




The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR LENDING AND RETURNING INFORMATION RESOURCES CUEA/DVC ACD/LIB/05	UNIVERSITY LIBRARIAN
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AUTHORIZATION This Quality Management Procedure is issued under the authority of:	
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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date	Details of Changes		Authorization
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1.	26.05.2015	3-4	6.1 Change of Title 6.1.1-6.1.5.2 Review of Methodology	University Librarian
2.	26.05.2015	4	6.2 Change of Title	University Librarian

0.3 Distribution / Circulation

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


1.0 PURPOSE

To ensure efficient and effective library lending services by the University Library.

2.0 SCOPE

All Library documents submitted to circulation desk by Library Patrons for borrowing purposes.

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3.0 REFERENCES

- 3.1 ISO 9000:2005, Quality Management systems –Fundamentals and vocabulary
- 3.2 ISO 9001:2008, Quality Management systems –Requirements
- 3.3 Library work instruction manual
- 3.4 Library Policies Manual

4.0 TERMS AND DEFINITIONS

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

- 4.1 **Circulation** – The term “circulation” refers to lending of information resources to Library Patrons and accepting them back.
- 4.2 **Lending** - A process through which information resources are issued to Library Patron for a specific period.
- 4.3 **Returning** - A process of receiving back the information resources borrowed by the Library Patrons.
- 4.4 **A Library Patron** – A registered member of the University Library
- 4.5 **Circulation desk** - A service counter where Library Patron borrow and return information resources to the library.
- 4.6 **CUEA Library** - Catholic University of Eastern Africa Library.

5.0 PRINCIPLE RESPONSIBILITY


The University Librarian shall ensure efficient implementation of this procedure.

6.0 METHOD

6.1 LENDING AND RETURNING OF INFORMATION RESOURCES FOR AUTOMATED SYSTEM

- 6.1.1 The Library Patron shall present his/her identification documents to the Circulation Staff for registration as a Library User.

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6.1.2 The Circulation Staff shall ascertain whether the identification documents of the Library Patron are in order.

6.1.2.1 If the documents are satisfactory, the Circulation Staff shall issue the Library Patron with a pin code/password.

6.1.2.2 If the documents are not satisfactory, the Circulation Staff shall advise the Library Patron accordingly.

6.1.3 Once registered and issued with a pin code/password, the Library Patron shall be instructed on how to perform self-borrowing using the self-check station.

6.1.4 The Library Patron shall use and return the information resource(s) within the stipulated period of time according to Library Circulation Policy and place in it / them the automated book return bins.

6.1.5 The Library Assistant shall retrieve books from the automated book return bins and verify the condition of the information resource(s) that was / were returned by the Library Patron.

6.1.5.1 If the information resource(s) is/are in satisfactory condition, the Library Attendant shall re-shelf it/them.

6.1.5.2 If the condition of the information resource(s) is unsatisfactory, the Library Attendant shall forward it/them to the Circulation Staff who shall advise the concerned Library Patron accordingly.


6.2 LENDING AND RETURNING OF INFORMATION RESOURCES FOR MANUAL SYSTEM

6.2.1 The Library Patron shall present information resource (s) to the Circulation Staff for lending purposes.

6.2.2 The Circulation Staff shall ascertain whether the identification documents of the Library Patron are valid.

6.2.2.1 If the identification documents are valid, the Circulation Staff shall lend out the information resource(s) to the Library Patron for the stipulated period of time according to the Library Circulation Policy;

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6.2.2.2 If the identification documents are not valid, the Circulation Staff shall advise the Library Patron accordingly.

6.2.3 The Library Patron shall use and return the information resources(s) within the stipulated period of time according to the Library Circulation Policy.

6.2.4 The Circulation Staff shall verify the condition of the returned information resource(s).

6.2.4.1 If the information resource(s) is/are in satisfactory condition the Circulation Staff shall accept and update the borrowers records accordingly

6.2.4.2 If the information resource(s) is/are in unsatisfactory condition, the Circulation Staff shall advice the Library Patron accordingly.

7.0 APPENDICES

NONE

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