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# CHUKA UNIVERSITY

## Standard Operating Procedure


For

## Library Services Management CU/SOP/LIBD/23

### Document Review Sheet

The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.


Action	Name & Signature	Position	Date
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## 2.0 GENERAL

### 2.1 Purpose

The Library Department provides access to an extensive range of information resources to enhance studying, teaching and research in support of University academic programmes and in compliance with this International Standard.

### 2.2 Scope


This procedure describes the activities carried out by the University Library Department.

### 2.3 References

- CU Charter, 2013
- CU Statutes, 2014
- CU Strategic Plan, 2017-2022
- ISO 9001:2015 Standard Clauses 4 to 10
- CU ISO Quality Management System Manual, 2017
- CU Students' Information Handbook (Current)
- Current Library Policy

### 2.4 ABBREVIATIONS

AFR	= Africana
AGORA	= Access to Global online Research in Agriculture
BUSF	= Board of Undergraduate Studies & Field Attachment
CAS	= Current Awareness Services
COD	= Chairperson of Department
CTA	= Technical Centre for Agricultural and Rural Cooperation
DVC (ARSA)	= Deputy Vice-Chancellor (Academic, Research & Student Affairs)
FAO	= Food and Agricultural Organization
GSS	= Government-Sponsored Students
HINARI	= Access to Research in Health Programmes
HOD	= Head of Department
LA	= Library Assistant
OARE	= Online Access to Research in the Environment
OPAC	= Online Public Access Catalogue
REF	= Reference
SAL	= Senior Assistant Librarian
SLA	= Senior Library Assistant
SPEC	= Special Collection
SSP	= Self-Sponsored Students
TEEAL	= The Essential Electronic Agricultural Library
Thes	= Thesis
WB	= World Bank
WHO	= World Health Organization
VC	= Vice-Chancellor

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## 2.5 DEFINITIONS

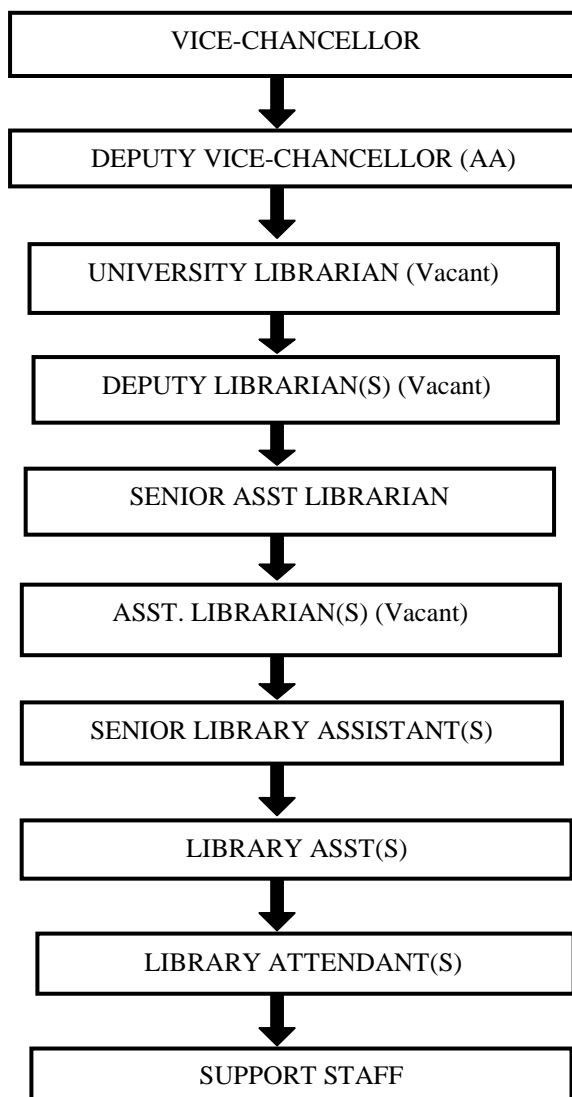
**Book** = All types of library materials containing information


**External users** = Patrons from recognised institutions collaborating with CU

## 2.6 Responsibility

The University Librarian has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose and for providing the information from which the documentation for its processes and activities can be compiled and for initiating action to keep them up to date. All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

## 3.0 ADMINISTRATIVE STRUCTURE



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## 4.0 PROCESSES

### 4.1 Overview

The library is charged with the responsibility of providing students and staff access to an extensive range of information resources by carrying out the basic functions of: acquiring, processing, organizing, preserving and dissemination of information within the Mission and Vision of the University. The library enforces security measures in the library and makes collection materials for the Africana and special sections as well. The core activities of the Library Department are:

- (i) Collection development
- (ii) Organization of information materials
- (iii) Weeding of obsolete books
- (iv) Management of short loan circulation
- (v) Management of long loan circulation
- (vi) Management of reference services
- (vii) Registration of new members
- (viii) Management of computer resource centre
- (ix) Preservation of books

