

**BENUE STATE UNIVERSITY**  
**LIBRARY AND INFORMATION SERVICES (ULIS)**

**VISION AND MISSION STATEMENTS**

**BSU VISION:** To be the University of first choice in Nigeria and Africa and among the top 200 in the world.

**ULIS VISION:** To be Benue State University's gateway to the global information infrastructure and world-class scholarship.

**BSU MISSION:** To be the center of excellence in creating knowledge and developing a complete person who is capable of not only responding to the cultural, social, political and economic environment but also setting the agenda for change.

**ULIS MISSION:** To be a center of excellence in the provision of client-centered services that add value to the knowledge creation, diffusion and utilization processes designed to positively impact Benue State and beyond.

**CORE VALUES**

Implementation of these Vision and Mission Statements will be guided by the following values and principles:

**Access:** ULIS will provide free and unhindered access to all forms of information while respecting and protecting the intellectual property rights of authors and the rights of our clients to privacy, autonomy and free inquiry.

**Capacity Building:** ULIS is committed to a life-long learning philosophy which enables both library staff and clients enhance their information literacy skills as they use library resources to advance their competences in their respective arenas of practice.

**Collaboration:** ULIS will partner with the BSU community and other library and information agencies to expand access to global information utilities as well as training opportunities for ULIS staff and the University Community.

**Innovation:** ULIS will strive to investigate and implement new technologies, information resources and instructional facilities to simplify processes while enhancing the efficiency, effectiveness and impact of service delivery.

**Preservation:** ULIS share with the BSU community, the responsibility of preserving and adding value to the cultural and intellectual legacy of our Benue community and humanity, in general.

**Service:** ULIS seeks to design, deliver and assess programs and services based on clientele needs and desired outcomes. Through quality assurance and thoughtful application of best practices, ULIS strives to deploy services that promote academic excellence.

## **LIBRARY AND INFORMATION SERVICES**

### **An Introduction and Brief History**

The University Library and Information Services (ULIS) Department supports the BSU Mission by facilitating access and use of information resources and services in support of the instructional, research and community service activities of the university community. This library system commenced operation from make-shift quarters at the inception of BSU in 1992. An ultra-modern Central Library Complex, constructed with a grant from TETFund was commissioned by the Executive Governor of Benue State, His Excellency, Dr. Samuel Ortom on the 9<sup>th</sup> of August, 2016. With a sitting capacity of approximately 3,000, this building currently houses about 45,000 books and monographs and 3,000 journal titles in addition to subscription databases, open access resources and e-books database.

With this development, the library system was renamed: Library and Information Services. The “information services” label refers to instruction and mediation services provided to facilitate information seeking, retrieval and utilization by clients. Such services may range from instruction in searching databases or using SPSS data analysis software to the preparation of annotated bibliographies and Current Awareness services (See below) in support of instruction, research or program development projects. Given current staffing levels, these services are currently in formation and offered in response to specific needs. Requests for such services should be directed to the University Librarian’s office.

Besides the Central Library Complex, the ULIS system comprises units in the College of Health Sciences and the faculties of Arts, Education, Environmental Sciences, Law, Science and the Social Sciences. Other unit libraries serve the departments of Chemistry, Mass Communications, and Theatre Arts. Virtual library units in the Central Library Complex, College of Health Sciences and Faculty of Law provide remote access to electronic resources through these unit libraries. Remote access to electronic resources and services is also available using networked electronic devices such as i-pads, iphones and computers via the ULIS website at [www.library.bsum.edu.ng](http://www.library.bsum.edu.ng).

**Take a Virtual Tour of the Central Library Complex:** University Community members who are not familiar with the library building can click on this link <http://library.bsum.edu.ng/tour.php> and experience a virtual tour of the library. By clicking on different points, they will be oriented to the locations of the ULIS library service departments, divisions and units.

