




The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR INFORMATION/LITERATURE RETRIEVAL REQUESTS CUEA/ DVC ACD/LIB/04	UNIVERSITY LIBRARIAN
	NO. OF APPENDICES:
	(NONE)
AUTHORIZATION This Operating procedure is issued under the authority of:	
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0. CONTENTS AND RECORD OF CHANGES

0.1 Table of Contents

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0.2 RECORD OF CHANGES

No.	Date <i>(dd-mm-yy)</i>	Details of Changes		Authorization <i>Name & Signature</i>
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0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.

1.0 PURPOSE:


To ensure efficient information/literature retrieval reference services provided by the University Library

2.0 SCOPE:

All information/literature retrieval requests presented to the University Library

3.0 TERMS AND DEFINITIONS

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The terms contained in the CUEA quality Manual shall apply in addition to the following:

- 3.1 **Information/literature search:** A Library services that involves searching information from information databases in response to expressed needs of library patrons
- 3.2. **Reference Services Section:** This is the functional area of the university library concerned with providing information retrieval services to the library patrons
- 3.3 Library **patron:** This is a User of the university library
- 3.4. **CUEA Library:** Catholic University of Eastern African Library.

4.0 REFERENCES:

- 4.1. **ISO 9000:2005**, Quality Management systems –Fundamentals and vocabulary
- 4.2 **ISO 9001:2008**, Quality Management systems –Requirements
- 4.3 Library work instruction manual
- 4.4 Library Policy Document
- 4.5 Library procedures manual
- 4.6 CUEA Quality Management Manual


5.0 PRINCIPLE RESPONSIBILITY:

The University Librarian shall ensure efficient implementation of this procedure.

6.0 METHOD:

- 6.1 The library patron shall present a literature/information retrieval (request) query to the Reference Librarian
- 6.2 The reference Librarian shall conduct a reference interview with the patron to understand the literature information required and decide whether it requires a detailed investigation (response) or not
 - 6.2.1 If the request requires a detailed investigation, the Library Patron shall fill a literature /information search request form (see Appendix A)

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6.2.2 If the request does not require a detailed investigation and report, the Reference Librarian shall fulfil the request on the spot

6.3. Using the information provided in the literature /information search request form, the Reference Librarian shall within 24 hours perform a literature search in the various databases and present the search results to the Patron in print or electronic format

7.0 APPENDICES

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