarded as an offence under the Regulations for Conduct. A Library user who damages, fails to return (or returns in a damaged condition) any material shall be liable to pay the cost of replacement or repair, at the discretion of the Librarian.
- vii) No item may be borrowed on behalf of another person without presentation of a written request signed by the user in whose name the loan is to be recorded in that user's library ticket.
- viii) Borrowers must satisfy themselves about the physical condition of the books/materials before borrowing, otherwise they will be held responsible for any damage noticed at the time of return.
- ix) No Library material shall be removed from Library premises until its issue has been properly recorded. Materials borrowed shall be returned within the stipulated loan period and their return properly recorded at the library. Further loans will not normally be permitted to a borrower who has one or more overdue items.
- x) Books and other articles left unattended for more than 10 to 15 minutes on chairs and tables will be removed by the library staff. Articles left in these areas at closing time will be cleared away.
- xi) The library will not be responsible for personal belongings left in the premise.
- xii) Detaching and disfiguring of a part of a book is strictly prohibited.
- xiii) Illegal possession of library materials, Transfer of ID, or pocket from person to person is not permitted.
- xiv) Marking in any materials of the library (such as books, chair, table, wall, etc.), mutilating and theft, damaging of library property is illegal.
- xv) One has to reply in three days for circulation or stack head librarian's call, unless and otherwise charge will await her/him in case of ignorance.
- xvi) Any material borrowed shall be recalled after seven (7) days of being issued if it has been requested for use by another reader and it must be returned in 2 days as specified in the recall notice [see **Appendix 6**].
- xvii) Further loans will not normally be permitted to a borrower who has one or more overdue items.
- xviii) Hold a reading space is not allowed.

- xix) All returned books/material will be Quarantined for 72 hours before being re-Shelved.
- xx) Prohibited library pollutions, which creates disturbance to others
- xxi) Sound (Any sound producing shoes, talks etc.)
- xxii) Smell, heavy perfumes, wearing Eye Catering Dresses, lights, scarves, traditional over wear (“Gabi”) and any “unnatural “Dressing which violates the cultural and Educational Ethics of the University community.

## **4.2 Fines and Charge**

This section deals with various types of fines and charges in the library environment. These could be due to lost and damaged material, overdue, and service charges.

### **4.2.1 Replacement of Damage or Lost Items**

Readers or borrowers will be held responsible for any resource lost or any other material in the library’s possession that is damaged. Compensation must be paid, or a replacement made in accordance with the library’s specifications. The library reserves the right to request either a replacement of the same title or current edition or payment of the current market price.

Items are considered lost if they are more than four (4) weeks overdue. Therefore, a user shall be held accountable for the loss or damage of any book borrowed using their ID card and pocket.

The following fines may be applied for late return, damage, or loss of library materials.

- i) An estimated fine is applied for books that are return within one month after the Semester.
- ii) Lost or damaged books that were published abroad must be replaced with identical copies or a fine equal to three times their price must be paid.
- iii) Lost or damaged books that were published in this country must be replaced with identical copies or a fine equal to two times their price must be paid.
- iv) As an exception when there are many copies of a lost or damaged books or when this book is not needed the library administration can recommend a different text book equivalent to the total fine.
- v) If the lost materials do not exist in the market, users are expected to pay in double price.
- vi) The library is entitled to request to buy the lost or damaged materials.

### 4.2.2 Overdue

Fines are charged on both short and long loan that are not returned by the time set for return of each item.

- i) The borrowing privileges will be suspended on any borrower who has allowed the total of outstanding fines to accumulate beyond a specified limit.
- ii) Overdue materials may not be renewed. In **Table 3** the user category, item types and detailed overdue charges have indicated.

**Table 2: Penalties**

User category	Overdue Charges Per Item category								
	Reserve Collection			Stack Collection			Books Store Collection		
	Minute	Birr	Cent	Day	Birr /day	Cent	Day	Birr /day	Cent
Student	≤15	5	00	1-3	5	00	1-3	5	00
	16-40	7	00	4-7	5	00	4 -7	5	00
	41-60	9	00	8 -15	10	00	8 -15	5	00
	>60	10	00	>15	10	00	> 15	10	00
Staff	≤15	5	00	1-3	5	00	1-3	5	00
	16-40	5	00	4-7	10	00	4-7	10	00
	41-60	10	00	8 -15	10	00	8 -15	10	00
	>60	10	00	>15	15	00	15	15	00
External user	≤15	5	00	1-7	5	00	1-3	5	00
	16-40	10	00	8 -15	10	00	4-7	10	00
	41-60	10	00		15	00	8 -15	15	00
	>60	15	00	>15	20	00	> 15	20	00

**Note:** The overdue fine for bookstore and stack collection above 15 days will be calculated per day.

**Procedure for overdue**

- i. A user is to pay the specified amount immediate unless it will be increased every day by initial fine.
- ii. If it failed, provide her/him pay bill by obtaining the detailed information about the user in this case the user is required to pay the specified amount within a week, unless she/he will be banned from any library services.
- iii. No one will be cleared if she/he has failed to pay overdue.

