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UNIVERSITY OF LIMPOPO
LIBRARY AND
INFORMATION SERVICES
POLICY

(Revised)

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1. PREAMBLE

1.1 Role of the Library

The academic library plays a major role in any university as a provider of information. The University of Limpopo (UL) Library and Information Services (LIS) is integral to the University in its dedicated mission to teaching and learning, research and in its quest to achieve the developmental needs of its communities through engagement as articulated in the University Strategic Plan 2024-2028. The Library is expected to constantly seek ways to contribute effectively to the quality of teaching, learning, and research by facilitating access to worldwide information.

Information technology is regarded by the Library as an enabler because it has dramatically changed the way university libraries operate and added value to their services. The establishment of the virtual library has become more central. Given the growth of the Internet, World-Wide Web, staff and students depend more and more on electronic information. Additionally, online social networking and advanced artificial intelligence have revolutionised library operations and introduced innovative ways of interacting with information. Academic libraries have moved from being the heart of the printed resources to a hub of knowledge networks. The UL LIS no longer emphasise ownership of materials but focus on facilitating access to information irrespective of location.

The realisation of the virtual library depends on appropriate IT infrastructure, relevant staff skills and adequate funding. The relationship with the world's leading publishers has enabled access to hundreds of electronic journals as well as other information resources on integrated networks. Hence the provision of access to networked information is now top priority in academic libraries. Apart from building relevant library collections, the university library is expected to build connections to access information worldwide. The importance of a library is also entrenched in its vision and mission which is aligned to that of the institution it serves, *viz.* the University of Limpopo.

2. SCOPE OF LIBRARY POLICY

The library policy applies to all students, academic staff, researchers, academic support, administrative and visiting staff and students, staff of the University of Limpopo (UL) as well as outside persons and institutions who make use of the UL Library and Information Services (LIS).

3. PURPOSE OF THE POLICY

The policy is aimed at:

- 3.1.** Establishing an institutional framework through which an effective, efficient and dynamic library and information service can be provided that meets the information needs of all stakeholders.
- 3.2.** Guiding Library staff in the provision of the various library facilities, services and material so that this is done, as far as possible, in a standard manner.
- 3.3.** Guiding clients and stakeholders at the University regarding expectations and use of the academic library and information service.
- 3.4.** Integrating the library and information service with academic, research and other activities at the University to maximise the library's support of these activities.
- 3.5.** Encouraging stakeholder involvement in the library and information service to promote an understanding and appreciation of the service as well as the maintenance of the best possible service.

4. STRUCTURE OF LIBRARY POLICY

Important areas of library activity have been identified and policies and procedures compiled in each of these areas to achieve the aims and objectives of Library Policy.

4.1. LIBRARY MEMBERSHIP

4.1.1. Membership Category, Period, Fees and Specific Requirements Library membership falls into defined categories with specific periods, fees and requirements as depicted in the following table.

4.1. LIBRARY MEMBERSHIP

| Category | Period of Membership | Membership Fees | Specific Requirements |
|---|---|--------------------------------------|---|
| 1. UL community | | | |
| 1.1. Staff All permanent, temporary and contract employees of the University. | Library membership is available for the duration that staff are employed by the University. Current registration in the Library is a prerequisite for library membership. | Library membership is free of charge | University identification |
| 1.2. Students All full-time and part-time students that are registered at the University for a particular year or part of a year. | Library membership is valid for the duration that students are registered at the University. Current registration in the Library is a prerequisite for Library membership | Library membership is free of charge | University identification |
| 2. External Members External members include but are not restricted to: | A period of membership as approved by the Executive Director: Library and Information Services. | Library membership is free of charge | |
| 2.1. UL Council Members All members of Council of the University | For the period serving as Council members | | Council members only |
| 2.2. Higher Education Institutional Members Research staff and enrolled Masters and Doctoral students from other libraries in higher education in South Africa who produce an introductory letter from their libraries. | For the period registered as students in institutions that participate in the CHELSA Libraries Agreement | | An introductory letter from the library of the referring Institution is a prerequisite for the granting of membership |
| 2.3. Guest Lecturers; Research Staff; Post-Doctoral Fellows; Honorary Chairs & Professors Emeritus Lecturers or research staff who are not permanent, temporary or contract employees of UL, but who deliver lectures on invitation, or hold doctoral fellowships, honorary chairs or are appointed as Professors Emeritus at the University | | | An introductory letter from the relevant academic department is a prerequisite for the granting of membership. |

2.4. Honorary Members Individuals who have been previously employed staff members of the University including retired staff members and on whom honorary membership has been conferred at the discretion of the Executive Director: Library and Information Services

Approval from the Executive Director: Library and Information Services is a prerequisite for the granting of membership.

| | | | |
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| <p>2.4. Honorary Members Individuals who have been previously employed staff members of the University including retired staff members and on whom honorary membership has been conferred at the discretion of the Executive Director: Library and Information Services.</p> | | To be determined every time when membership fees are reviewed | Approval from the Executive Director: Library and Information Services is a prerequisite for the granting of membership. |
| <p>2.5. Alumni UL alumni may register at ULLIS under certain conditions.</p> | | | <p>UL alumni may be UL LIS users upon meeting certain conditions.</p> <p>Payment of membership fees is a prerequisite for the granting of membership.</p> |
| <p>2.6. Private Members Individuals who are members of the Library in a private or personal capacity at the discretion of the Executive Director: Library and Information Services.</p> | | | <p>Payment of membership fees is a prerequisite for the granting of membership.</p> |
| <p>2.7. Exchange Students Students who are part of an exchange programme</p> | | | <p>An introductory letter from the relevant academic department (in which the department declares to stand in for replacement value of any library material lost or damaged because of the negligence of the students concerned or any outstanding charges).</p> |
| <p>2.8. Day Visitors Individuals who are not part of the UL community who wishes to use the Library and/or information resources for a day</p> | | | <p>Required to get prior approval from the library management.</p> |

4.1.2. REGULATIONS

- 4.1.2.1.** All library members shall keep to the rules, regulations and code of conduct of the LIS.
- 4.1.2.2.** The LIS reserves the right to suspend library membership in cases where a user does not abide by the rules, regulations and code of conduct.
- 4.1.2.3.** In the case of staff and students, the University staff and student cards act as library access cards. In the case of external members, the LIS shall provide the members with library cards where applicable.
- 4.1.2.4.** Day visitors may enter the Library with prior approval from the library management.

4.1.3. RIGHTS AND PRIVILEGES

All Library members have certain rights and privileges based on their membership category. These include but are not restricted to: -

4.1.3.1. Access to Libraries

Staff, registered students and external members have access to all libraries of the University.

4.1.3.2. Borrowing of Information Resources

Please refer to the Circulation Policy for the loan privileges of staff, students and external members.