**A series of Orientation and Information Literacy training sessions are being designed by the Readers’ Services Department to facilitate easy access to and effective use of our resources and services. Brief descriptions of the**

**departments and units are provided below, along with contact addresses of staff who can assist with navigating and effectively using their resources and services.**

### **ULIS Management**

University Librarian Professor John Agada

[jagada@bsum.edu](mailto:jagada@bsum.edu); 08031854227

Deputy University Librarian Dr. Umbur Demekaa

Phone: 08022453972 E-Mail: [udemekaa@yahoo.com](mailto:udemekaa@yahoo.com)

Deputy Registrar: Mrs. Vembera

Phone: E-Mail:

Assistant Registrar: Mr. Aondona Tor-Anyiin

Phone: 08032243357 E-Mail: [atoranyiin@bsum.edu.ng](mailto:atoranyiin@bsum.edu.ng)

Admins. Staff (?)

Tersoo Daagema

Phone: 07030682638 E-Mail:

**PUBLIC SERVICE DEPARTMENTS/UNITS**

**Readers' Services:** Jerome Moze.

Phone: 07066959987 E-Mail: [iorzenda@gmail.com](mailto:iorzenda@gmail.com)

**Quality Assurance:** Celina Nongo

Phone: 08065397928 E-Mail: nongocelina38@gmail.com

**Reference & Information Literacy Unit:** Doris Bembura

Phone: 08038836261 E-Mail: queen.doris82@gmail.com

**Reserve Materials Section:** Saater Iorgulum

Phone: 08067137656 E-Mail: siornguln@bsum.edu.ng

**Information Literacy:** Comfort Tyopev

Phone: 07031099187 E-Mail: cmtyojev669@gmail.com

**Serials Unit:** Dr. Mrs. Nancy Ubagir

Phone: 07065086508 E-Mail: ugbagirnancy@gmail.com

**Virtual Library:** Murphy Igbudu

Phone: 08038434748 E-Mail: murphyigbudu@gmail.com

**Research & PG Library:** Joseph Gbuushi

Phone: 08160640839 E-Mail: josephgbuushi@gmail.com

**Faculty/Dept. Libraries:** Margaret Ubagu

Phone: 08081227316 E-Mail: Margaretubagu@gmail.com

#### **TECHNICAL SERVICES DEPARTMENTS**

**Collection Development/Acquisitions:** Dr. Umbur Demekaa

Phone: 08022453972 E-Mail: udemekaa@yahoo.com

**Materials Processing/Cataloguing and Classification:** Anita Asen

Phone: 07065769706 E-Mail: asenanita5@gmail.com

**Bindery:** Daniel Assoh

Phone: 07036565131 E-Mail: assohdaniel@gmail.com

**College of Health Sciences Library**

Mr. Moses Ode

Phone: E-Mail: ijoko\_2d4@yahoo.com

**Law Library**

Barr. Gabriel Okplogidi

Phone: 08060070170 E-Mail: okpologidi@gmail.com

**Opening Hours**

The Opening Hours of the Central Library Complex are:

**During the Term:**

Monday -Friday 8a -10pm

Saturday -8am - 2pm

Sunday -3pm -6pm

**During Vacations:**

Monday -Friday 8am-10pm

Saturday-8a- 1pm

**During Public Holidays:**

The Library shall remain closed to readers on all officially declared Public Holidays.

**OPENING HOURS OF THE FACULTY/DEPARTMENTAL LIBRARIES**

Monday -Friday 8a - 4pm

## 1.2 Registration and Membership

The following persons are eligible to register as ULIS patrons:

- Members of the University Council;
- All BSU staff;
- All Registered BSU students, and
- All other persons permitted by the University Librarian

Registration entails filling out a Readers' Registration form, which is available at the Circulation Desk. Original copies of Admission Letters for students and Appointment Letters for staff must be presented to the supervisory staff. All registered patrons must obtain Library Identity Cards and sign an undertaking to observe ULIS regulations.

- i. All persons wishing to enter the Library must show their Identity Cards to the Library Staff at the entrance of the building.
- ii. Registered readers must inform the University Librarian in writing of any changes in their residential and postal addresses while they are bona fide patrons.