**4.3 Rules and regulations for short and long loan service**

- i) To borrow Library material, the user must produce a library book issue loan card and ID card.
- ii) The book bibliographic information you want borrow must be accurate and handed over to the circulation staff.
- iii) The circulation staff will keep your book issue ticket in the record file and stamp date due on the slip attached inside cover of the book.
- iv) Do not forget to collect the book you borrowed and the ID card before you leave for the library.
- v) If the book you want to borrow is checked out by someone else, you must request by filling out a reserve request form available from the circulation desk and user should check the requested book within a week time.
- vi) Users book loan card is always receipt when the books are returned to the library.
- vii) All the books borrowed are subjected to immediate recall and users must return the book promptly.
- viii) The library service will not be provided until the whole overdue fine is paid to the finance office.
- ix) Renewing books by phone is not allowed.
- x) Books are returned during library working hours and working days.
- xi) Lost library pocket must be reported to the circulation section of the library and will be charged 15.00 Birr per pocket.
- xii) If the items less than two copies, it should not be on loan, but the instructors who teach related course may be issued for a short period of time, provide that the instructor should produce a letter from his/her department.

#### **4.4 Special Services**

Special service may be given to the following categories of users with related reasons, upon requests and proper evidences and written permission document from the University faculties.

- i) Female students will have priority to use reserve books with available library space.
- ii) Students with disabilities and those who have medical certificate.
- iii) Users that are allowed by the top University management if the student faces problems beyond his/her control.
- iv) Guest lectures, visiting academics, staff of various Government offices and NGOs can use the library services but should provide an appropriate document from the concerned DDU offices and departments.

#### **4.5 Disciplinary Measures**

##### **4.5.1 Disorderly and Disruptive Behavior**

- i) Any person who uses an identification card not his owns shall have his library privileges suspended for not more than one semester.
- ii) Violations of the use of special collections and archival materials. Violation of the rule on the use of special collections and archival materials shall mean suspension of library privileges not exceeding one month.
- iii) Users must conduct themselves in a satisfactory manner when using the library. Disorderly conduct or offensive behavior is not permitted in the library.
- iv) Any person engaged in disorderly conduct such as drunken behavior creating disorder, disruptive behavior, e.g., excessive noise, loud discussions etc.; or improper behavior, e.g., smoking, eating within the library premises shall be asked by the Librarian to leave the library premises and shall be subjected to suspension of library privileges for not more than two weeks.

##### **4.5.2 Loss of ID card**

Any member of the University who lost identification card shall report the loss immediately to the branch Library.

#### **4.6 Clearance**

- i) All users must return all library material and pocket to the library before clearance.
- ii) No student can get his/her examination report and statement of results, certificate or degree without having been cleared by the library for its items.
- iii) All staff shall be required to obtain a Library Clearance before they leave the University or on completion of the course and termination of service.
- iv) The user will not be cleared if failed to pay overdue.

#### **4.7 Library Security**

##### **4.7.1 Check point**

- i) User will be checked during the entrance, the attendants are required to check the ID. cards of all incoming users to identify, whether they are eligible or not.
- i) The materials checked-out from the library must be according to the rules.
- ii) There must be two attendants at the checkpoint.
- iii) They should also examine physically all materials, briefcases, bags, etc. carried by and body of the outgoing user.
- iv) For a material proved to be the property of Libraries and date overdue or not implied due date should not be released. It would be referred to the circulation coordinator or branch library head (before this process she/he should take note of the necessary information about the item and the person under check - i.e., call number, accession number, name of the user, ID number, etc.) When such cases are identified the responsible staff should check the item against the necessary document and the appropriate measure should be taken. Such cases must be reported formally by attendants.
- v) Exiting from the library without showing their property is strictly forbidden.
- vi) Users must not block the entrance, exit and walkway areas of library.
- vii) Users must enter and leave the library by the main gates.
- viii) Areas marked "Library Staff Only", should not be allowed without formal invitation.
- ix) During unlawful act of users, attendants should call the security guard of the University. The security guard shall: -
  - x) Take the user's ID card,
  - xi) Register the necessary information and document.



- xii) Take the user immediately to the campus peace and security office of the University
- xiii) The campus peace security office shall Report the disciplinary measure to ADVP, Student dean and finally report the decision for LSE.

#### **4.8 Vacations and Permissions for Library Staff**

Vacations and permissions requests shall be entertained as per the senate legislation and working code of conduct the University.

#### **4.9 Disciplinary Measures for Library Staff**

Disciplinary measures will be taken as per DDU senate legislation and working code of conduct.

## **5. Weeding Rules**

Weeding is the removal of library materials that are no longer: useful, appropriate, or rarely used. It's an essential and continuous component of collection maintenance in libraries; permanently removing materials for reasons such as being outdated, unused, or damaged from the LSE ensures the collections' health and viability.