Day Visitors do not have borrowing powers. They can only use materials in the Library and do not have access to facilities like computers, training, interlibrary loans, reserved collection and special rooms like study carrels.

4.1.3.3. Information Services

Staff, registered students and external members have access to the information services as provided.

4.1.3.4. Inter-library Loans

Staff, registered postgraduate students Have access to inter-library loans as set out in the Inter-library Loans Policy.

External members and undergraduate students do not have access to inter-library loans.

4.1.3.5. Photocopying Facilities

Staff, registered students and external members have access to photocopying facilities subject to the availability of such facilities in the various libraries of the University. Charges are for the account of the library members.

4.1.3.6. Study Facilities

Staff, registered students and external members have access to study facilities subject to the availability of such facilities in the various libraries of the University.

4.1.3.7. Information Literacy Skills Training

Information literacy training is provided free of charge to Staff and registered students.

4.2. CIRCULATION/LOAN OF INFORMATION RESOURCES

All staff, students and persons holding valid UL identification cards shall be afforded privileges to borrow information resources that are placed on:

- Open-Shelves: The open shelves material are circulated according to the Library circulation policy.
- Reserve/Short Loan Collection: Materials may be placed in the Reserve/ShortLoans collection by lecturers for access by students in their departments when demand becomes low, they are placed back on the open shelves for as long as are required and librarians for access by more students and staff for a limited period.
- Reference materials, periodicals and Special Collections materials may only be used in the library.

4.2.1. REGULATIONS

All users of the UL Libraries may borrow information resources on the open shelves or Reserve/Short Loan collection from any UL LIS, subject to the limitations of their library membership category as outlined in the Library Rules and Regulations.

- 4.2.1.1.** A valid UL identification card is required for information resources to be checked-out.
- 4.2.1.2.** All users are subject to all UL LIS policies pertaining to their UL identification cards.
- 4.2.1.3.** All lost or stolen UL identification cards must be reported immediately to the relevant UL Campus library for blocking against any fraudulent use.
- 4.2.1.4.** LIS users are liable for all information resources checked-out on their UL identification cards.
- 4.2.1.5.** The number of information resources to be checked-out from the open-shelves and their corresponding loan periods differ per client type, resource type, location and LIS policy as per UL LIS Rules and Regulations
- 4.2.1.6.** Failure to return resources on or before the due date will result in the imposition of a late return fine/charge per day for open-shelf information resources or per hour for reserve/short-loan collection and/or suspension of library privileges.
- 4.2.1.7.** LIS reserves the right to suspend membership until all checked-out resources have been returned and all charges paid.
- 4.2.1.8.** LIS reserves the right to recall checked-out resources from borrowers.
- 4.2.1.9.** Borrowers may renew loans provided those resources are not on hold
- 4.2.1.10.** Reminders shall be sent to defaulters, two SMSs to students and two emails to staff, after which information resources not returned shall be regarded as lost and replacement charges levied.
- 4.2.1.11.** If a student member fails to pay the replacement fee mentioned in rule 4.2.1.6 above, Student Academic Administration will facilitate the process for a library to block the member's examination results on ITS until the outstanding amount is paid to the library.
- 4.2.1.12.** If a staff member fails to pay the replacement fee mentioned in rule 4.2.1.6 above, an invoice (with a non-refundable administration fee per book) for the replacement of the item will be sent. If the invoice is not paid within a reasonable period of three (3) months, disciplinary action may be taken against such staff member.
- 4.2.1.13.** A refund can be requested when a patron returns an item invoiced for, if it is still in good condition and within time limit as in the Library Rules and Regulations.
- 4.2.1.14.** Queries about fines levied should be made to the Senior Librarian: Client Services

- 4.2.1.15.** Day visitors or other persons who are not library members shall not be allowed to borrow information resources.

4.2.2. PROCEDURES

4.2.2.1. Borrowing from Open-Shelves and Reserve / Short-Loan collections

- 4.2.2.1.1.** Users use the circulation desk and the self-check system to borrow open-shelf materials from the Library.

- 4.2.2.1.2.** Open-shelf materials must be returned at the circulation desk of the Lending Library on or before the due date.

- 4.2.2.1.3.** Reserve/Short-Loan materials are borrowed from and returned to Reserve/Short-loans counter at the Library where they were borrowed

4.2.2.2. Renewal of Loan

- 4.2.2.2.1.** Borrowers who wish to extend the loan period may renew items online via the WebPAC or telephonically, alternatively, an extension may be requested in person by furnishing the LIS personnel at the Circulation or Reserve Counter with their UL identification card and the item number(s) of the resource(s) in their possession provided the item is not “on hold” for another user.

4.2.2.3. Placing Holds on Information Resources

The material must have been checked-out for it to be placed on hold.

4.2.2.4. Placing Information Resources in the Reserve / Short-loan Collection

- 4.2.2.4.1.** Highly used information resources can be reserved, preferably in electronic format (E-reserves). E-reserves can be submitted electronically to the circulation Librarian. They can be used and copied for study and research purposes only. Only book chapters or articles can be copied.

- 4.2.2.4.2.** To reserve print materials, fill in the prescribed form and hand it in together with the information resource(s) to the Librarian: Client Services.

- 4.2.2.4.3.** To place copyrighted information resources in the Reserve Collection a lecturer must also complete the relevant copyright form.

4.3. INTERLIBRARY LOAN SERVICES

Interlibrary loan (ILL) services are provided to staff, postgraduate students and researchers. The ILL is provided through the South African Inter-lending Scheme (SAIS) under the

auspices of the National Library of South Africa (NLSA). The conditions and guidelines of the SAIS must be adhered to.

The ILL Service serves to support the teaching, learning, research, projects and work activities of the University by augmenting Library information resources through provision of access to resources held in other libraries.

4.3.1. REGULATIONS

4.3.1.1. The ILL services are provided by both national (free) and international libraries (with costs).

4.3.1.2. Information resources shall be first sought from South African libraries. International ILL shall only be made in cases where the resources are not obtainable from South African Libraries, as well as in cases where the requesters agree to pay the costs of such a transaction.

4.3.1.3. The Library reserves the right to decide from which libraries to request the resources.

4.3.1.4. The ILL shall not be used for personal/private purposes.

4.3.1.5. No LIS client shall request information resources from another library on behalf of another client.

4.3.1.6. All information resources shall be requested on the official Request System.

4.3.1.7. LIS clients are liable for the replacement value of the information resources as declared by the supplying library in cases of loss or damage.

4.3.1.8. LIS clients must return information resources at the ILL counter of the library that handled the ILL transaction on or before the loan period expires.

4.3.1.10. LIS users who want to renew loans of borrowed information resources shall contact the relevant ILL desk at least three (3) days before the loan period expires. Requests for loan renewals made on or after the loan period expires will not be accepted.