### **READERS' SERVICES DIVISION      HOD: Mr. Moses Mozeh**

The Readers' Services Division is the largest unit of the Library and Information Services department and comprises the following units: Circulation, [Online Public Access Catalogue \(OPAC\)](#), Reference and Information Literacy, Reserve Materials, and Reprography. The Readers' Services Division as well as the Virtual Library (See below) represent the public service points of ULIS for the University Community. Since public perceptions of ULIS services are shaped by such interactions, this Division is assumed to be the "image-maker" of the library.

**Patron Registration** is undertaken at the Circulation Desk in this division. Registration is open to all members of the university community. The registration process can be undertaken online or offline. The goal is to transmit all registration online as most of the division's services are now automated. New Student orientation exercises will include instruction [on how to locate materials on online public access catalogue \(OPAC\) as well as the online registration process. The University Community is therefore advised to request assistance at the Circulation Desk or contact the](#)

circulation desk on how to register in the library. It is also important for all prospective library users to have an active e-mail as it is needed during the online library registration.

**How to locate a book in the library:** This may be undertaken by checking the ULIS Catalogue which is in the form of a Card Catalogue of Online Catalogue. The latter in ULIS is an **Online Public Access Catalogue (OPAC)**. The catalogue enables clients determine whether a title or material of interest is in the library collection:

- i. what title or information resources the library has by a given author or
- ii. what title or information resources the library has on a given subject; and
- iii. where the title or information resource may be found on the shelves.

**Manual catalogue:** This is located on the ground floor of the library in front of the Circulation Desk. It is important that readers first consult the Card Catalogue or OPAC to find out if the book required is in the catalogue or not. By checking the catalogue/OPAC first, they may find that though the book is not on the shelves at the time, the library has a copy which may be out on loan. The client may then fill a Reservation Form at the Circulation Desk so that the item might be reserved for him/her when it is returned.

**Online Public Access Catalogue (OPAC):** This is a database containing the entire library holdings. Clients can access this catalogue by clicking on **BSU Library Catalog** from the search menu on the library website or directly login unto: <http://opac.bsum.edu.ng:8000> . Thereafter, they can search their desired information resource by title, author, subject, ISBN, keywords, series and call number respectively. The OPAC will also display information about location of the book, whether it has been loaned out or is available on the shelves. If loaned out, the patron searching for it can place it “on hold”, for he/she to be contacted when the material is brought back into the library.

**Using the author/title catalogue:** Each author catalogue card contains the following information; Surname, other name(s) of the author. Title of book/information resource, edition (If any); place of publication, publisher, data of publication, number of pages, accession numbers and class mark.

**Finding the book on the Shelves:** Books and information resources are arranged on the shelves or their containers in an order that reflects their subject content. The general lending collection of the ULIS is housed in this division located on the first floor according to discipline. The books are arranged on the shelves in a classification order by subject, in this case under Classification Letters B – Z. Having ascertained the correct subject notation (class-mark) for the book or books selected by consulting the author/title catalogue, the client should be able to locate the item on the shelf if it is available. If it is not found, it may be in the Reserve Book unit or out on loan. A Reservation form needs to be filled at the Circulation Desk. The duty staff will try to locate the book and inform the client when it is available.

**How to Borrow Books:** All books are borrowed at the Circulation Desk. Books to be borrowed are presented to the library staff behind the desk. Both staff and students must present their ID cards in order to borrow books. The Date Due Slip in a book is stamped with the date on which the book must be returned. If it is not returned on or before that date, a fine will be imposed on the patron. Reminders in the form of Overdue Notices may be sent as a courtesy to readers whose library books are kept beyond their due dates (overdue books). Failure to receive a reminder does not exempt defaulters from fines.

Returned books should be presented to the library staff at the Circulation Desk. Safety of borrowed books is the responsibility of the borrower until they have been handled to the staff at the Circulation Desk. Borrowers are encouraged to return books to the library themselves rather than ask anybody to return them on their behalf.