### **5.1 Responsibility for Weeding**

According to DDU senate legislation, Article 232 (232.2) decisions on weeding of materials shall be made by using an item-by-item procedure and requires collaboration between the library professionals charged with the weeding process and appropriate School/College/Institute members to evaluate the material and to determine if it is up for weeding. The following offices shall be involved in weeding of library material:

- i) Circulation Librarians-Assess, Initiate, plan, assess, collect , check, and identify, check and send the list to user service Team Leader
- ii) Acquisition Librarians-Support the process fill the necessary forms, send for approval, handover the materials to the weeding team.
- iii) LSE collect and send for approval to AVP.
- iv) AVP approve the requested weeding materials.
- v) ADVP will approve the requested materials.
- vi) Property executive office will remove the materials
- vii) The library encourages School/College/Institute members to work with and provide feedback to librarians to identify materials to weed.

The final responsibility for weeding materials from the library's collection rests with the LSE and AVP.

### **5.2 Criteria for Weeding**

- i) Duplicate copies of the same titles and editions may be withdrawn unless a proven demand exists for multiple copies.
- ii) Outdated editions that do not contain unique information, data, or provide a historical reference not available in the most current edition.
- iii) Titles unused within a reasonable period based on subject and scope of the work except for items considered classics or standard editions.
- iv) Textbooks that are not currently used in courses taught at the University may be withdrawn.

- v) Currency or reliability of the resource's information that has lost value or out of date.
- vi) Redundant subjects were no longer relevant for the School/Colleges/Institute.
- vii) Items in poor condition that are beyond repair.

### **5.3 Weeding Procedure**

#### **5.3.1 Identification**

- a) Pull damaged books (torn covers, loose pages, mold, and etc.).
- b) Scan the barcode of the item in the library system for the number of circulations, take note of the number of check-outs within the last five-year period.

#### **5.3.2 Decision**

- a) Damaged books with recent usage will be repaired or replaced.
- b) Books that are not checked out past the five years will be discarded unless the content is still valuable for the curriculum, programs, and services of the School/College/Institute.
- c) Librarians may at times seek advice from School/College/Institute for their recommendations.

#### **5.3.3 Discard**

- a) Books to be weeded will be removed from the online catalog.
- b) All books removed from the collection will be marked as discarded.
- c) Discarded books will be sold in a local sale or public bid, recycled, destroyed, or donated as prescribed in DDU senate legislation, Article 232 (232.3).

## 6. Appendices

Table 3: Appendix-1 Wish List form

Item No.	Title of the Book	Author	Edition	Year of Publication	ISBN	Price	Quantity
1							
2							
3							
4							

## Appendix-2 Models 19

[illegible]

Figure 2: Models 19

**Appendix-3 Gift and Donation Form****Dire Dawa University Library and Information Services****Gift and Donation Form**

Please sign, date, and present the completed form with your gift or donation.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Telephone: \_\_\_\_\_

Check here if you wish to receive a letter of acknowledgment.

Table 4: Description of the item

No	Title	Author	Quantity	Estimated Cost	Remarks
1					
2					
3					

\_\_\_\_\_  
Donor Signature

\_\_\_\_\_  
Date

Accepted by:

Name \_\_\_\_\_ Signature \_\_\_\_\_

**Appendix-4: Thesis and Dissertation Submission form**

ድሬዳዋ ዩኒቨርሲቲ የቤተ መጽሐፍት እና የመረጃ አገልግሎት

Dire Dawa University Library and Information Service

የዲጂታል ላይብራሪና አውቶሜሽን | Digital Library and Automation

ኢንስቲትዩሽናል ሪፖዘቶሪ አስተዳደር | Institutional Repository Administration

Thesis and Dissertation Submission form

Depositor Information:

Full name: \_\_\_\_\_ Department: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_

Advisor Name: \_\_\_\_\_ Type of metadata: This ☐

Dissertation ☐ Other \_\_\_\_\_

Year of Graduation: \_\_\_\_\_

Depositor Signature: \_\_\_\_\_ Issued Date: \_\_ mobile No | Email: \_\_\_\_\_

Receiver Information:

Employee name: \_\_\_\_\_

Job Responsibility: \_\_\_\_\_ Signature: \_\_\_\_\_

**Appendix-5. Information Resources Reserve Request Format**

Dire Dawa University

Library and Information Services

Information Resources Reserve

Request Format

REF. NO-----

DATE-----

College/School: \_\_\_\_\_ Department: \_\_\_\_\_

Name of Instructor: \_\_\_\_\_

Course Title: \_\_\_\_\_ Course Code: \_\_\_\_\_

Duration: - Semester: \_\_\_\_ Year: \_\_\_\_

Date The Sem. Begin: \_\_\_\_\_ Date the Sem. End: \_\_\_\_\_ Year of Student: \_\_\_\_