### 4.2 Process for Collection Development

#### 4.2.1 Source

Donors, CU/SOP/ACAD/16-21, 34-37, 42-44

#### Required inputs/resources

Written requests from users

#### 4.2.2 Expected Output(s)


Acquisition of information resources

#### 4.2.4 Receivers

CU/SOP/LIBD/23

#### 4.2.5 Process Details

SN	/Description	Output	Responsibility
1	Receiving approved request for titles of books from Faculty Deans and other Library Users for acquisition purpose <i>Note: Catalogues from publishers and book-sellers are circulated to Staff to select titles of books</i>	Faculty list of required books	HoD, Library
2	Acquisition Librarian compiles lists of the selected books	Compiled Departmental List	Acquisition Librarian
3	Sourcing for quotations through Procurement Department	Quotation(s)	Procurement Officer
4	Returned quotations are opened in the presence of Procurement, Audit and the Library Department Representatives	Opening of quotations	Procurement Officer, Internal Auditor, Librarian

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5	Summarized quotations given to Librarian	Summarized quotations	Procurement Officer
6	Requisitions are done and taken to the Vote Book in Finance Department	Requisitions	HoD, Library
7	Requisitions are delivered to Procurement Department to raise LPOs	Delivered requisition	Finance Officer
8	Procurement Department raises LPOs and forwards them to Deputy Vice Chancellor (AFPD)/VC for approval	LPOs	Procurement Officer
9	Approved LPOs forwarded to book Suppliers	Approved LPOs	Procurement Officer
10	Approved LPOs are posted to the suppliers	Posted approved LPOs	Procurement Officer
11	Supplier delivers books to Procurement Department	Delivered books	Procurement Officer
12	The Librarian fills a stores requisition note for issuance of the books.	Stores requisition note	HoD, Library
13	Books are received in the Library's Technical Section for processing	Book delivery note	HoD, Library

### 4.3 Process for Organization of Information Materials

#### 4.3.1 Source

Self (Library)

#### 4.3.2 Required Inputs/resources

Ownership marks on books  
Chuka University Library Stamp  
Accessioned books  
Classification of books manual

#### 4.3.3 Expected Outputs


Processed books

#### 4.3.4. Receivers

Patrons

#### 4.3.5 Process Details

SN	Description	Output	Responsibility
1	Receipt of books from Procurement Department for processing	Book delivery note	Technical Section Librarian
2	Received information materials recorded in the accessions register. <i>Note: The details of the entry include: date accessioned, author, title, source, publisher, the price and remarks.</i>	Register of newly acquired books	Technical Section Librarian

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3	Books are checked in the Library's OPAC to determine whether they are new or added copies to avoid duplication of records.	Checking notes	Technical Section Librarian
4	Books are classified using the Library of Congress (LC) Classification Scheme.	Call numbers/Class numbers	Technical Section Librarian
5	The call number of each individual title is sourced through the internet from the Library of Congress website or in related websites.	Soft copy of call numbers	Technical Section Librarian
6	Where a class number for a title of book is obtained without a cutter number, the Cutter number is derived from Cutter table. <i>Note: details of the LC number and especially the cutter number are customized in line with the CU Library collection.</i>	Cutter number	Technical Section Librarian
7	The call number settled on is written on the verso page of the book using a pencil.	Details of call number on verso page of a book	Technical Section Librarian
8	Bibliographic details of classified books are then keyed /entered into Koha Library Management System	Koha database	Technical Section Librarian
9	The catalogued books are forwarded to the Library attendants/clerks to do physical processing which includes labelling, spine-marking and insertion of the magnetic strips.	List of processed books	Technical Section Librarian
10	The processed books are forwarded to the circulation section for display and circulation	Display processed books	Technical Section Librarian
11	A copy of each new book is displayed for one week before releasing for circulation.	Displayed books	Circulation Section Librarian

#### **4.4 Process for Weeding Information Materials**

##### **4.4.1 Source**

Self (Library)

##### **4.4.2 Required Input/resources**

Identification of obsolete / unwanted books


##### **4.4.3 Expected Output**

List of weeded books

##### **4.4.4 Receivers**

Needy stakeholders, CU/SOP/PROD/25



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#### 4.3.5 Process Details

SN	Description	Output	Responsibility
1	Identification of information materials to be weeded	Identification list	Librarian for Circulation Section
2	Removal of identified information materials	Identified materials	Librarian for Circulation Section
3	A list of weeded information materials is prepared	List of weeded books	Librarian for Circulation Section
4	List of weeded information materials is forwarded to Library Committee for approval	Proposed list for materials to weed	HoD, Library
5	Library Committee approves or disapproves list of information materials proposed for weeding	Deliberation minutes	Library Committee
6	weeded information materials are forwarded to the University disposal committee on recommendation by University Library Advisory Committee	Approved materials for weeding	HoD, Library Library Advisory Committee

#### 4.5. Process for Short Loan Circulation

##### 4.5.1 Source

Library patrons

##### Required inputs/resources

Request of information material(s) by library user(s)

Stamping of date due/time on book label

##### 4.5.2 Expected outputs


List of Circulated books

##### 4.5.4. Receivers

Library patrons

#### 4.5.5 Process Details

SN	Description	Output	Responsibility
1	Library user consult the Library's OPAC to identify the books needed	A record of bibliographic details of book(s)	Librarian for Circulation Section
2	Library user present(s) the call number(s) of the information material(s) to the library staff on duty to retrieve the book from shelf	Record of bibliographic details of book	Librarian for Circulation Section/ Short loan Section
3	User produces identity card/document	ID/document	Library staff
4	The identification document is matched		Librarian for