4.3.1.11. UL LIS reserves the right to suspend the borrowing privileges of both the library client and the borrowing libraries in cases where they infringe the ILL policy and guidelines.

4.3.1.12. LIS clients are not allowed to collect borrowed information resources from the supplying library themselves.

4.3.1.13. All information resources are eligible for interlibrary loans, except for reference materials, information resources in the Reserve/Short-loan Collection, audio-visual material, special collections and any other items restricted for use in the Library. Examples of loanable materials include, books, chapters (from print books and eBooks), articles, thesis and

dissertations, CDs and DVDs, Microfiche, magazines and newspaper clippings.

- 4.3.1.14.** Failure to return resources on or before the due date will result in the imposition of a late return fine/charge per day and/or suspension of library privileges.

4.3.2. PROCEDURES

- 4.3.2.1.** LIS clients who wish to borrow information resources from other libraries must:

- produce valid UL identification cards.
- provide the ILL staff with all the necessary details of the information resources to be borrowed by completing an “Interlibrary Loan request on the official Request System or through the Subject Librarians.

- 4.3.2.2.** The Library strives to honour the request in a minimum period of seven (7) days.

- 4.3.2.3.** The ILL staff shall contact the LIS client when a borrowed information resource has arrived or cannot be delivered.

- 4.3.2.4.** LIS clients must produce valid UL identification cards and sign the “**Interlibrary Loans Receiving Form**” before information resources can be released to them.

- 4.3.2.5.** Borrowed information resources that are not collected seven days before the loan period expires will be sent back to the supplying library. In such cases the Library client concerned will be responsible for the costs incurred.

- 4.3.2.6.** The ILL staff will request loan renewals from the supplying libraries and communicate the results to LIS clients.

4.4. ACCESS TO OTHER LIBRARIES

The Library and Information Services have the responsibility to facilitate access for UL staff and students to other tertiary libraries in South Africa that are signatories to the CHELSA Agreement.

4.4.1. REGULATIONS

- 4.4.1.1.** **UL staff and students eligible to apply for access to other libraries are:-**

- 4.4.1.1.1.** Members of staff who are doing research as part of their work programme at UL.

4.4.1.1.2. Registered students who have enrolled for Master's and Doctoral qualifications at UL.

4.4.1.2. Letter of introduction

4.4.1.2.1. A student or staff member mentioned in paragraph 4.4.1.1.1 and 4.4.1.1.2 who wants to access another library can apply for a letter of introduction at his or her library.

4.4.1.2.2. A letter of introduction will only be issued by the Executive Director: LIS after it has been ascertained that the UL LIS is unable to meet the client's need, *i.e.* the applicant must first exhaust UL Library's information resources relevant to the client's research topic, and services for access.

4.4.1.2.3. It is the responsibility of the client to apply for membership at the other library. UL Library and Information Services only supply the client with a letter of introduction.

4.4.1.2.4. A letter of introduction will only be issued if the client is a UL Library member in good standing.

4.4.1.2.5. A letter of introduction is only valid until the end of the year in which it was issued.

4.4.1.3. Code of Conduct

4.4.1.3.1. Clients shall abide by the Rules and Regulations of the host library.

4.4.1.3.2. Entrance fees to the host library or membership fees are payable by the client.

4.4.1.3.3. Fines for lost, damaged and overdue items shall be for the account of the client.

4.4.1.3.4. The client to whom the letter of introduction is issued is responsible for costs incurred for the damage to the property of the host library, any such costs incurred will be debited to the student's account.

4.4.1.3.5. A client's membership from UL LIS will be suspended until all overdue items have been returned and/or fines have been paid to the host library.

4.4.1.3.6. If the host library is unable to collect liabilities from the client, the amount paid by UL will be deducted from the staff member's salary, and in the case of students it will result in addition of fines to the students' accounts.

4.4.1.3.7. A client's access to this service may at the discretion of the Executive Director: LIS be suspended due to misuse of the service.

4.4.2. PROCEDURES

- 4.4.2.1** A client applies for access to another library at his or her campus library by completing the official application form.
- 4.4.2.2.** The Subject Librarian checks the need for the service and recommends the application to the Executive Director: LIS.
- 4.4.2.3.** The Executive Director issues and signs letters of introduction following a check on the standing of the client and the need for service.
- 4.4.2.4.** The client submits the letter of introduction to the host library.
- 4.4.2.5.** The host library approves or rejects the client's application.

4.5. COLLECTION DEVELOPMENT AND MANAGEMENT

It is the responsibility of the Library and Information Services to build a well-balanced and up-to-date collection of various information resources to always meet the ever-changing information needs of the University. Both current and future needs as well as space limitations are taken into consideration when developing the collections. Changes in the concept of physical ownership of information resources and the acceleration to move to e-resources, immense changes in formats, varied purchase and subscription options, support for blended teaching model and emphasis on research inform the review of this policy.

This policy aims at providing a framework of procedures, definitions, and guiding principles governing selection, acquisition, and for other various collection management activities of evaluation, preservation, and weeding of library materials in both print and electronic versions.

4.5.1. REGULATIONS

4.5.1.1. Fund Allocation

4.5.1.1.1. Funds shall be received from the university annually. The LIS takes responsibility for budget allocation and expenditure.

4.5.1.1.2. The Executive Director: Libraries distribute the budget in tranches (e.g, monographs, e-Resources, online databases, print journals, and other expenses) to accord the Libraries' flexibility to meet changing needs.

4.5.1.1.3. The Head of Acquisitions and Collection Development allocates monograph funds to various academic departments using an allocation formula that regulates the amount allocated to each department. Other units including the Library, Reakgona Disability Centre, are also allocated funds to develop library collections.

4.5.1.1.4. Funds allocated to develop and maintain subscriptions (print periodicals, e-journals and eBook databases, online databases) are distributed based on received price quotations.

4.5.1.1.5. Library materials purchased with the information resource budget are bought with the intention of serving the entire University community and therefore not for the exclusive use of students and staff from a single academic department. These materials should be located in the Library or be electronically accessible to the University community.

4.5.1.1.6. Acquisitions are done in line with the University Finance policy guidelines and procedures.

4.5.1.1.7. Cooperative purchasing, including consortia purchasing of databases that offer savings of costs, is preferred whenever they are available.

4.5.1.2. Responsibility for Selection

4.5.1.2.1. Academic staff members are largely responsible for selecting and recommending materials to be acquired in the fields of their expertise.

4.5.1.2.2 Subject librarians and other professional librarians collaborate with academic staff in selecting information resources that support academic programmes.

4.5.1.2.3. The Library takes responsibility for cross-disciplinary and other subject fields not covered by the existing academic disciplines and assists the faculty through selection assistance and purchase suggestions. Faculty/Subject Librarians evaluate the collections to maintain effectiveness in support of all academic departments.