**Table 5: Bibliographic Details of Information Resources Required to Be Reserved**

Item No.	Title of the Book	Author	Edition	ISBN	Call number	Barcode
1						
2						
3						
4						

Total No of Students Who Take the Course: \_\_\_\_\_

Confirmation: Colleges/School

Head Dept. Head

Name: \_\_\_\_\_

\_\_\_\_\_

Sign: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

**To Be Filled by the Library Team**

Total No. of Requested Items Owned by the Library: \_\_\_\_\_

No. of Requested Items Currently Available: \_\_\_\_\_

Confirmed by:

Name \_\_\_\_\_ Sign. \_\_\_\_\_ Date: \_\_\_\_\_

**Note:** These items are not allowed to check out outside the premise of the library, except when checkout with the permission of the librarian after transfer to stack room.

**Appendix-6. Reminder Notice Format**

Dire Dawa University

Library and Information Services

Reminder Notices

To\_\_\_\_\_ just to remind you. Title\_\_\_\_\_

author\_\_\_\_\_ book is overdue.

Others are waiting to borrow it. Thus, please return it as soon as possible (within 3days).

Sign\_\_\_\_\_

Date\_\_\_\_\_



**Appendix-7. Transfer Format****Dire Dawa University****Library and Information Services****Table 6: Information Resources Transfer Format**

Item No.	Title of the Book	Author	Edition	ISBN	Call number	Barcode	Quantity
1							
2							
3							
4							
5							

Reason for Transfer    ☐ Reserve    ☐ Binding    ☐ Digitalization**Others Reason** \_\_\_\_\_Transfer FromTransfer To

Name \_\_\_\_\_

Name \_\_\_\_\_

Job. Title \_\_\_\_\_

Job. Title \_\_\_\_\_

Library Name \_\_\_\_\_

Library Name \_\_\_\_\_

Section Name \_\_\_\_\_

Section Name \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Witnesses: Name

Signature

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Appendix-8. Library loan card****Dire Dawa University****Library and Information Services****Loan Card**

Title: \_\_\_\_\_

Author: \_\_\_\_\_ Call No: \_\_\_\_\_

Ed. \_\_\_\_\_ Acc. No (Barcode): \_\_\_\_\_

**Table 7: Loan Format**

Check-out date	Borrower's Id No & Due Date	User's Sign.
	Name	

**Appendix-9. Library Resources Slip****Dire Dawa University****Library and Information Services****Table 8: library resources slip**

Date loan	Barcode	Borrower's name
-----------	---------	-----------------

**Appendix-10. Pocket****Dire Dawa University****Library and Information Services****Book Pocket**

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Call No: \_\_\_\_\_

Ed. \_\_\_\_\_

Acc. No (Barcode): \_\_\_\_\_

**Appendix-11. Reserve Loan Card****Dire Dawa University****Library and Information Services****Reserve Loan Card**

Title: \_\_\_\_\_

Author: \_\_\_\_\_ Call No: \_\_\_\_\_

Ed. \_\_\_\_\_ Acc. No (Barcode): \_\_\_\_\_

**Table 9: Reserve loan form**

<b>Date</b>	<b>ID</b>	<b>Time Issued</b>	<b>Return Time</b>	<b>Sign.</b>
-------------	-----------	--------------------	--------------------	--------------

Note: you are responsible for the return of this Item. These items are not allowed to check out outside the premise of the library reading room, except when checkout with the permission of the librarian after transfer to stack room.

## Appendix-12 Call Number and Items Labels

QA	←	MAIN SUBJECT
76.9	←	CLASS NUMBER
.S88	←	BOOK NUMBER
H62	←	CUTTER NUMBER
1996	←	PUBLICATION YEAR
REF	←	CLASS CATEGORY

## Appendix-13 Public Catalogue Card

Dire Dawa University

Library and Information Services

Public Catalogue Card

### A) Subject Card

SOCIOLOGY	
HM	Tucker, William Thomas
330	The social context of economic behavior /by William
T87	Thomas Tucker. -2 <sup>nd</sup> ed. -New York: McGraw –Hill, 1964.
1964	163p. Ill.- (Modern Management Series)
	Includes bibliographies & index
	ISBN: 0-4184-2572-8

### B) Author Card

Tucker, William Thomas	
HM	The social context of economic behavior /by William
330	Thomas Tucker. -2 <sup>nd</sup> ed. -New York: McGraw –Hill, 1964.
T87	163p. Ill.- (Modern Management Series)
1964	Includes bibliographies & index
	ISBN: 0-4184-2572-8
	1. Sociology I. Title

**C) Title Card**

	The social context of economic behavior
HM	Tucker, William Thomas
330 William	The social context of economic behavior /by
T87 1964.	Thomas Tucker. -2 <sup>nd</sup> ed. -New York: McGraw –Hill,
1964	163p. Ill.- (Modern Management Series)
	Includes bibliographies & index
	ISBN: 0-4184-2572-8