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	with the user's account to verify ownership		Circulation Section/ Short Loan Section
5	The information material is lend to the User following University Library Rules and Regulations <i>Note: one hour or overnight or weekend loan</i>	Charging record in Library Mgt System (Koha)	Librarian for Circulation Section/ Short loan Section
6	When the information material is due for returning following the allocated period the book is returned to the short-loan section and discharged may be granted.	Discharging record in Library Mgt System (Koha)	Librarian for Circulation Section/ Short loan Section
7	Renewal of the loan may be granted if no other user has booked the material.	Renewed book(s)	Librarian for Circulation Section/ Short loan Section
8	The discharged book is then put aside for shelving	Books for re-shelving	Librarian for Circulation Section/ Short loan Section

#### 4.6. Process for Long Loan Circulation

##### 4.6.1 Source

Library patrons

##### 4.6.2 Required inputs/resources

Identified Information material(s) from the open shelves

Circulation counter staff/Stamping of date due/time on book label

##### 4.6.3 Expected outputs


List of circulated books

##### 4.6.4. Receivers

Library patrons

##### 4.6.5 Process Details

SN	Description	Output	Responsibility
1.	The Library user identifies the information materials from OPAC and notes the call number	Call number record	Library User
2.	The user moves to the relevant shelf, traces the book and takes to the issue counter.	Book to be borrowed	Library User
3.	The user presents the book to be borrowed to Library Staff on duty at the Long Loan Counter	Students identity card	Library staff
4.	The user produces identity card	Identity Card	Library User
5.	The Library Assistant matches the identity card with the users account to ascertain ownership. (The Library Assistant verifies the document to make sure details are correct) and stamps on the date slip	Charging record in Library Management System (Koha)	Library Assistant

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	the date the book is due for returning.		
6.	The book is demagnetized to allow its removal from the Library.		Library Assistant
7.	The borrower presents the book to the Library security personnel to verify whether it is borrowed and records it at the security counter book.	Record of borrowed books	Library Security Personnel
8.	Borrowed books are returned by Library users after they are through with using them	Discharge record in LMS	Library staff at counter
9.	The returned books are removed to a sorting shelf/bay for distribution to respective shelves.	Returned books	Library Assistant
10.	The next morning all the returned books plus those removed from the study carrels are shelved.		HoD, Library All Library Staff

#### 4.6. Process for Reference Services

##### 4.7.1. Source

Library patrons

##### 4.7.2. Required Inputs/resources

Information Request by Library Users  
Filled information request forms

##### 4.7.3. Expected Output(s)


Answered queries/Questions

##### 4.7.4 Receivers

Library patrons

##### 4.7.5 Process Details

SN	Description	Output	Responsibility
1.	Users present their queries to Reference Desk /Information Desk.	Filled request forms	Reference Librarian
2.	Reference interviews are conducted to establish what actually the query is about.	Reference Interview	Reference Librarian
3.	Instant queries are answered immediately while complex queries are recorded, by Information Seekers on information request forms.	Filled request forms	Reference Librarian
4.	Contacts of the user are taken during the time of the interview.	A record of information seekers	Reference Librarian
5.	Search for answers involves consulting various sources of information including the e-resources on the internet.	Info retrieved and recorded on info request forms	Reference Librarian

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#### 4.8. Process for Registration of New Members

##### 4.8.1. Source

Library patrons

##### 4.8.2. Required Inputs/resources

- Registration of Library Users

##### 4.8.3. Outputs


- Chuka University Library registered Users

##### 4.8.4 Receivers

Library patrons

##### 4.8.5 Process Details

SN	Description	Output	Responsibility
1.	The Library conducts its own orientation once the general University orientation and induction is completed before registering new members.	<b>New students</b>	HoD, Library SAL/SLA Library Assistants
2.	The Librarian draws an orientation schedule and pins it on notice boards to notify various groups when to attend library orientation.	Orientation Schedule	HoD, Library SLA Library Assistants
3.	During orientation, students are divided into manageable groups of about 30 each and are taken on a step by step tour by the Library Assistants.	Orientation groups	HoD, Library Library Assistants SLA
4.	The tour involves Library Instruction and taking Students to every section of the Library(Entrance, Circulation Section, Short Loan section, Reference/Information Desk, E-resources Section, Open Shelves, Post-graduate Room)	Tour itinerary	HoD, Library SLA Library Assistants
5.	Students are given the rules and regulations via PowerPoint presentation and a hardcopy of the same is issued to each one of them.	Library Rules and Regulations	HoD, Library SLA Library Assistants
6.	The patrons are finally given the membership forms to fill and return to the Officer in-charge of registration to verify whether the forms have been filled correctly.	Filled Library Membership forms	HoD, Library SLA Library Assistants
7.	Eligible students who report late to the University are advised by the Library to register at the circulation desk.	Register of names of students	Librarian For Circulation
8.	When a quorum for orientation is attained, students are notified through the notice board when to report for orientation and subsequent registration.	Final orientation lists	HoD, Library
9.	Orientation is done to Students who reports late at a scheduled day and time	List of orientation	HoD, Library SLA

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		participants	Library Assistants
10	Registration is closed one month after the admission of the first year students.	Orientation exercise report	HoD, Library SLA Library Assistants