4.5.1.2.4. Schools are encouraged to nominate an academic staff member to act as a Library Intermediary who works with the Subject Librarian and HoD Acquisitions and Collection Development.

4.5.1.2.5. Recommended titles are sent to the Library *via* the Subject Librarian and or directly to the HoD/ Librarian Acquisitions and Collection Development.

4.5.1.2.6. Acquisitions staff are responsible to track orders, manage departmental expenditures, and notify departments on receipt of their requested items.

4.5.1.2.7. Departmental Librarians, e.g., Law School Library, are responsible for coordinating orders from the specific departments.

4.5.1.2.8. Subject Librarians are encouraged to create profiles of academics in the different subject disciplines and provide current awareness services of new publications from major library materials suppliers.

4.5.1.2.9. The HoD Acquisitions and Collection Development coordinates collection development activities, which includes database subscriptions, eBook orders, access, and solves related problems.

4.5.2 PROCEDURES

4.5.2.1. General Criteria for the Selection of Materials

General criteria for the selection of library materials include the following:

- Relevance to curriculum and UL Strategic Plan
- Research niche areas of the University
- Authority and reputation of the publisher and author
- Physical format, quality of presentation (writing style & readability) and ease of access.
- Scope and Content and Continued Value of Material
- Depth of the existing collection in the subject
- Cost of material
- Up-to-datedness of material
- Appropriateness - language, currency, target readership
- Availability of copy(ies) in the Library Collection, approved copies, or existing subscriptions.
- English language materials are acquired except where other language instruction is part of the curriculum.
- ILL frequently requested material on the same and similar subject.

4.5.2.2. Criteria for Selection of Specific Types of Material

In addition to the general criteria, consideration of specific criteria in selecting certain types of sources or collection is made.

4.5.2.2.1. Print books

The Library is moving from physical to electronic resources. However, most books, especially undergraduate texts, continue to be published in print format. Print copies are acquired under the following conditions:

If print only is published, *i.e.* no electronic version is available, the Library will thus continue to acquire a minimum of two copies of the latest edition of print works. Requests for the purchase of additional copies are considered under special circumstances. Replacement copies are acquired only when appropriate.

If additional print copies of a title are required to complement the electronic version, a maximum of two print copies will be acquired.

4.5.2.2.2. Electronic books

Preference will be given to an electronic version of a book, if available. Electronic books (eBooks) are acquired through individual purchase, subject-specific packages or eBook databases. When selecting an electronic book, the following should be considered.

- Software Compatibility
- Perpetual access
- Consistency with print version tables, graphics, etc.
- Consortia purchase
- Downloadable and printable
- Concurrent users with preference to multi-users
- User-friendliness of the reader interface
- Counter-compliant usage statistics

Electronic versions accompanying print versions of books are processed and added to the collection.

4.5.2.2. Print periodicals

Subscriptions to print periodicals are made only when there is no electronic version. Current subscriptions to print periodicals are terminated as soon as an electronic version is available at a reduced price or is included in any of the online databases that the Library subscribes to.

4.5.2.2.4. Online Resources

4.5.2.2.4.1. Electronic Subscriptions

These include subscriptions to online databases, electronic journals, and eBook databases and packages. The Library is gradually moving from print to electronic subscriptions. Whenever an online full-text journal or e-book is published or included in one of the databases the Library subscribes to, depending on the price and information equivalence content (illustrations, charts, tables, figures, *etc.*), the Library will terminate the print subscription and enter into an electronic subscription. The following selection criteria apply in addition to the general criteria:

- Licence conditions including on- and off-campus access, ease of access, 24/7 access, perpetual access, unlimited simultaneous users, availability of usage statistics, training, user-friendly interface, identification against third party copyright infringement
- Software compatibility
- Provision of rights and privileges allowed under copyright laws
- Customer support
- Archiving
- Interoperability
- Full-text
- Customisation of the interface
- Vendor support
- Online help

4.5.2.2.4.2. Free electronic resources

Links from the Library WebPAC and the LIS website will be provided to identify free relevant internet resources, services, and databases to complement existing collection strengths. The criteria for selection of these resources are the same as for electronic subscriptions as outlined above.

4.5.2.2.4.3. Out-of-Print pre-printed and second-hand materials

The UL LIS policy is to acquire current materials. The Library orders and acquires out-of-print or second-hand materials only when there is a justifiable need, *e.g.* to replace heavily used materials. These materials are difficult and expensive to obtain.

4.5.2.2.6. UL Examination Question Papers

- Past examination question papers are available in electronic format.
- The exam question papers are submitted to the Library in electronic form within two weeks of the examination having been written.
- The examination question papers in print format are retrospectively scanned and uploaded to the Library webpage for electronic access.
- Library users can download previous question papers only when using university network. i.e. either network cable or Wi-Fi, or after authentication.

4.5.2.2.7. Donations / Gifts

The Library welcomes donations of scholarly library materials of individual titles or collections. They are an important means of improving the quality of Library resources;

- The criteria used to select donated materials are the same as those used for purchased materials described above.
- The University ethical guidelines regarding gifts and donations will be considered in accepting donated materials.
- The Library reserves the right to place accepted materials where it deems fit and does not accept donations with restrictions or conditions placed on them.
- Any item donated but not added to the Library collection will be disposed of like any purchased material.
- Each donor will receive an acknowledgment letter describing the quantity of the donation and the type of material donated;
- The Library place bookplates in donated items or items purchased from the donated funds, indicating the name of the donor.

4.5.2.2.8. Newspapers and magazines

The Library subscribes to local, national and international newspapers in electronic format. Access on the University network requires authentication.

4.5.2.2.9. Prescribed and Recommended Materials

Due to prohibitive costs of information resources and in consideration of the fact that the University is accepting students mainly from disadvantaged backgrounds, the Library keeps limited copies of prescribed and recommended titles. Subject librarians work in collaboration with schools to obtain lists of prescribed and recommended books in the following academic year. The Library acquires electronic copies or two print copies and places them in the Short-Loans Collection. Additional copies can be acquired if justified.

4.5.2.2.10. Short-Loans / Reserve

The purpose of this collection is to support the academic programme of a particular class. The Short-Loans Collection consists of materials (in print and electronic) placed at the instructors' request for use by their students, materials with high demand, and prescribed and recommended materials.

- The Library prefers electronic versions and digitises materials in compliance with the Copyright Act no. 98 of 1978 (as amended) and the Regulations.
- Reserve materials circulate for shorter periods of time to ensure access to all who have to use such material.
- Academic staff must timely reserve materials and evaluate the need for their retention in the Short Loan section.

4.5.2.2.11. Audio-Visual Materials

Audiovisual materials are selected according to the following criteria.