**Appendix-14: Inquiry/Hold Form****Dire Dawa University****Library and Information Services****Inquiry/Holding Form**

Name: \_\_\_\_\_ ID No: \_\_\_\_\_ Dept.: \_\_\_\_\_ Year: \_\_\_\_\_

Title: \_\_\_\_\_ Author: \_\_\_\_\_ Call NO: \_\_\_\_\_

To be filled by the librarian

On Loan: \_\_\_\_ Out of Shelf/Lost: \_\_\_\_ Reference: \_\_\_\_ Reserve: \_\_\_\_ Incorrect Call No: \_\_\_\_

Name &amp; Sign: \_\_\_\_\_ Date: \_\_\_\_\_

**Appendix-15: Book Store Loan Format****Dire Dawa University****Library and Information Services****Book Store Loan Card**

Name: \_\_\_\_\_ College: \_\_\_\_\_ Department: \_\_\_\_\_ Year: \_\_\_\_\_  
 ID No: \_\_\_\_\_ Rec No: \_\_\_\_\_ Phone: \_\_\_\_\_

**Table 10: Book store loan card**

<b>Date Issued</b>	<b>Code No (barcode)</b>	<b>Author</b>	<b>Title</b>	<b>Edition</b>	<b>Borrower Sig.</b>	<b>Receiver name &amp; signature (on return)</b>	<b>Due Date</b>
--------------------	--------------------------	---------------	--------------	----------------	----------------------	--------------------------------------------------	-----------------

N.B.

1. Books should be returned at the end of each semester irrespective of their usage for the subsequent semester; if books are required for the course during the semester following, they will be re-issued.
2. lost books can be replaced by brand new one which are exactly identical or be paid for at the rate of 1.5 of the original prices.

Failure to fulfill the above obligation result the following consequence:

- I. Refusal by the University to issue books necessary for the course of the subsequent semester
- II. Direct deduction from salary the price of the book as in (2) above
- III. Forfeiting the book deposit

## Glossary

This glossary is designed to introduce you to words/terminology commonly used in an academic library setting. All definitions are provided by the Association of College and Research Libraries unless otherwise specified.

### A

**Archives:** "1. a space which houses historical or public records. 2. The historical or public records themselves, which are generally non-circulating materials such as collections of personal papers, rare books, ephemera, etc."

**Article:** "A brief work generally between 1 and 35 pages in length on a topic. Often published as part of a journal, magazine, or newspaper."

**Attachment:** "A separate file (e.g., text, spreadsheet, graphic, audio, and video) sent with an email message."

**Authentication:** "A security process that typically employs usernames and passwords to validate the identity of users before allowing them access to certain information."

**Author:** "The person(s) or organization(s) that wrote or compiled a document. Looking for information under its author's name is one option in searching."

**Accession Number** – Refers to the unique number assigned to a bibliographic item in the order in which it added to a library collection, recorded in an accession record maintained but the technical services department.

**Accession Record** – Refers to a list of Bibliographic items added to a library collection in the order of their addition. Normally such a list includes the accession number, brief bibliographic identification, sources, and price paid for each item.

**Acquisition** – Refers to the process of securing materials for the library collection, whether by purchase, as gifts, or through exchange programs.

### B

**Bibliography:** "A list containing citations to the resources used in writing a research paper or other document." See also: Reference.

**Book:** "A relatively lengthy work, often on a single topic, may be a print or electronic."

**Book stacks:** "Shelves in the library where materials—typically books—are stored. Books in the book stacks are normally arranged by call number, may be referred to simply as the "stacks."

### C

**Call Number** is "A group of letters and/or numbers that identifies a specific item in a library and provides a way for organizing library holdings. Two major types of call numbers are Dewey Decimal Call Numbers and Library of Congress Call Numbers."

**Catalog** "A database (either online or on paper cards) listing and describing the books, journals, government documents, audiovisual and other materials held by a library. Various search terms allow you to look for items in the catalog."

**CD** "An abbreviation for compact disc; it is used for storing digital information."

**Chat** is "The ability to communicate with others, computer to computer, via typed messages."

**Check out:** "To borrow/rent/loan/issue an item from a library for a fixed period of time in order to read, listen to, or view it. Check-out periods vary by library. Items are checked out at the **circulation desk**."

**Circulation desk:** "The place in the library where you **check out**, renew, and return library materials. You may also place a hold, report an item missing from the shelves, or pay late fees or fines there." It is also called a Loan desk.

**Citation** "A reference to a book, magazine or journal article, or other work containing all the information necessary to identify and locate that work. A citation to a book thus includes its author's name, title, publisher and place of publication, and date of publication."

**Controlled vocabulary:** are the "Standardized terms used in searching a specific database."

**Course reserve:** "A selection of books, articles, videotapes, or other materials that instructors want students to read or view for a particular course. Print reserve materials are usually kept in one area of the library and circulate for only a short period of time."