#### **4.9. Process for Management of Computer Resources Centre**

##### **4.9.1 Source**

Library patrons/students

##### **4.9.2 Required Input/resources**

##### **4.9.3 Expected Outputs**

E-resources Services

##### **4.9.4 Receivers**

Students

##### **4.9.5 Process Details**

<b>SN</b>	<b>Description</b>	<b>Output</b>	<b>Responsibility</b>
1.	The Librarian maintains a Resource Centre Section within the Library where users carry out research through the internet-connected computers.	Computer Resource Centre	HoD, Library Librarian for CRC
2.	The Librarian for computer Resources Centre supervises usage including timing of e-resources and offers assistance to the users where necessary.	Timing Software	HoD, Library Librarian for e-resources
3.	Each computer is assigned a number/code and users are directed to one which is free where they fill in the Resource Centre data sheet their personal details and remarks when they have finished work.	Numbered/code d computers Names written on data sheets	HoD, Library Librarian for
4.	The Patrons use the Library Resource Centre following stipulated user guidelines (Refer to Library Policy).		Librarian for Computer Resource Centre

#### **4.10 Process for Preservation of Books**

##### **4.10.1 Source**

Self (Library)


##### **4.10.2 Required Inputs/resources**

Good housekeeping practices

Adherence to Library Rules and Regulations

##### **4.10.3 Expected Outputs**

Appropriately Preserved books

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#### 4.10.4 Receivers

Students, Library patrons

#### 4.10.5 Process Details

SN	Description	Output	Responsibility
1.	The Library Assistants remove books showing signs of falling apart from circulation and takes to the bindery.	List of Damaged books	HoD, Library SLA/LA
2.	Request is made to Deputy Vice Chancellor for books to be bound	Approved letter	HoD, Library
3.	Loose covers are bound for reinforcements.	Quotation	Procurement Officer
3.	Books on shelves are loosely shelved for ease of removing and shelving.	Shelved books	HoD, Library SLA/LA
4.	Environment within the library is frequently checked to make sure books are not damaged by moisture and direct sunlight.		HoD, Library SLA/LA
5.	Backup for databases is done and then kept safely.	Data Backup	HoD, Library SLA/LA ICT Manager/staff

#### 5.0 RECORDS/RETAINED DOCUMENTED INFORMATION

- (i) Departmental minutes
- (ii) Departmental list of titles
- (iii) Departmental call number registers
- (iv) List of volumes stocked

#### 6.0 KEY PERFORMANCE INDICATORS/QUALITY OBJECTIVES

##### 6.1. Indicators

- (i) Number of books loaned to patrons
- (ii) Volumes stocked and procured each year
- (iii) Percentage of library users
- (iv) Level of security achieved/lowered complaints/loss of personal property
- (v) Percentage of students oriented
- (vi) Refer to separate quality objectives in the Department for other KPIs

##### 6.2 Quality Objectives

###### Linked Strategic Objective(s)

SO 2: Provision of Relevant Quality Higher Education and Training

SO 3: Enhancement of Academic Competitiveness of the University

SO 19: Utilization of ICT to Enhance Efficiency of University Operations

SO 34: Production of Holistic Graduates

**1. Quality Objective:** To increase from 95% to 100% processing using ICT facilities and making available all library information materials acquired to library patrons annually



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**Strategy (Actions/Activities required to achieve the objective)**

Stamp books with an ownership mark  
 Digitize past examination papers  
 Download call numbers for books from Library of Congress online catalogue  
 Search cutter numbers from an online cutter table  
 Spine-mark books/Fix magnetic strips in books for security purposes  
 Subscribe to Kenya Libraries and Information Services Consortium for supply of e-resources

<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HoD, Library Technical Services Librarian	Technical Staff ICT Staff	Continuous	Number of service reports

Review dates: Quarterly

**Linked Strategic Objective(s)**

SO 2: Provision of Relevant Quality Higher Education and Training  
 SO 3: Enhancement of Academic Competitiveness of the University  
 SO 19: Utilization of ICT to Enhance Efficiency of University Operations  
 SO 26: Improvement of Productivity, Efficiency and Effectiveness  
 SO 34: Production of Holistic Graduates

**2. Quality Objective:** To increase from 95% to 100% subscribed KLISC e-resources in the Library Website for Library Clienteles to easily access and use them

**Strategy (Actions/Activities required to achieve the objective)**

Select e-resources.  
 Up-date Library Website with the selected e-resources  
 Post e-resources to Chuka University Library Website  
 Annually subscribe to e-resources

<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HoD, Library ICT Manager ICT Section Librarian ICT Support Staff	ICT Technical Staff Library Website E-resources invoice Funds for subscription to e-resources/Internet	Continuous	Receipt for KLISC payment Statistics of particular database/ e-resources usage from KLISC

Review dates: Quarterly

**Linked Strategic Objective(s)**

SO 2: Provision of Relevant Quality Higher Education and Training  
 SO 3: Enhancement of Academic Competitiveness of the University  
 SO 26: Improvement of Productivity, Efficiency and Effectiveness  
 SO 29: Promotion of Staff Development Programmes  
 SO 30: Development of Motivated Staff  
 SO 34: Production of Holistic Graduates

**3. Quality Objective:** To increase from 50% to 100% information literacy and orientation offered to students and staff to ensure that 100% of Chuka University Library Users develop the habits of browsing and independent use of library resources.