**Borrowing Books.** All registered patrons can borrow books or other information resources from the library. Students may borrow for a duration of fourteen (14) days, while staff may borrow for thirty (30) days. They may renew their loans for the same periods. Failure to return on the due dates attracts a fine. It is worthwhile for library users to note the following guidelines:

**Renewal, Recall & Fines.** *Renewing loans.* Library patrons are advised to frequently check their online library accounts, where they could also renew their book loans with the library. They could also call the Readers Service Desk (**Phone Number:** ), to renew their loans. If you have your books with you, visit the Circulation Desk to renew your books with the staff on duty.

*Recalling books on loan.* The library reserves the right to recall items from a patron, thereby reducing the loan periods. Notice of recalls will be sent via email. Library clients are therefore encouraged to check their emails regularly. Materials must be returned by the date on the recall notice, regardless of the original due date.

*Fines.* Penalties in the form of fines are levied for late returns or late renewals of library materials. This exercise is to ensure that clients do not deny others timely access to needed library books and other information resources. Repeated violations could lead to a client's borrowing privileges being suspended.

**Library Exhibitions:** ULIS plans to hold exhibitions of special collections that draw attention to events and issues of significance to the BSU and Benue communities. For instance, a special exhibition is planned to celebrate the achievements of BSU on the occasion of its 25<sup>th</sup> Convocation ceremonies later in the year. Similar exhibitions would be held in the library foyer, the open space at the entrance to the Central Library Complex where cubicles are provided for patrons' handbags.

"New Books Display" will be a recurrent exhibition of new titles added to the library collection. Such exhibitions which would last for two weeks are meant to publicise the arrival of new materials to the collection. Patrons could



examine these items but would not be allowed to remove them from this location without conferring with the Readers' Services staff member in charge of this "New Books Display" exhibition.

**Interest Profiling and Current Awareness Service:** ULIS seeks collect requests for book titles and other information resources from the University Community for review and eventual purchase. Patrons can place such requests through the ULIS website by clicking on the link "Suggest Textbooks/Journals" or log onto: <http://library.bsum.edu.ng/form1.php> , fill out the form and submit it. Upon receipt of a request, the library staff verifies the bibliographic data of the items and includes it among items for purchase.

Titles suggested for purchase by patrons are eventually included in a database of Interest Profiles of members of the University Community. The library would use such profiles to alert patrons of new titles being purchased titles that match their interest profiles. Such a proactive alert system ensures that our patrons are kept abreast of current additions to the library collection in their areas of interest.

#### **Reference and Information Literacy Unit HOD Doris Bembura; Comfort Tyopev**

The Reference unit is located on the ground floor, left of the entrance. The collection here includes encyclopedia, handbooks, yearbooks, dictionaries, atlas, bibliographies, abstracts, indexes etc. Assistance is not confined to the Reference collection but extends to all materials within, and sometimes outside the library. Such assistance may range from instruction on library search strategies, e.g. using the manual or online catalogue, locating the needed title from the shelves or extracting the needed information from a book or database.

This unit is responsible for coordinating Library Orientation programs for new students (undergraduate and graduate) and Information Literacy instruction as well as specialized research support services, such as instruction in use of bibliographic citation or data analysis software for post-graduate students and researchers. The Reference and Information Literacy unit draws on staff expertise and information resources from across the ULIS system such as the Research & PG Library, Institutional Repository and Virtual Library units and beyond.

Remote access to this unit is available via facebook (<https://www.facebook.com/mybsulibrary>), WhatsApp, voice calls (09060084768), e-mail: [asklibrary@bsum.edu.ng](mailto:asklibrary@bsum.edu.ng) ) or the website: [www.library.bsum.edu.ng](http://www.library.bsum.edu.ng) Patrons can access Reference service by clicking on "ASK A LIBRARIAN". Patrons can also use these online channels to send enquiries to the Reference Librarian or real time chats.