- Availability of equipment for access
- Ease of replacement
- Compliance with the Copyright Act 98 of 1978 (as amended) and the Regulations
- The latest technology preferred, *e.g.* DVD over CD
- Only one copy is acquired.
- Potential use
- Overlap with other library materials.

4.5.2.2.12. Reference Materials

These are information resources that are used to answer short reference queries. They are not meant to be read cover-to-cover, but to find specific pieces of information. They include encyclopaedias, atlases, dictionaries, yearbooks, directories, indexes, and handbooks as well as core academic subject reference works and are used only on site. Links to websites are created for electronic materials. The criteria for selecting reference works are as follows:

- Preference to the electronic version if available with user friendliness of a format given priority
- Currency of Content
- Treatment and arrangement
- Provision or ability to cross-check with other online reference works
- Cost and need
- Reliability

4.5.2.2.13. Special Collections

The UL Special Collections include UL Archives, theses, and dissertations, materials produced by UL committees or departments/units, materials relating to the University produced by UL or any outside body, output by University staff and students, classics in a field, and Africana materials.

4.5.2.2.14 UL Electronic Theses and Dissertations (ETD) Research Output

UL ETD and other research output, such as journal articles, conference proceedings, are accepted and are treated as part of Institutional Repository.

4.5.2.2.15 Government documents

The UL Government Documents Collection consists of publications produced by the South African and provincial governments, preferably the Limpopo government. Preference is given to electronic versions where available. These electronic government documents are provided online through databases the Library subscribes to. The Library creates links on its webpage to free online government documents to enhance access.

4.5.3. Collection Maintenance

4.5.3.1. Evaluation

Subject librarians evaluate collections regularly, with the support from schools and faculties to ensure a relevant and active collection that meets curricula and research needs of the UL academic programmes.

4.5.3.2. Replacement

Library materials get lost, damaged, missing, or worn out. Some of these materials are replaced on the following criteria:

- Frequency of use.
- Another copy available in the collection.
- Item available in another format.

4.5.3.3. Preservation

Due to the need to preserve the collections for continued use by the library users, the Library preserves some of the materials using different methods rather than replacing them. Preservation is done by:

- Repair and binding damaged material.
- Digitisation for preservation must comply with the Intellectual Property rights and Copyright laws.

4.5.3.4. Weeding

Weeding or the removal of materials from the library collection should be considered an important part of the total organised effort to evaluate and develop the collection. Weeding is an integral and essential element of collection development that ensures the library materials are useful and accessible. A library collection is limited by the space available to house it. Academic library collections change over time to reflect changing information needs of the programmes. Weeding is a periodic or continual evaluation of resources intended to remove items that are no longer useful from the collection. Weeding may involve the transferring of lesser-used material to storage, or the discarding of excess copies of seldom-used titles, irreparably damaged copies, and materials which contain inaccurate or outdated information.

4.5.3.4.1. CRITERIA FOR WEEDING

Criteria which may be used as guidelines for weeding are:

- Superfluous multiple copies
- Superseded editions (*e.g.* annuals, yearbooks, manuals)
- Worn-out, badly marked or mutilated volumes

- Works containing outdated or inaccurate information.
- Works superseded by, or cumulated in, more comprehensive publications.
- Textbooks and instructional material which are more than 10 years old.
- Subject areas no longer collected, *i.e.* irrelevant to client needs.
- Material that has not circulated for 10 years.
- Trivial material of no discernable literary or scientific merit.
- Material easily available elsewhere.
- Age of material as related to subject matter.
- Duplication of rarely-used material.
- Subscriptions to eBooks, journals *etc.*, can be terminated due to high increase in price, equivalent availability in an online database and change in curriculum.

4.5.4 Copyright

The UL Library complies with the provisions of the SA Copyright Act, No. 98 of 1978 and its Regulations. The University has a Licence Agreement with the Dramatic, Artistic and Library Rights Organization (DALRO) (Proprietary) Limited, which allows and protects UL staff and students' rights to reproduce and make use of copyrighted works for the purposes of teaching, learning and research. This Agreement requires staff and students to ensure compliance by completing DALRO forms before reproducing copyrighted works. Members of the University community are urged to comply and ensure that authors are compensated for the use of their intellectual property. Members are urged to familiarise themselves with the UL Copyright Policy.

4.5.5. Cooperative Collection Development

The Library is able to acquire a very small percentage of information resources and is unable to own all materials relevant to users' needs. Emphasis is no longer on ownership but on access, especially now that an increasing number of information resources are published in electronic formats and the Library is able to facilitate access to information residing elsewhere. The Library collaborates with other similar institutions to enhance access. This is done through resource sharing (ILL) and accessing other university libraries as facilitated by Committee for Higher Education Librarians of South Africa (CHELSA). Through the South African National Library and Information Consortium (SANLIC), the Library participates in cooperative purchases.

4.5.6. Procedures

Procedures for collection development are covered under the policy on acquisition of information resources.

4.6. ACQUISITION OF INFORMATION RESOURCES

The Library and Information Services is responsible for the acquisition of information resources to deliver library and information services geared to the business of the University. The Library maintains the highest ethical standards in its business transactions.

4.6.1. REGULATIONS

4.6.1.1. Acquisition of information resources shall be done in accordance with the Collection Development Policy.

4.6.1.2. A request to purchase a monograph is submitted to the Subject Librarian or Acquisitions Librarian on the signed Library Recommendation Card, marked publisher's catalogue, printed bibliography or by email.

4.6.1.3. The requester must provide as much bibliographic information (title, author, publisher, edition, ISBN *etc.*) as possible for the identification of the item required.

4.6.1.4. Rush orders will be accepted and given priority but will also be processed on first come first served basis.

4.6.1.5. The Library shall not accept items or reimburse staff for items bought without prior arrangement with the Library and Information Services. It is more efficient and cost-effective for the Library to purchase materials from material suppliers due to discounts. The Library may limit the number of copies to be ordered according to factors such as need for the items, price, available funds *etc.*

4.6.1.6. The preferred format for periodicals is electronic unless the electronic version is not available or does not meet criteria for selection.

4.6.2 PROCEDURES

4.6.2.1. Subject Librarians identify materials with potential for use in publisher catalogues, book reviews, book sellers, Internet, *etc.* and send to academic staff for selection.

4.6.2.2. Academic staff may submit their recommendations to the Subject Librarian or Acquisitions Librarian by completing recommendation cards, by e-mail,

marked publishers' catalogues, webform, and/or printed bibliographies. As much bibliographic information (*e.g.*, author, title, edition, year of publication, ISBN/ISSN) as possible should be given for the material to be identifiable.