**Strategy (Actions/Activities required to achieve the objective)**

Perform library orientation once annually for new staff and students



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Offer information literacy training workshops once per year  
Post e-resources to Chuka University Library Website  
Annually subscribe to e-resources

<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HoD, Library ICT Manager ICT Support Staff SAL/SLA Library Assistants	Library Staff/Users Overhead projector Website Internet enabled computers	Continuous	Percentage of oriented students and information literacy participants
Review dates:	Quarterly		

**Linked Strategic Objective(s)**

SO 2: Provision of Relevant Quality Higher Education and Training  
SO 3: Enhancement of Academic Competitiveness of the University  
SO 29: Promotion of Staff Development Programmes  
SO 30: Development of Motivated Staff  
SO 34: Production of Holistic Graduates

**4. Quality Objective:** To increase procurement of study, teaching and research library materials suggested by students and staff from 5 Faculties to 7 Faculties and compile

**Strategy (Actions/Activities required to achieve the objective)**

Compile selected books and E-mail selected books to Procurement Department  
Avail selected books in the Library for use annually

<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HoD, Library SAL SLA Library Assistants	Qualified library Staff Library Users List of selected books List of acquired books	Annually	Percentage increase in selected and acquired books
Review dates:	Quarterly		

**Linked Strategic Objective(s)**

SO 2: Provision of Relevant Quality Higher Education and Training  
SO 3: Enhancement of Academic Competitiveness of the University  
SO 30: Development of Motivated Staff  
SO 34: Production of Holistic Graduates

**5. Quality Objective:** To increase from once to twice per year marketing of Library Services to the academic community and stakeholders through displays, exhibitions, print and electronic media.


**Strategy (Actions/Activities required to achieve the objective)**

E-mail Heads of Departments a list of books acquired  
Display titles of books on the Library Website

<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HoD, Library SAL SLA Library Assistants	Qualified Library Staff Library website E-catalogue of books Internet connectivity	Annually	List of e-mailed books  No. of email recipients
Review dates:	Quarterly		

**Linked Strategic Objective(s)**



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SO 2: Provision of Relevant Quality Higher Education and Training  
SO 3: Enhancement of Academic Competitiveness of the University  
SO 30: Development of Motivated Staff  
SO 34: Production of Holistic Graduates

**6. Quality Objective:** To increase Library Users service experience satisfaction index from user surveys from 70% to 80%

**Strategy (Actions/Activities required to achieve the objective)**

Conduct user satisfaction survey  
Collect and analyze the data; Disseminate and share data

Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
HoD, Library SAL/SLA Library Assistants	Qualified Library Staff Library website Internet connectivity	Biannually	Percentage increase in satisfaction index
Review dates:	Annually		

**Risk Identification Key**

Likelihood	Consequence	Raw Risk (Likelihood x consequence)
1: Low, very unlikely less than 10% chance of occurring	1: insignificant, consequences are very low, can lead to nil/minor disruptions (1 day), leads to no financial losses	1 - 3: Low, managed within existing controls, monitor annually
2: Medium, possible 20% - 60% chance of occurring	2: Moderate, consequences are moderate, disruption can be up to a week, financial loss can be up to \$10,000	4 - 6: Medium, evaluate efficiency of existing controls or implement mitigation plan, monitor quarterly or 6 monthly
3: High, likely to almost certain 70% - 100% chance of occurring	3: Serious, consequences are adverse, can lead to legal prosecutions, media coverage, investigation by statutory body, complete loss of service delivery or financial loss of > \$ 100,000	7 - 9: High, implement mitigation plan immediately, escalate to senior management, monitor weekly or monthly

**Risk Identification Table**

**Department:** Library. Ref.: CU/SOP/LIBD/23

**Project/Process Name:** Collection Development


SN	Risk	Source (How can the risk occur)	Impact (What is the impact of the risk occurring)
1	Loss of books by patrons	Library users carelessness	Under-stocking the library
2	Library users stealing books	Laxity by library security Electronic book detector malfunctioning or failure as a result of power black out	Under-stocking of the library
3	Failure/delay by teaching staff to propose book titles	Ignorance	Decline in library service delivery
4	Loss of books in the library	Corruption by Library Staff colluding with Library Users	Under-stocking of the library
5	Delay in delivery of requisitioned books	Book supplier delaying to deliver requisitioned books	Delays in collection development
6	Poor quality books supply	Acquisition of poorly bound books from publisher(s)/book retailer(s)	Books are easily damaged. High cost of repairing books.