**Call Number** - Refers to the combination of numbers and letters that provide a unique description of each item in a library collection.

**Card Catalog** - Refers to a card file, arranged by author, title, and subject, listing all items owned by a library.

**Cataloging** - Refers to the process of creating entries for a catalog. Charging – Refers to the lending of information resources to library users.

**Circulation Books** – Refer to stack books which can be borrowed for longer period than overnight



**Circulation desk** – Refers to location or area in each library where you check out, return or renew items, ask about missing items, or inquire about fines.

**Classification Scheme** - Refers to a classification system which uses numbers and/ or letters, to represent the subject content of materials.

**Collation** – Refers to thorough examination of all parts of the books returned by borrowers, to find out missing pages, mutilated parts, and any other damages.

**Collection** - Refers to the resources in any format that the Library acquires or provides access to including online resources accessible via the Library webpage.

**Copyright** - Refers to the legal right to control the production, use and sale of copies of a literary, musical, or artistic work.

**Cross References** – Refer to a word or heading that directs you from one part of a book, catalog, or index to another part.

## D

**Database:** "A collection of information stored in an electronic format that can be searched by a computer."

**Descriptor** is "A word that describes the subject of an article or book; used in many computer databases."

**Dissertation:** "An extended written treatment of a subject (like a book) submitted by a graduate student as a requirement for a doctorate."

**Document delivery** - A service that retrieves or photocopies information sources for library users."

**Due date** - Refers to the date by which borrowed books and materials should be returned. To extend the loan period for materials, the item should be renewed before due date so that fines are not incurred.

## E

**E-book (or electronic book):** "An electronic version of a book that can be read on a computer or mobile device."

**Editor:** "A person or group responsible for compiling the writings of others into a single information source. Looking for information under its editor's name is one option in searching."

**Encyclopedia:** "A work containing information on all branches of knowledge or treating comprehensively a particular branch of knowledge (such as history or chemistry). Often has entries or articles arranged alphabetically."

**Exchange** - Refers to the process by which books or other library materials as manuscripts, periodical, maps, prints, photographs, electronic resources are exchanged between other library, institution or organization.

**E-Resources** - Refer to any work encoded and made available for access through the use of computer.

## F

**Full-text:** "A complete electronic copy of a resource, usually an article, viewed on a computer display screen. The term "full-text" is often used to refer to the electronic version of an article or book that is also published in print."

**Fines:** "The amount of money which is owed by the borrower if materials are not returned on time"

**Fines** - Refer to the amount of money which is paid by the borrower if materials are not returned on time.

## G

**Glossary:** "An alphabetical list of terms specialized to a field of knowledge with definitions or explanations."

**Gift** - Refers to Library materials offered by a known person or persons, corporation, institution or agency that BASC may choose to accept or reject.

## H

**Hold:** "A request by a user to a library that a book checked out to another person be saved for that user when it is returned. "Holds" can generally be placed on any regularly circulating library materials through an in-person or online circulation desk."

**Holdings:** "The materials owned by a library."

**HTML (Hypertext Markup Language):** "The computer language used to create documents on the World Wide Web so that they are readable by Web browsers."

## I

**Index:** **1.** a list of names or topics usually found at the end of a publication that directs you to the pages where those names or topics are discussed within the publication. **2.** Is a

printed or electronic publication that provides references to periodical articles or books by their subject, author, or other search terms."

**Interlibrary Loan (ILL):** "A service that allows you to borrow materials from other libraries through your own library." **Internet:** "A worldwide network of computer networks that allows for the transmission and exchange of files. The World Wide Web is part of the Internet."

**Index** – Refers to points to where information can be found.

**Internet** – Refers to electronic communications network that connects computer networks and organizational computer facilities in various places in the world.

**ISBN** – Refers to (International Standard Book Number) A four-part, ten-character code given a book before publication as a means of identifying it concisely, uniquely, and unambiguously.

**ISSN** – Refers to (International Standard Serial Number) The International numerical code that identifies concisely, uniquely, and unambiguously a serial publication.

**Issue** - Refers to a single uniquely numbered or dated part of a periodical or newspaper

## **J**

**Journal:** "A publication, issued on a regular basis, which contains scholarly research published as articles, papers, research reports, or technical reports.

**Journal title:** "The name of a journal. Journal title is one common search term."

## **K**

**Keyword:** "A significant or memorable word or term in the title, abstract, or text of an information resource that indicates its subject and is often used as a search term."

## **L**

**Library** : is the knowledge hub of the university. It has rich, comprehensive and high-quality information resources.

**Limits/limiters:** "Options used in searching that restrict your results to only information resources meeting certain other, non-subject-related, criteria. Limiting options vary by database, but common options include limiting results to materials available full-text in the database, to scholarly publications, to materials written in a particular language, to materials available in a particular location, or to materials published at a specific time."