- 4.6.2.3. Due date for submission of recommendations is 31 August and an order is placed with a bookseller (normally within 5 days of receipt of the recommendation).
- 4.6.2.4. A pre-order bibliographic search is done to verify the existence of an item, avoid unnecessary duplication and order current materials. The latest edition of a publication is ordered unless justification for an older edition is made.
- 4.6.2.5. Requested monographs or periodicals will be ordered provided a suitable periodicals version is not available.
- 4.6.2.6. The record of the ordered title will appear in the Library WebPAC as soon as it is placed with "On Order" status.
- 4.6.2.7. Orders not received within two (2) or three (3) months will be followed up.
- 4.6.2.8. The requester is informed of the status of the recommended item from the time the recommendation is received, order is placed, and then monthly until the item is passed over for cataloguing.
- 4.6.2.9. Request for periodicals subscriptions are made in the form of a letter countersigned by the Executive Dean that justify the request
- 4.6.2.10. A trial period to use and confirm the suitability of electronic/online materials will be arranged with the supplier before a decision to subscribe or not to is made.
- 4.6.2.11. Annually the academic departments will be required to indicate if subscriptions should be terminated or not. This decision will be made and evaluated taking into consideration factors like usage statistics.

4.7. CATALOGUING AND METADATA

Cataloguing is the description and classification of library materials (including print, audiovisuals, electronic and Internet resources) for their organisation and provision of intellectual access.

4.7.1. REGULATIONS

4.7.1.1. Standards

The University Library adheres to accepted international standards and rules in its cataloguing and classification of Library materials. This is to allow for a shared cataloguing environment and to ensure that records are appropriate for inclusion in the international bibliographic utility, Online Computer Library

Center (OCLC). At the same time the Library adapts and enhances records to meet local needs as well. The UL LIS will use the following standards as a guideline for cataloguing and classification of library materials:

- Anglo American Cataloguing Rules 2 (AACR2)
- Resource Description and Access (RDA)
- Name Headings
- Library of Congress Subject headings
- Machine Readable Catalogue 21 (MARC 21)
- OCLC WorldCat.
- Dewey Decimal Classification (DDC) System. All the catalogued materials will be included and reflected in the UL LIS catalogue and cooperative library catalogues including South African Catalogue (SACat) and OCLC WorldCat.

4.7.2. PROCEDURES

4.7.2.1. Maintenance Policies

The Technical Services (Cataloguing) Division will manage, monitor and maintain the quality of bibliographic records of the University Library. The following procedures will be undertaken to ensure data quality is maintained:

4.7.2.2. Re-cataloguing

Re-cataloguing is most often the result of a change in the treatment of a bibliographic item (e.g., a monograph becomes a serial).

4.7.2.3. Re-classification

Re-classification of materials is kept to a minimum. Corrections are made when improper classification number/s are found to have been used.

4.7.2.4. Editing

The Cataloguing Division routinely edits records to reflect the transfer of materials from one library collection to another.

4.7.2.5. Withdrawals

The Cataloguing Division shall withdraw bibliographic records from the Library database in compliance with UL LIS Collection Development Policy with the approval of the Senior Librarian: Technical Services.

4.7.2.5.1. Material not Catalogued

The UL LIS policy is to acquire legitimate authorised copies of information resources. The Library will not catalogue items that are known to infringe the South African Copyright Act and its Regulations.

The Library will not catalogue parts of single items, *e.g.* book chapters, journal articles, articles clipped in newspapers or issues of a serial that do not have their own distinctive title.

4.8 INFORMATION LITERACY SKILLS TRAINING

The volume of information in each discipline is increasing at a very fast rate and is navigated through the application of communication and information technologies that are developing at an equally fast rate. Students and staff need to have appropriate skills that enable them to find relevant information from the vast amount of information. These skills are obtained through information literacy (IL) skills training.

IL is a set of abilities that enable an individual to recognise when and why s/he has a need for information, where to find, how to evaluate, communicate and use it effectively and ethically. Possession of IL skills is essential for all disciplines, at all levels of study and for life-long learning. An individual with IL skills is regarded as information literate.

Information literate is an independent information seeker who is capable of finding, evaluating and using information efficiently and ethically and produces quality research. S/he has a capacity for critical analysis and a capability for life-long learning.

The University's Library and Information Services (LIS) has the responsibility to provide information literacy skills training to all LIS clients with the aim of equipping them with the necessary skills to effectively utilise information for life-long learning.

Though most students are techno-savvy and use Internet information for their assignments, they are not proficient information seekers and users. IL provides them with skills to evaluate the authenticity of Internet information.

4.8.1. Key Drivers of Information Literacy

The Higher Education Quality Committee (HEQC) audit highlighted the need for the UL to develop a Plagiarism Policy to ensure that the University community refrains from plagiarising. Information Literacy Skills training is one of the ways that

contributes to these efforts and includes providing guidance for effective referencing and avoidance of plagiarism.

At the national level, the Higher Education Library Interest Group (HELIG) of the Library and Information Association of South Africa (LIASA) is highlighting the need for graduates to have IL skills. Workshops and webinars are organised now and then to train and improve skills of librarians in offering IL programmes. IL is offered in almost all institutions of higher learning in South Africa and around the world. The Committee for Higher Education Librarians of South Africa (CHELSA) works closely with LIASA HELIG to ensure that academic librarians are trained in offering IL at their respective institutions and thus ensure information literate academic communities. In this way the academic communities regard information seeking as an intellectual exercise and not just a library issue.

The importance of IL is recognised internationally as well. A meeting of IL experts held in Prague in 2003 declared that IL should be part of “Education for All”. This was highlighted again in 2009 when President Barack Obama issued a proclamation that instituted October as a National IL Awareness month in the US.

4.8.2. Regulations

4.8.2.1. Information Literacy Skills training shall be:

- targeted at all UL students.
- offered as part of a credit-bearing module to all first-year students.
- offered to all UL new staff members as part of their library induction and to existing staff members on request.
- marketed to all students and staff as a core competency for lifelong learning.
- primarily discipline and subject based.

4.8.2.2. Information literacy skills training programme shall meet all the requirements for teaching programmes, *i.e.*, have measurable outcomes, grouped content, different teaching methods, scheduling of content and evaluation of outcomes.

4.8.2.3. Information literacy skills training shall be aligned to the skills development plan of UL.

4.8.2.4. Staff and students will be able to:

- articulate a need for information.

- find and access information efficiently, including the use of Library WebPAC, databases and electronic books and journals.
- critically evaluate information, and its various sources, including bias authenticity, reliability, timeliness and context. Therefore, quality information will be used in producing research materials and assignments.
- develop more efficient information-seeking skills by constructing strategies for locating information, including identification of keywords, use of Boolean operators and ability to narrow and broaden a search.
- cite sources and construct a bibliography.
- use information ethically and refrain from plagiarising and copyright infringement leading to better researched papers.
- use information to create new knowledge, solve problems and make decisions.
- incorporate information selected and evaluated into their knowledge base.
- use information and knowledge for participative citizenship and social responsibility.
- be provided with the basis for independent and lifelong learning.