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<b>Project/Process Name: Weeding of Obsolete Information Materials</b>			
1	Weeding relevant useful information materials	Lack of a Library Weeding Policy Incompetent inexperienced library staff	Under-stocking Library
2	Delay in weeding obsolete information materials	Lack of a Library Weeding Policy	Irrelevant obsolete materials on the Library shelves
3	Delay in reviewing Library Weeding Policy	Laxity of library staff	Lack of up-to-date Library Weeding Policy
<b>Project/Process Name: Management of Long Loan Circulation, Management of short loan Circulation</b>			
1	Loss of books by patrons	Library users carelessness	Under-stocking the Library
2	Library users stealing books	Laxity by Library security Electronic book detector malfunctioning or failure as a result of power black out	Under-stocking of the library
3	Failure by users to pay fines	Ignorance	Decline in library service delivery
4	Loss of books in the Library	Corruption by library staff colluding with library users	Under-stocking of the library
5	Loss of users property in the luggage area	Laxity by security Staff Stealing by students	Complain from owner of property Loss of valuables by owner
<b>Project/Process Name: Management of Computer Resources Centre</b>			
1	Giving wrong answers to users questions	Unskilled/inexperienced library staff. Lack of up-to-date information Communication Facilities	Lack of confidence in library staff Lack of confidence on library Reference services
2	Misfiling of information request forms	Carelessness by Library Staff	A lot of time wasted in locating and retrieving request form
<b>Project/Process Name: Management of Reference Section</b>			
1	Register wrong details of a prospective library user	Typographical errors Library staff being absent-minded	Lack of library services/information sources
2	Submission of fake documents ID nos.	Fraud	Loss of information materials
<b>Project/Process Name: Registration of New Library Members</b>			
1	System breakdown	Power outages/blackouts Attack by electronic virus(es)	Loss of data
2	Vandalism in the library	Theft/malice	Computer hardware failure
3	Lack of equity in the usage of e-resource Centre	Lack of timing software Rampant corruption	Inequitable ICT services provision Loss of integrity in library staff
4	Power outage/black out	Power surge; Electric wire damage, Heavy rain/rain	Inconveniencing library users Causes frustration/stress
<b>Project/Process Name: Preservation of books</b>			
1	Fire outbreaks	Faulty electric conduits	Loss of lives Destruction of property by fire
2	Destruction of books by pests (such as rodents, insects such as termites, silverfish)	Lack of good housekeeping practice in the library Failure by library staff to do regular Inspection of the library	Destruction of information materials by pests and insects
3	Accumulation of dust on books	Lack of good housekeeping eg regular cleaning and dusting of books & shelves	Dusty books Staining of books by dust
4	Malfunctioning air conditioners/fans	Aged fans Faulty wiring	Excessive heat. Accumulation of dust on books

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### RISK REGISTER

Note under monitoring: What = risk described. Why = prevent/correct consequence. How = mitigations/controls. Who = risk owner When= time.

Risk name/ description	Risk Consequences	L	C	Potent Risk (L x C)	Mitigations/ controls ( <b>Opportunities source</b> )	Risk Owner	Monitoring	LA	CA	RI= LA*CA	RR%= RI/PR	EC%
Failure/delay by teaching staff in proposing titles of books to be procured	Delay in procuring required titles of books	3	3	9	Intervention by Management by way of issuing Memo /circulars to teaching staff	Deans of respective Faculties HOD's Librarian	HOD's failing to submit lists of books on time Annually. HoD, Library. Minutes of meetings To send reminders	2	2	4	44%	56%
Delay in delivery of requisitioned books by book suppliers	Delay in delivery of requisitioned books by book suppliers	3	2	6	Regular follow ups by Acquisition Librarian/HoD, Library with the Procurement Department	Procurement Officer  Librarian	Delayed requisition Annually. HoD, Library. Acquisition Librarian. Requisition book. Letter of approval for procurement	2	1	2	33%	67%
Delivery of poor quality books	Books easily get damaged High cost of repair of books	1	2	2	Inspection of newly acquired books on delivery	HoD, Library Acquisition Librarian	Poor quality books University Inspectors. Continuous. Delivered books inspection reports	1	1	1	50%	50%
Weeding relevant useful information materials	Under-stocking of University Library	2	2	4	Library Weeding to be done by competent Staff	HoD, Library  SLA	List of weeded items. Annually. HoD, Library. Library weeding policy.	2	0	0	0%	100%
Delay in weeding obsolete info	Irrelevant info materials on library shelves	2	1	2	Have and adhere to a Library weeding policy	HoD Library	Minutes of 1 meeting(s). Annually. HoD, Library. List of weeded books.	2	0	0	0	100%
Terrorism	Loss of lives Injury Loss of library property	2	2	4	Installation of CCTV Improve security Intelligence	Top Management Security Officer	No. of security breaches Continuous. Library Security staff Report/Incident book.	2	0	0	0	100%
Library Users Stealing books	Loss of library resources	3	1	3	Improvement of Security/ Integrity. Vigilance by Security personnel	HoD, Library Library Security Personnel	Number of theft cases Continuous. Library Security/Staff. Report/incident book.	3	0	0	0	100%
Loss of books in the Library	Corruption by Library Staff	1	3	3	Adherence to Ethics and Integrity Code	HoD, Library	Stock taking exercise. Annually.	1	1	1	33	67%