#### **Reserve Book Unit HOD: Saater Iorngulum**

This unit is also found on the ground floor, towards the back of the building at the opposite end from the Reference unit and Information Literacy unit. Textbooks which are in the lists of "required readings" and "recommended

readings” and therefore on high demand are kept in this unit on the behest of the teaching staff. Placing such titles on Reserve ensures that such high-demand materials are protected from being mutilated, hidden or stolen, if placed on the open shelves.

To access a material within this unit, a student completes a Request Slip and submits it along with his/her identity card to the Reserve Book staff in exchange for the title requested. The loan period is two hours in the first instance, after which the borrower may check to confirm that the title has not been requested by another patron. The loan may be renewed for another period of two hours. Borrowers are required to keep to the seat indicated on their request form. This enables the library staff keep track of titles on loan for timely retrieval for other requesters.

**Serials Unit. HOD: Dr. Mrs. Nancy Ugbagir**

The Serials Unit is located on the ground floor at the right hand corner of the library. Serial Materials (Newspapers, journals, magazines etc.) are normally published at regular intervals and issues are collected and bound into annual volumes. The bound volumes are housed in a separate storage room which is accessible only to the Serials staff. The unbound issues of current volumes are displayed on shelves and accessible to patrons in the Serials Service Room. Patrons have ample seating space to read the current and unbound copies of the serials titles adjacent to the display racks.

**Photocopying Services.** Photocopying facilities are available at a moderate charge. Copyright regulations MUST be complied with in all transactions involving copyrighted materials.

**Queries/Suggestions.** A Suggestion Box is provided in the unit through which patrons may pose queries and offer suggestions to the ULIS Management. Patrons receive responses to their queries as quickly as possible and directly, if feasible. We strive to ensure that enquiries and suggestions are attended to instantly and with courtesy. Sometimes, queries might need to be researched before a satisfactory answer is available. Inquirers therefore need to be patient and follow up with the Reference or other relevant unit for answers to their questions or resolutions to their issues or challenges.

**Quality Assurance unit:** This unit coordinates data collection, analyses and reporting on the access, use, outcomes and impact of library resources and services of the University Community. Data which relate to the ULIS Strategic Plan, 2016 - 2020 is cumulated over time and reported to the Library Management at its monthly meetings for integration in its sea

sonal evaluation and planning exercises.

**Conclusion:** The ULIS staff are always available to advise and assist patrons in the use of the library. The University Community is welcome to take advantage of opportunities offered by the library through its Orientation programs and Information Literacy instruction classes for patrons. Such programmes include training in using the ULIS OPAC and Virtual Library services.

**The next suite of divisions: Research / Post-Graduate Library, Virtual Library and Institutional Repository present resources and services that range from a combination of print/hard-copies to entire digital and virtual copies of of research reports.**

#### **Research and Post-Graduate Library HOD: Joseph Gbuushi**

This Research and Post Graduate Library is located on the second floor at the western wing of the Central Library Complex. This library is meant for post graduate students, teaching staff and others engaged in research projects. The library houses theses, dissertations and research reports of BSU students and staff, as well as a collection on research textbooks with foci on research methodology and various aspects and stages of research, including program evaluation, research supervision, data collection and analysis, citation style manuals on research reports, copyright issues, etc. As a reference collection, the items may not be taken out of the building except with a special permission. Patrons may request copies of items in this collection by filling a form at the staff desk.

Twenty lockable Study Carrels are available in this unit for researchers who desire extended periods of uninterrupted time for reflection and writing in relative privacy. Those wishing to avail themselves of a Study carrel should contact the Head of the Research / Post Graduate library.

#### **Institutional Repository HOD: Mr. Ephraim Alev**

The Institutional Repository (IR) unit is charged creating digital copies of all theses, dissertations and research projects undertaken by BSU students and staff and uploaded them onto the web. The project which is at an advanced stage of deployment would enhance BSU's global research profile and ranking among institutions of higher learning.