4.8.3. Responsibilities

4.8.3.1. The UL LIS have the responsibility to:

- provide IL skills training to UL staff and students.
- provide leadership in the development of IL policy and implementation.
- advocate to the University the embedding of IL into the curriculum
- advocate that IL skills are developed over time and the most convenient way is to integrate into the curriculum

4.8.3.2. The faculties through the Executive Deans are responsible for:

- promoting the inclusion of IL objectives into relevant modules.
- ensuring timely integration of IL into the curriculum (for students to satisfy their information needs at about the same time as these needs arise naturally out of academic study).

4.8.4. Procedures

4.8.4.1. The programmes shall provide for all study levels, be integrated into the curriculum and SAQA accredited where possible.

4.8.4.2. Interactive study programmes, e.g. web-tutorials, shall be provided.

4.8.4.2. Information Literacy Librarians shall present the programme at each learning site.

4.8.4.4. Programmes shall be presented according to a schedule.

4.8.4.5. Marketing of the programme shall be ongoing and via appropriate communication channels.

4.8.4.6. Modes of presentation may include but are not limited to:

- Practical and hands-on
- Learning Management system like Blackboard
- PowerPoint presentations
- Web-tutorial – (self-study)
- Virtual tours
- Audiovisual
- Workshops

4.9. INSTITUTIONAL REPOSITORY

The Institutional Repository (IR) contributes to the LIS commitment of supporting UL research activities. It provides an open access (OA) to intellectual output produced by UL staff and students. It enhances the growth of collections of national OA outputs by South African universities.

4.9.1. Purpose

The purpose of the UL IR is to centrally capture, store and preserve materials. It aims to promote, raise and strengthen the University research profile and researchers' visibility and, as a result increases awareness of UL research output, citation rates and UL research impact.

4.9.2. Content

The Library will manage the IR based on the University rules and policies. The IR will contain a wide range of digital materials, including text, images, video, and audio files of current and former UL (and University of the North) staff and students. The material should be in standard formats, pdf, jpeg, etc.

Materials in the IR will include:

- Theses and dissertations
- Journal articles

- Conference papers
- Working papers
- Technical reports
- Datasets
- Images
- Book chapters

4.9.3. Responsibilities

4.9.3.1. The Library will: -

- collaborate with the Research Administration and Development Department (RAD), faculties and individual staff members for depositing the material.
- identify and source materials for inclusion in the IR.
- deposit materials in the IR (with possibilities of self-service ingestion) and provide metadata to facilitate online accessibility of materials.
- be responsible for day-to-day management and maintenance of the IR including ensuring copyright compliance.
- only accept materials that they have the full permission or rights to deposit and to distribute worldwide.
- ensure that at least one author of a multi-authored item must be either staff or student of UL and have permission to submit the item from other co-authors for such an item to be included in the UL IR.
- remove or withdraw material from the IR when there is a proven violation of plagiarism or copyright or falsified research. Such items are not deleted but viewing them is not made possible or is blocked. Deleting is effected if there is a legal requirement.
- catalogue the material.
- where possible create links between the IR material and the individual author profile pages.

4.9.3.2. The Postgraduate Office will be responsible for collecting the University theses and dissertations and forwarding them to the Library for inclusion in the IR.

4.9.3.3. Individual authors/ researchers with the collaboration of the RAD, have the responsibility of ensuring that materials produced with funding from the National Research Foundation (NRF) are submitted to the Library for depositing in the IR. Authors must first clear copyright issues with publishers

4.9.3.4. The author has the responsibility for validating and authenticating the content of any submission before submitting the material.

- 4.9.3.5. Author's item(s) remain in the UL IR even after resigning or retiring from UL employment.
- 4.9.3.6. The author(s) may request for replacement of their item (s) if an error is discovered in the content or a replacement version becomes available
- 4.9.3.7. The Information and Communication Technology Department (ICT) is responsible for management and maintenance of the hardware and network infrastructure and routine backup of the IR.
- 4.9.3.8. Scholar's Copyright Addendum Engine can be used for authors to negotiate their rights.

4.9.4. Access

- 4.9.4.1. A full-text of the material is meant to be freely and perpetually available subject to copyright law.
- 4.9.4.2. Materials have bibliographic details or metadata and are discoverable through common search engines like Google Scholar.
- 4.9.4.3. Where a full-text cannot be made available, detailed metadata is provided.
- 4.9.4.4. In addition to copyright law restrictions, the following levels of access are applicable as per UL three

Levels of Distribution.

- 4.9.4.4.1. **World-wide distribution:** The University may choose to provide world-wide access without any restrictions.
- 4.9.4.4.2. **University of Limpopo distribution:** this option opens access within the campus only. The material is not accessible off-campus. This may be applicable for a specified period, e.g. three or five years and thereafter open for world-wide distribution.
- 4.9.4.4.3. **Restricted access:** This happens when access to the content is embargoed for a certain period. This choice does not allow public access. The student/ researcher with the written approval of the supervisor may determine the period of embargo. The embargo status shall be placed on the server for a specified maximum period, (e.g. a maximum of 6 months), after which the electronic thesis / dissertation will be released for world-wide distribution.
- 4.9.4.4.4. A further extension of the embargo period can be requested with the approval of the University Registrar.

4.9.5. Copyright

- 4.9.5.1.** The Copyright Act No. 98 of 1978 (as amended) and Regulations will be applicable to all materials deposited in the IR. Written permission for reproduction, distribution, public display, public performance or preparation of derivative work of UL theses and dissertations shall be requested from the University.
- 4.9.5.2.** Copyright for all the other materials is retained by copyright owners from whom permission must be sought.
- 4.9.5.3.** An author who is no longer the copyright owner will need to have the permission from the current copyright owner.
- 4.9.5.4.** The Library or the University shall not be held responsible or be liable for any copyright infringement committed by authors in this regard. The moral rights of authors should be always respected.
- 4.9.5.5.** The Library ensures that publishers' policies and SA Copyright Law relating to open access IRs is respected and complied with.
- 4.9.5.6.** Authors and contributors to IR give an assurance of copyright clearance for any third-party material used in their work.
- 4.9.5.7.** Scholar's Copyright Addendum Engine can be used for authors to negotiate their rights.

4.9.6. Procedures

- 4.9.6.1.** Materials shall be submitted to the library in print or electronic format. The material will either be scanned or converted to appropriate format for loading.
- 4.9.6.2.** The electronic format will be determined from time to time according to the specifications of the time, *e.g.* flash disk, CD, *etc.*
- 4.9.6.3.** The pdf format is recommended for the body of the text since it retains all formatting and graphics and even allows hotlinks and annotations. It can also be indexed and searched by keywords.
- 4.9.6.4.** The document will be typed using a standard word processing package (*e.g.* Word).
- 4.9.6.5.** The document remains in the library server as a backup until rectified. If accepted, the Library ports the document to the UL IR web page.
- 4.9.6.6.** The document shall be made available on the University webpage.