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	colluding with Library Users				fer Staff. Institute discipline		HoD, Library. Report of lost books					
Failure by users to pay overdue fines	Decline in Library Service Delivery	2	2	4	Enforcement of Library rules and regulations	HoD, Library	List of overdue fine Continuous. HoD, Library Overdue fine reminders	2	1	2	50%	50%
Wrong answers to library users queries	Unskilled library staff. Lack of communication facilities to aid searching and retrieval	1	3	3	Employment of skilled Staff Acquisition of required facilities such as computers and internet connectivity	University management HoD, Library	Number of complains Biannually. HoD, Library. Librarian for readers' Complaints register	1	1	1	33%	67%
Misfiling of Information request forms	Carelessness by Library Staff	2	1	2	Proper filing	Librarian for the Reference Section	No. of forms misfiled Biannually Reference Section HOD Information request file	1	1	1	50%	50%
Library Mgt System breakdown	Loss of data	2	2	4	Data backup Use of Install UPS	ICT Manager HoD, Library	System breakdowns Continuous. Library and ICT Staff Report/Incident book.	1	1	1	25%	75%
Theft of Information Communication Technology facilities	Insufficient Information service delivery	3	2	6	Improvement of security Vigilance by Library Security personnel	University Management Security Officer. HoD Library Staff	Number of theft cases Continuous. Security Personnel. ICT Staff. Library Staff. Complaints register	1	2	2	33%	67%
Loss of library users property in the luggage bay/area	Complaints to by library users	3	1	3	Improve security & numbered tags at the luggage storage area of the Library	Library Security Personnel. HoD, Library	Number of complaints Continuous. Library Security staff Report incident book	3	0	0	0%	100%
Fire outbreak	Loss lives Destruction of books and other literary items	1	3	3	Install smoke detectors, fire extinguishers, emergency exits Regular inspection of electric facilities	Estates Manager HoD, Library	Faulty electric cases Continuous. HoD, Library. Library minutes. Survey on fire safety	1	0	0	0%	100%
Registration of wrong details of	Lack of Library services/Info	1	2	2	Staff to be careful when registering	HoD, Library	Number of wrong Library Users Continuous.	1	1	1	50%	50%



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a prospective library user	sources for users				Library Users should not key or upload wrong data.	All Library Staff HoD, Library	HoD, Library All Library Staff. Records in Koha Library Mgt System						
External library user(s) submitting fake identification card(s) to access library services	Loss of information materials	1	2	2	Adherence to Library Rules and Regulations Registration of Library users	Librarian for Circulation Section	Number of fraud cases Continuous. HoD, Library. Security Officer Occurrence book	1	1	1	50%	50%	
Vandalism of computer parts	Loss of data Computer System failure	2	2	4	Training on integrity Operating computers on daily basis	Security Officer HoD, Library	Number of vandal cases Continuous. Library Security staff ICT Staff Library Staff. Incident Register.	2	1	2	50%	50%	
Computer System breakdown	Loss of data	2	3	6	Regular Maintenance of Computer Systems	ICT Manager HoD, Lib Resource Centre HOD	Number of systems breakdown Continuous. ICT Manager. HoD, Library.	2	1	2	33%	67%	
Ltd ICT services Lack of users/staff	Lack of equity in the usage of facilities	2	2	4	Adherence to ethics and integrity act	E-Resources Centre Librarian	Number of Complains Continuous. Computer Centre staff Timing CRC Users. Timing Software	2	1	2	50%	50%	
Damage of library books due to overuse and /or misuse	Damaged Books	1	2	2	Repair of damaged books/Inspection of borrowed books returned by users	HoD, Library  All Library Staff	No. of damaged books Continuous. HoD, Library. Circulation Section staff No. of repaired books	1	0	0	0%	100%	
Inadequate reading space in the Library	Overcrowding in the Library	1	1	1	Decentralizing Library Services	University Management HoD, Library	Students lacking seats Continuous. HoD, Library. Observation/survey reports	1	0	0	0%	100%	
Poor house-keeping e.g. sweeping, dusting and clearing bushes outside	Destruction of books by pests (Rodents, Insects termites, silverfish)	1	2	2	Training in good housekeeping Regular inspection Application of rodenticides	HoD, Library  Estates Manager	No. of books destroyed Continuous. HoD, Library. Preservation of books Survey reports.	1	1	1	50%	50%	



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Power Outage/Blackout	Damage of Library and Information Services	2	2	4	Power Backup	University Management HoD, Library	No. of power outages Monthly. HoD, Library. Estates Manager Surveys reports.	1	1	1	25%	75%
Malfunctioning fans for air conditioning	Excessive heat in the Library	1	2	2	Regular repair of fans for air conditioning	Estates Manager HoD, Library	Fans malfunctioning Continuous. HoD, Library. Estates Manager. Observation reports.	1	1	1	50%	50%
Under-staffing	Poor library services	2	2	4	Staffing	Top Management	Employ staff Annually. HoD, Library.	2	1	2	50%	50%
Laxity by library staff	Poor library services	2	2	4	Staff Motivation Workshops/ Seminars	HoD, Library	Customer complaints. Biannually. HoD, Library. Library user satisfaction Complaints register	2	1	2	50%	50%
Internal conflict by library staff	Poor working relationship	2	2	4	Effective and efficient library HRM & counseling	HoD, Library. HR	Internal conflict reported cases Continuous. HoD, Library. Complaints register	2	1	2	50%	50%
Poor health of library staff	Sick offs	1	3	3	Regular library staff medical check ups	CMO HOD, Library	Sick offs. Continuous Library Staff Number of sick offs r	1	1	1	33%	67%

Key: LA= Likelihood Achieved. CA = Consequence Achieved. RI = Risk Incidences encountered. RR% = Residual Risk EC% = Effectiveness of Control  
 Potent Risk (PR): Refers to potential raw risk that is anticipated. EC% = 100% - RR%