**Library Personnel** – Refers to serve as the primary source for the Library Administration in planning personnel policies and procedures of the library.

**Librarians** - Refer to someone who has a degree in Library and Information Science.

## M

**Magazine:** "A publication, issued on a regular basis, containing popular articles, written and illustrated in a less technical manner than the articles found in a journal."

**Multimedia:** "Any information resource that presents information using more than one media (print, picture, audio, or video)."

## N

**Newspaper:** "A publication containing information about varied topics that are pertinent to general information, a geographic area, or a specific subject matter (i.e., business, culture, education). It's often published daily."

**Newspaper** - A serial issued at stated, frequent intervals containing news, opinions, advertisements, and other items of current, often local, interest.

## O

**Online Public Access Catalog (OPAC):** "A computerized database that can be searched in various ways such as by keyword, author, title, subject, or call number to find out what resources a library owns. OPAC's will supply listings of the title, call number, author, location, and description of any items matching one's search."

## P

**Page/Paging:** "To summon or call by name" If a book or other library item is located at another location, you can page, or "summon" the book to be sent to your location.

**PDF:** "A file format developed by Adobe Acrobat® that allows files to be transmitted from one computer to another while retaining their original appearance both on-screen and when printed. It's an acronym for Portable Document Format."

**Peer reviewed journal:** "Peer review is a process by which editors have experts in a field review books or articles submitted for publication by the experts' peers. Peer review helps to ensure the quality of an information source by publishing only works of proven validity, methodology, and quality. Peer-reviewed journals are also called refereed or scholarly journals."

**Periodical:** "An information source published in multiple parts at regular intervals (daily, weekly, monthly, and biannually). **Journals, magazines, and newspapers** are all periodicals."

**Print:** "The written symbols of a language as portrayed on paper. Information sources may be either print or electronic."

**Print Card:** "A card that enables its user to print from a computer, or to make copies of a document at a photocopy machine. Student ID cards sometimes serve as copy cards

**Publication** - A book, periodical, musical score, and etc., that has been “brought before the public”; in other words, a work that has been printed and distributed.

**Public services** – Refer to those library activities where direct contact with the costumer occurs on a daily basis.

## Q

**Qualification standards** - Refer to the minimum requirements necessary to perform work of a particular occupation successfully and safely.

## R

**Recall:** "A request for the return of library material before the due date."

**Reference:** "1. A service that helps people find needed information. 2. Sometimes "reference" refers to reference collections, such as encyclopedias, indexes, handbooks, directories, etc. 3. A citation to a work is also known as a reference."

**Remote access:** "The ability to log onto (or access) networked computer resources from a distant location. Remote access makes available library databases to students researching from home, office, or other locations outside the library."

**Renew/Renewal:** "A lengthening (or extension) of the loan period for library materials."

**Reserve:** "1. A service providing special, often short-term, access to course-related materials (book or article readings, lecture notes, sample tests) or to other materials (CD-ROMs, audio-visual materials, current newspapers or magazines). 2. Also the physical location—often a service desk or room—within a library where materials on reserve are kept. Materials can also be made available electronically."

**Readers Services** - Refer to the section of the library that provides resources to the library patrons for home reading in and outside the library.

**Reference materials** - A selection of library materials used by reference librarians and information assistants to help people find information or do research.

**Reference collection** - Contain many sources of information, such as dictionaries, directories, almanacs, encyclopedias, atlases, and statistical compilations. They may also have bibliographies, indexes, and abstracts. Reference materials usually do not leave the library.

**References process** – Refers to the whole transaction between the inquirer and the librarian ending up with the solution to the inquirer's problem.

**Renewal** – An extension of the loan period for a charged library materials. As long as no one else requests the book, renewals are unlimited.

**Reserved Materials** – A selection of specific books, periodical articles and other materials which faculty have indicated that students must read for a particular course.

## S

**Search statement/Search Query:** "Words entered into the search box of a database or search engine when looking for information. Words relating to an information source's author, editor, title, **subject heading** or keyword serve as search terms. Search terms can be combined by using **Boolean** operators and can also be used with limits/limiters."

**Serial:** "Publications such as journals, magazines and newspapers that are generally published multiple times per year, month, or week. Serials usually have number volumes and issues. The words journal, magazine, periodical, and serial may be used interchangeably."

**Software:** "The programs installed on and used by the components of a computer system (or, hardware)."

**Subject heading:** "Descriptions of an information source's content assigned to make finding information easier." See also: Controlled vocabulary, Descriptors.

**Selection** – Refers to process of choosing appropriate information resources that best serve the needs of the College constituents.

**Serials** - Refers to the journals or newspaper in electronic or hard-copy format.

**Shelf list** - The part of BASC library's card catalog which is arranged by Dewey Decimal Call number rather than by author or title.

**Subject Heading** - A term or phrase used in indexes and library catalogs to describe the content of library materials in a standardized way.