4.10 LIBRARY SPACES

Academic libraries have a responsibility to offer clients, especially students, comfortable learning and research environments. UL LIS have the following spaces for use by its clientele.

4.10.1 ELECTRONIC RESOURCES CENTRES (ERC)

ERC Centres are Library rooms equipped with computers and other peripherals to give clients access to electronic resources and to train them in using the Library and information.

The ERCs are associated with the campus Library buildings and are confined to Library hours. The purpose of the ERC Centres is to provide the students of UL with access to computer and Internet facilities. The facility can therefore be used for the following:-

- search and obtain information (via www, Library databases).
- learning how to search and filter information.
- send and receive formal electronic mail.
- have electronic discussions with fellow students, lecturers, librarians and other academic experts
- type and save projects, assignments, tutorials, personal CVs, *etc.*

4.10.2. REGULATIONS

4.10.2.1. Users

4.10.2.1.1. A time restriction to be determined by the libraries will apply with respect to using the computers in the ERC Centres to allow equitable access for clients.

4.10.2.1.2. Care should be exercised to use the service responsibly, ethically and lawfully.

4.10.2.1.3. Users will not utilise the facility to deliberately originate, store or forward mail, chain letters, computer viruses or illegal copies of material protected by copyright.

4.10.2.1.4. Users may not originate, store or forward messages containing discriminatory, intimidating, intolerant remarks based on race, religion, gender, age, sexual orientation, disability, belief, political opinion, culture, language or birth, pornography, explicit nudity, gross depictions and religious content.

4.10.2.1.5. Access to any official, prescribed academic information will be regarded as priority, *i.e.*, library information systems, online catalogues, the official UL website and other official academic resources.

4.10.2.1.6. Printing, copying *etc.* will be allowed at an additional cost for the student.

4.10.2.2. Management

4.10.2.2.1. The operational management of the ERCs will be done by the appropriate Library staff.

4.10.2.2.2. ICT Services will be responsible for supplying all ICT support, *e.g.* Internet access, maintenance *etc.*

4.10.3. Study Areas

The Library has spaces for individual and group learning. Library users of all member categories are free to use these spaces.

4.10.4. Study Carrels

Study carrels are for individual study and are reserved for masters and doctoral students. Students must book the study carrels in advance for daily use or for twelve (12) months. Study carrels remain open for use if not booked.

4.10.5. Research Commons

The Research Commons is a core function in support of the University research community in providing research support service, including literature searches, reference management tools, research evaluation tools, research data services and research spaces. It is one of the library facility aiming to support postgraduates, academics, Research Chairs, and researchers in their research endeavours.

4.10.5.1. Regulations

4.10.5.1.1. The Research Commons are open from 8:00 to 16:00. Opening hours are amenable, based on the need.

4.10.1.1.2. Care should be exercised to use the service responsibly, ethically, and lawfully.

4.10.1.1.3. Printing, copying *etc.* will be allowed at a cost for the users.

4.10.5.2. Management

4.10.5.2.1. The operational management of the Research Commons will be done by the appropriate library staff to support the researchers.

4.10.2.2.2. ICT services department will be responsible for supplying all ICT support, e.g., network infrastructure, internet access, maintenance, etc.

5. GLOSSARY OF TERMS

Acquisitions

Acquisitions involve ordering, receipt, processing and financial administration of information resources.

Borrowing Library

The library that borrows information resources from another Library.

Check-In

The process of returning information resources that were borrowed by a client.

Check-Out

The process of lending information resources to a client.

Circulation / Lending / Borrowing

The process of checking-out and checking-in information resources to library clients.

Clients

UL staff and students and external users.

Collection Development and Maintenance

A process whereby relevant information resources are identified, selected, acquired, organised and managed so that they are available for use by clients.

Continuing Resources

These are information resources that are published over time with no predetermined end date. Continuing resources include serials (periodicals) and ongoing continuing resources.

Damaged Information Resources

Information resources rendered unusable by some act of destruction, e.g. tearing of pages, defacing, or writing on the pages, removal of whole chapters, etc.

Electronic Resources

Information resources encoded for manipulation by a computerised device. These resources may require the use of peripherals directly connected to a computerised device, e.g. CD ROM drive, or a connection to a computer network, e.g. the Internet.

Holds

Bookings made against open-shelf information resources that are out on loan. When the resources are returned, the client who booked them has first preference to borrow them.

Information Literacy

The understanding of and set of abilities empowering individuals to recognise when information is needed, how to locate it, evaluate and use it effectively and become lifelong learners.

Information Literacy Programme

A course provided by libraries to enable library clients to be information literate and effectively utilise information. It consists of a syllabus, curriculum or course outlining identified training modules or units, which will assist and support information literacy.

Information Resources

Information resources include, but are not limited to monographs, continuing resources, multi-media and electronic resources.

Interlibrary Loan

A co-operative arrangement among libraries by which one library may borrow material from another library.

Loan Period

Timeframe granted to clients between checking-out and checking-in of information resources as determined per client type, resource type, location and LIS policy.

Loan Recall

Request made by LIS to clients to return borrowed information resources before expiry of loan period.

Monographs

An information resource that is complete in one part or intended to be completed within a finite number of parts. A book is an example of a monograph.

Multi-media

Information presented in more than one format, such as text, audio, video. A collection of material in various media formats, including non-book material, *e.g.* audio-visual, non-print materials, *etc.*

Open-Shelf Information Resources

Information resources that may be borrowed for use outside the Library for specified periods of time.

Other libraries

Tertiary libraries or information centres outside UL that are within the CHELSA Agreement.

Overdue Fine / Charge

A fine/charge levied for retention of borrowed resources for longer than permitted without renewal of the loan.

Overdue Information Resources

Information resources that have been retained longer than permitted without renewal of loan.

Overdue Notices

Printed or electronic reminders for clients to return overdue information resources.

Reference Collection

Information resources for reference only; *e.g.*, dictionaries, concordances, encyclopaedias, *etc.*

Renewal of Loan

Extension of loan period upon request by client.

Reserve / Short-Loan Collection

Information resources that, owing to high demand, have been placed aside for specific periods by lecturers to afford all their students equal access.

Special Collections

University Archives, Africana, Theses and Dissertations and Government Documents.

Supplying Library

A library that provides another library with information resources.

Visitors

Any person who is not a Library member like private researchers, members of the public, *etc.*, who are granted short-term access to the Library by the Executive Director: Library and Information Services.

REVIEW DATE

This Policy will be reviewed every three (3) years from effective date.