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### OPPORTUNITIES REGISTER

<b>Opportunities</b>	<b>Action Plan</b>	<b>Timelline</b>	<b>Effectiveness Status</b>
Increase demand for higher education and professional programmes	-Acquisition and processing of books using ICT facilities. -Marketing of library services to the academic community and other stakeholders through displays, exhibitions, print and electronic media. -Offer information literacy and orientation to Chuka University students, staff and community members -Introduce subscribed KLISC e-resources	a) Annually b) Bi annually c) Biannually d) Annually	100%
Linkages with business partners	Inter-library loans	3months at least	100%
Demand for establishment of campuses in other regions	Starting and developing campus libraries: Tharaka University College Library, Embu Campus Library, Igembe Campus Library	Annually.	100%
Community good will and support	-Allowing community access library services at a fee -Accept relevant donated books and other information materials	Continuous	100%
Good will from industries	Solicit forbook donations/support from them	Continuous	100%



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**APPENDIX I: PROCESS MAPS**

**i. Collection Development**

<b>RESPONSIBILITY</b>	<b>ACTION</b>
LIBRARIAN	<p style="text-align: center;">Start</p> <p>Collection of publishers catalogs &amp; sending to faculties for selection of preferred titles</p>
DEANS/HODS	Approval and returning of lists to the library. NO/YES
LIBRARIAN	Sending of the list to Procurement Department to source quotations
PROCUREMENT DEPARTMENT	Sending of quotations to pre-qualified suppliers
PROCUREMENT DEPARTMENT LIBRARY & AUDIT REPRESENTATIVE	Opening of the returned quotations
LIBRARIAN	Sending of acceptable quotations to the DVC (AFPD) through DVC (AA) for approval of orders
DVC (AFPD)	Approval of the list for ordering. NO/YES
LIBRARIAN	Making of requisition of required materials & sending to Procurement Department
PROCUREMENT DEPARTMENT	Sending of LPOs to DVC (AFPD)
DVC (AFPD)	Approval of LPOs. NO/YES
PROCUREMENT DEPARTMENT	Sending of LPOs to suppliers Receiving of the delivered materials
INSPECTION COMMITTEE	Inspection of the delivered materials and writing the inspection report
PROCUREMENT DEPARTMENT	Sending of relevant documents to Finance Department for payment of suppliers
LIBRARIAN	Making of store requisition of the delivered materials
LIBRARY TECHNICAL SECTION	Receiving and processing of materials for display and use in the library



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### ii. Short Loans Circulation of Books

RESPONSIBILITY	ACTION
USER	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Selecting books from reserve catalogue and presenting call number to section staff to loan out</p>
STAFF	<p>Recording of the time of loan (1 hour) Desensitization of books and stamping of weekend/overnight loans Counterchecking of books by security desk personnel.</p> <p style="text-align: center;">End</p>


### iii. Long Loans Circulation of Books

RESPONSIBILITY	ACTION
USER	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Selecting of books from shelves &amp; presenting them to issuance desk Identification of client</p>
STAFF	<p>Verification of book details and user identification Stamping and demagnetizing of books to allow safe passage out of the library</p>
SECURITY DESK	<p>Counter-checking of loan transaction</p>
STAFF	<p>Filing the days' loan records. Receiving of due books, re-sensitization and returning of the books to shelves for circulation</p> <p style="text-align: center;">End</p>


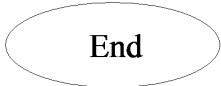
### iv. Organization of Information Materials

RESPONSIBILITY	ACTION
ACQUISITIONS STAFF	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Checking, stamping, and accessioning</p>
TECHNICAL STAFF	<p>Counterchecking books against the shelf list Classification &amp; cataloguing of books Physical processing of books</p>
CIRCULATION STAFF	<p>Displaying of new books Mowing of books from display shelves to circulation shelves</p> <p style="text-align: center;">End</p>


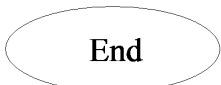
### v. Weeding Obsolete Library Resources

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RESPONSIBILITY	ACTION
I/C LIBRARY	<p style="text-align: center;">   ↓  Identification of obsolete editions of books </p>
LIBRARY COMMITTEE	Approval of disposal/retention
PROCUREMENT	<p>Disposition of the books following procurement procedure</p> <p style="text-align: center;">  </p>

**vi. Library Resources Security**

RESPONSIBILITY	ACTION
USERS	<p style="text-align: center;">   ↓  Entering of clients and leaving of personal belongings such as luggage/bag at the storage section </p>
STAFF	<p>Checking of visiting clients to ensure authorized access  Ensuring availability of emergency lighting e.g. flashlights, or electric lamps.</p>
ELECTRICIAN	<p>Ensuring good working condition of generator</p> <p style="text-align: center;">  </p>



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## APPENDIX II: FORMS

<b>LIBRARY INFORMATION LITERACY FORM (STAFF) DATE:.....</b>					
<b>SN</b>	<b>ADMISSION No.</b>	<b>NAME</b>	<b>MOBILE phone No.</b>	<b>SIGN</b>	<b>DATE</b>
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**LIBRARY INFORMATION LITERACY FORM (STUDENTS)**

**DATE:.....**

SN	ADMISSION No.	NAME	MOBILE phone No.	SIGN	DATE
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**LIBRARY ORIENTATION FORM (STUDENTS) DATE:.....**



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SN	ADMISSION No.	NAME	MOBILE phone No.	SIGN	DATE
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