It is expected that this unit will also harness BSU's Open Educational Resources in the public domain to show-case its standard of teaching, learning and research, thereby joining other institutions of higher learning in subjecting its academic content and processes for global visibility, public scrutiny and evaluation.

**Virtual Library HOD: Murphy Igbudu Phone: E:Mail: murphyigbudu@gmail.com**

This unit is located on the 2<sup>nd</sup> floor at the east wing of the building. Its resources and services are accessible through [www.library.bsum.edu.ng](http://www.library.bsum.edu.ng). This site is also a gateway to the ULIS electronic resources and services. Since the Virtual Library is online, it can be accessed on the internet using any electronic device such as computers, tablets, smart phones, I-pads etc. Below are the e-resources and services and how to locate them:

### **Electronic Resources**

**Subscribed Databases ([www.library.bsum.edu.ng](http://www.library.bsum.edu.ng) – Search menu - Subscription Databases) or log onto <http://library.bsum.edu.ng/subdatabase.php> :** *To access these databases, patrons must acquire a username (ID) and password from any of the virtual libraries in the university.* Currently, the university is subscribed to EBSCO-HOST, Health Internetwork Access to Research Initiative (HINARI), Online Access to Research in the Environment (OARE), Access to Research for Development and Innovation (ARDI), and Agricultural Online Access to Research (AGORA), **Research for Global Justice (GOALI) and Journal storage (JSTOL).**

**E-Books and E-Journals:** ([www.pdf.net](http://www.pdf.net)) Patrons can access thousands of e-books and e-journals at this site. **(Password Required)**

**Open Access Resources ([www.library.bsum.edu.ng](http://www.library.bsum.edu.ng) –Search menu - Open Access Resources):** These are scholarly articles **that** are accessible without user authentication as long as they are internet services. These resources are categorized by BSU academic faculties and college, i.e. Arts, Education, Geography and Environmental Sciences, Law, Science, Social Sciences, and the College of Health Sciences.

**CEFTER BSU:** Postharvest e-journals-PHTRC Library, Social and Environmental Science, Agriculture and Food Sciences, African Journal of Food Science, etc.

**Arts:** International Journal of English and Literature, International Journal of English and Education, Intermountain West Journal of Religious Studies, International Research Journal of Arts and Social Sciences, etc.

**Education:** Electronic Journal of Science Education, International Journal of Vocational and Technical Education, International Journal of Library and Information Science, etc.

**Health Sciences:** Nigerian Medical Journal, Nigerian Journal of Clinical Practice, Nigerian Journal of Pediatrics, Journal of Public Health and Epidemiology, etc.

**Law:** Duke Law Journal, Law Social Justice and Global Development, Richmond Journal of Law and Technology, etc.

**Management Science:** International Journal of Business Science and Applied Management, International Journal of Economic Management, International Journal of Managing Value and Supply Chain, etc.

**Sciences:** arXiv, HighWire Press, New Journal of Physics, Electronic Journal of Biotechnology, etc.

**Social and Environmental Sciences:** History of Intellectual Culture, African Studies Quarterly, Nordic Journal of African Studies, International Journal of Environmental Sciences, Urban Studies Research-An Open Access Journal Hindawi, etc.

### 3.0 **Basic Regulations**

- i. Only registered members of the Library may borrow books/library materials.

All registered Senior Staff Members including Academic Staff may normally borrow up to five (5) books for a period of one month.

1. Registered students may normally borrow up to four (4) books for a period of two weeks (14 days).
  - ii. Certain categories of books/library materials, e.g. reference books/journals may not be loaned out except with the permission of the University Librarian or any persons acting on his/her behalf.
  - iii. Patrons will be responsible for any loss of, or damage to library books/materials loaned to them.
  - iv. Books may not be loaned out to students during vacation except they are postgraduate students.
  - v. All borrowing must be completed 30 minutes before library's closing time
  - vi. Any registered patron leaving the University must obtain a library clearance certificate from the University Librarian.
  - vii. All patrons leaving the library must submit themselves and their handbags for checking.