**Subject Reserve Books** - Refer to books placed on reserve to give a fair chance of use by each student enrolled in the subject.

## T

**Thesaurus:** "A list of terms which serves as a standardized or controlled vocabulary for identifying, locating, and retrieving information." (Definition from New York Public Library)

**Thumb drive:** "A small portable device for storing computerized information. A thumb drive can plug into the USB (Universal Serial Bus) port of any computer and store electronic information."

**Title:** "The name of a book, article, or other information source."

**Technical Services** - Refer to the behind-the-scene activities that a library undertakes to process library materials loaned for the Users.

## U

**User ID:** "A number or name unique to a particular user of computerized resources. A user ID must often be entered in order to access library resources remotely."

## V

**Virtual reference:** "A service allowing library users to ask questions through email or live-chat as opposed to coming to the reference desk at the library and asking a question in person. Also referred to as "online reference" or "e-reference."

## W

**World Wide Web:** "A network of information, as a part of the Internet that includes text, graphics, sounds, and moving images. It also known as the Web or it can be abbreviated as WWW and sometimes as a W3. It incorporates a variety of Internet tools into one method of access, such as the Web browser Internet Explorer, Safari, or Firefox."

**Weeding** – Refers to the systematic review of the collection in search of materials that can be withdrawn and discarded or moved to an alternate storage.

**Withdrawn** - Refers to item that are no longer in the Library collection

## Z

**Zip drive/zip disk:** "Devices used in the creation of compressed (or "zipped") electronic information."

## 7. References

1. LIBRARY MANUAL Version 1.0 Library & Information Centre Shree Damodar Educational Campus, Kare Road, Tansor, Comba, Goa-403601, website: <http://www.damodarcollge.edu.in/web/wp-content/uploads/2021/02/SDCCE-Library-Manual-Final-Approved-Copy.pdf>
2. Library Manual 2013: Sir Dorabji Tata Memorial Library, TISS, website: [http://library.tiss.edu/sites/all/themes/clean\\_theme/pdfdoc/libmanual.pdf](http://library.tiss.edu/sites/all/themes/clean_theme/pdfdoc/libmanual.pdf)
3. [https://lisstudymaterials.wordpress.com/wp-content/uploads/2017/12/dlis103\\_library\\_classification-and\\_cataloguing\\_theory.pdf](https://lisstudymaterials.wordpress.com/wp-content/uploads/2017/12/dlis103_library_classification-and_cataloguing_theory.pdf)
4. A Guide to Understanding and Using Library Catalog Systems by Clark Charbonnet | Mar 20, 2024 | Catalog System
5. DDU's draft Library Guideline
6. Consortium of Ethiopian Academic and Research Libraries (CEARL) Relevance: Central body coordinating resource sharing, ICT adoption, and capacity building across Ethiopian universities; foundational for sections on consortial agreements, interlibrary loan, and collaborative procurement. (CEARL, n.d.)
7. EIFL – Ethiopian library ICT initiatives Relevance: Context for international collaboration and access to digital resources; informs ICT-enabled access policies and capacity-building language. (EIFL, n.d.)
8. University of Gondar Library and Documentation Service Relevance: Practical procedures for library operations (circulation, cataloging, reference services); useful as a modeling reference for operations chapters. (University of Gondar Library, 2024)
9. Bahir Dar University – General Rules and Regulations (Library-related sections) Relevance: Example of user conduct, access rules, and facility use; helpful for access, facilities, and user responsibilities sections. (Bahir Dar University, 2004)
10. Adama University Library Relevance: Standard library service descriptions and governance language suitable for access, services, and staff roles. (Adama University Library, 2020)
11. Addis Ababa University Libraries – ETD Guidelines (Electronic Theses and Dissertations) Relevance: Governance and workflow language around digital content submission, access, and preservation; informs digital content governance. (Addis Ababa University Libraries, 2010)



12. Haramaya University Library Relevance: Current library system practices and policy references; useful for aligning with national university standards and service expectations. (Haramaya University Library, 2024)
13. Hawassa University Library Relevance: Overview of services, branch structure, and digital capabilities; aids in multi-campus governance and service design. (Hawassa University Library, 2023)
14. American Library Association (ALA) – Library Policy Development: Bibliography Relevance: Comprehensive policy templates and best-practice language for governance, administration, and policy crafting. (ALA LibGuides, n.d.)
15. American Library Association (ALA) – Guidelines for Library Policies Relevance: Official framework for mission alignment, service scope, and rights-based governance; good for structuring policy sections. (ALA, 2022)
16. American Library Association (ALA) – Library Policy and Reference Standards Relevance: Guidance on reference services, information literacy, and privacy considerations; useful for reference services and user education sections. (ALA, 2020)
17. National/Regional policy exemplars Relevance: Additional policy language and templates from regional and national libraries to contextualize Ethiopian guidelines within broader standards. (National/Regional Library Authority, various years)