### 7.0 **Conduct / Checking in the library**

- x. All readers leaving the Library must submit themselves for checking

xi. Any reader/staff found to have stolen library books/materials shall be charged before the appropriate University Disciplinary Committee for appropriate disciplinary action.

xii. All cases of loss of borrowers' card/ID cards must be promptly reported to the Circulation Desk. Cost of replacement shall be determined then.

xiii. Silence should be maintained in the library at all times.

xiv. Entrance to the library is by the main door at the ground floor only. Readers are expected to have their ID cards scanned by the Access Control system before entering the library as well as submit themselves for checking at the exit while leaving the library.

xv. Bags, umbrella and raincoats etc should NOT be brought into the library, but deposited in the foyer/exhibition gallery at owner's risk.

xvi. Library patrons may bring pad-locks to secure such belongings that fit into the boxes provided in this area.

xvii. Group discussions may be held at designated places in the library.

xviii. Charging and making of phone calls in the library is not allowed. Students can only be allowed to charge their laptops if necessary.

8.0 The library provides lockable cabinets at the exhibition area for keeping readers' bags. However, readers are responsible for safe keeping of keys to their cabinets. The library will NOT be held responsible for loss of item(s).

### **Penalties for Various Offences**

xix. During clearance, students are to submit both ID card and borrowers' tickets issued to them. Misplacement attracts N500.00 per card or ticket.

xx. Any reader who loses, defaces, damages or mutilates library books/materials shall pay the cost of its replacement or pay five times the current cost of the books/materials.

xxi. Any reader who keeps library books/materials overdue shall pay a fine of twenty naira (N20.00) per book per day. In the case of books whose issuance is restricted, the overdue fine will be at the rate of N10 per hour.

xxii. Photo-copying services are offered by the library in accordance with the scale of charges currently in force.

xxiii. Staff members who fail both to return library books and to pay their accumulated fines will have the amounts involved deducted from their salaries by the Bursar. In such cases, the cost of a book will be five times its unit cost.

xxiv. A time restriction of 1 hour per day may be allocated for each student in respect of using the computers in the Virtual Library units to allow for equitable access for clients.

xxv. The System Analyst or System Librarian may consider an extension of time for clients with special needs for electronic resources.

xxvi. Library resources and services must be used appropriately, including observance of ethical and lawful guidelines.

9.0 The following types of activities are examples of behaviours considered unethical and unlawful:

- i. Attempts to alter system software or hardware configuration.
- ii. Access another individual's account, private files, or e-mail without permission of the owners; misrepresenting one's identity in electronic communication.
- iii. Violating copyright and/or software agreements; violating rules, or codes set by the services subscribed to by the University.
- iv. Using computing resources to threaten or harass others.
- v. Systematically transmitting credentials of the University subscribed databases to non staff and students of the University.
- vi. Using University electronic facilities or resources to violate the policies of other computer systems or organizations. Uploading, downloading or installing software for purposes of copyright violation, hacking, or unauthorized internet communication.
- vii. Distributing unsolicited mass mailings, or information (known as spamming) not directly dealing with University business, events or announcements or without authorization from the virtual library administration.
- viii. Disrespecting the privacy of others using public access workstation.
- ix. Watching movies in the library. If caught, such shall be advised to leave the library.

Anybody caught engaging in such activities will be handed over to the security for necessary disciplinary action.

10.0 **Conclusion:** Readers should always remember that Library staff are available to give them maximum assistance in the use of the library. The Library Management strives to ensure that enquiry for assistance at any unit of the library are always met with courteous service and assistance. You are therefore encouraged to ask questions as this is also a means by which we learn to better service your needs. Much valuable time can be saved and new knowledge can be learned by requesting assistance from the staff on duty.



A Suggestion Box is available by the Circulation where you can anonymously complain about your library experience and suggest how we could better serve you.

