UNIVERSITY OF EASTERN AFRICA, BARATON

Library Procedures

University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Library orientation

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UNIVERSITY OF EASTERN AFRICA, BARATON

QUALITY MANAGEMENT SYSTEM

Approved by:	Issued by:
Sign:	Sign:
Name: Prof. Msafiri Mmamba Jackson	Name Prof. Moses M. Kibirango
Vice Chancellor	**Director, Quality Assurance**
Date: 2nd April, 2025	Date: 2nd April, 2025

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	Library Orientation	Doc No: PR-LIB-001
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1.0   GENERAL

1.1   Purpose

To ensure consistency, timeliness and effectiveness in conducting library orientation.

1.2   Scope

This procedure applies to all new library users in UEAB

1.3   References

Document Category	Document Title
Policy	Current UEAB Library Handbook

1.4   Terms and Definitions

Abbreviation/Term	Description
DVC AA	Deputy Vice Chancellor Academic Affairs
UL	University Librarian

1.5   Principal Responsibility

The University Librarian shall ensure adherence to this procedure.

1.6   Inputs

The need to acquaint new library users to library services and resources

1.7   Resources

a) Personnel

b) Space

c) Hardware and software

2.0   PROCESS DESCRIPTION

2.1   Predecessor Processes

Admission of new students (PR-REG-002).

2.2   Process Steps

Step	Activity	Record	Responsibility
2.2.1	The UL shall prepare an orientation program taking into consideration:- a) Calendar of events	Orientation program	UL

Step	Activity	Record	Responsibility
	b) Space required		
2.2.2	Upon preparation of the program, the UL shall forward it to the DVC AA for approval.	Evidence of communication	UL
2.2.3	Upon receipt of the Orientation Programme, the DVC AA shall approve it guided by the criteria in 2.2.1. The UL shall act on any recommendations from the DVC AA.	Approved Orientation Programme	DVC AA
2.2.4	Upon approval, the UL shall communicate the programme to the students for information and necessary action. Communication shall include use of students general assembly, e-mail as well as mounting posters on various notice boards in Campus	Evidence of communication	UL
2.2.5	On the material day, the UL shall ensure adherence to the Orientation Programme and an attendance register completed.	Orientation Attendance Register	UL
2.2.6	Towards the end of the orientation, the UL shall ensure that the students are gathered and evaluation of the mastery of the concepts is tested and Library Handbook handed to them.	Orientation evaluation report Attendance Register	LA

Step	Activity	Record	Responsibility
2.2.7	The UL shall ensure that students who come late for orientation register their names at the circulation desk for proper planning of another orientation.	Register of names of students	UL
2.2.8	Within 7 days of the orientation meeting, the UL shall prepare and submit a report to the DVC – AA for information.	Orientation Report	UL

2.3   Process Output

Effectively oriented library users

2.4   Subsequent Processes

Charging and discharging of Information Materials (PR-LIB-005).

3.0   PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Effectiveness of orientation	Review of Orientation Evaluation Report

University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Collection Development

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Sign:	Sign:
Name: Prof. Msafiri Mmamba Jackson **Vice Chancellor**	Name Prof. Moses M. Kibirango **Director, Quality Assurance**
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1.0 GENERAL

1.1 Purpose

To ensure consistency and timeliness in building library collection.

1.2 Scope

This procedure applies to collection development at UEAB Library.

References

Document Category	Document Title
Policy	Current UEAB Collection Development Policy

1.3 Terms and Definitions

Abbreviation/Term	Description
DVC AA	Deputy Vice Chancellor Academic Affairs
UL	University Librarian
LA	Library Assistant

1.4 Principal Responsibility

The University Librarian shall ensure adherence to this procedure.

1.5 Inputs

The need to quantitatively and qualitatively build library collection.

1.6 Resources

a) Personnel

b) Accession register

c) Request list from library users

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

Curriculum Development and Review (PR-FACULTY-001).

2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This procedure shall start at the end of the every Semester with the UL requesting user departments to complete the Book Request Form indicating respective information materials needs.	Evidence of communication	UL
2.2.2	On receiving duly filled forms, the UL shall:- a) verify the list for accuracy and completeness, b) compile the list of information materials, c) verify whether there is a budget for book acquisition from the relevant Department (s).	Verified compiled list of library materials	UL
2.2.3	The UL shall then source for quotations from various suppliers in consultation with Purchasing Manager.	Quotations	UL
2.2.4	Upon receiving the various quotations, the UL shall forward them to the Credit Officer for processing.	List of quotations	UL
2.2.5	On receiving the Materials, the UL shall ensure they are managed as per the Procedure on Organization of Library Resources.		UL

Prepared by: University Librarian   Reviewed by: DQA   Approved by: VC

2.3   Process Output

Up-to-date and relevant library information materials.

2.4   Subsequent Processes

Organization of Library Materials

3.0   PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Accuracy of the information on the List of information materials	Percentage of List of information materials that have omissions reported/observed on an annual basis

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University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Organization of library resources

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Sign:	Sign:
Name: Prof. Msafiri Mmamba Jackson **Vice Chancellor**	Name Prof. Moses M. Kibirango **Director, Quality Assurance**
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1.0 GENERAL

1.1 Purpose

To ensure effective organization of library resources

1.2 Scope

Applies to processing library materials at UEAB Library.

1.3 References

Document Category	Document Title
Standard	Library of Congress classification scheme

1.4 Terms and Definitions

Abbreviation/Term	Description
DVC AA	Deputy Vice Chancellor Academic Affairs
UL	University Librarian
OPAC	Online Public Access Catalog

1.5 Principal Responsibility

The University Librarian shall ensure adherence to this procedure.

1.6 Inputs

a) Newly acquired library materials.

b) Need to establish an efficient and easy to use Library system.

1.7 Resources

a) Personnel

b) Stationery

c) Hardware and software

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

Collection Development (PR-LIB-002)

2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This procedure shall start with receipt of the information	Delivery note	UL

Step	Activity	Record	Responsibility
	materials from the supplier or from any acceptable source by the UL.		
2.2.2	Upon receipt, the UL shall verify the books against the delivery note to ensure that the right materials have been delivered.	Delivery note	UL
2.2.3	In the event of any anomaly, the UL shall return them to the supplier for remedy.	Evidence of communication	UL
2.2.4	Upon verification, the UL shall ensure materials are accessioned and the accession register updated.	Updated accession register	UL
2.2.5	Upon accessioning, the UL shall ensure that:- a) cataloguing and classification is done using the Library of Congress classification scheme in order to generate a call number; b) that barcodes are assigned to each catalogued book; c) verification is done to ensure the books are available in OPAC; d) physical processing is done such as hard cover binding for those books with loose covers	Completed catalogues Assigned Barcodes OPAC records	UL

Step	Activity	Record	Responsibility
2.2.6	The UL shall forward the books to the Circulation Librarian for display.	List of processed books	UL
2.2.7	The Circulation Librarian shall ensure that a copy of each book is displayed at the display shelf to create awareness for at least one week before they are shelved.	Display books	Circulation Librarian
2.2.8	The Circulation Librarian shall ensure that the categorization of the books is done to ascertain short and long loan circulation. For long loan, the books are shelved on main stacks while short loan books are shelved with the circulation area.	List of processed books	Circulation librarian

2.3 Process Output

Processed books

2.4 Subsequent Processes

Charging and discharging of library materials (PR-LIB-005).

3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Completeness of processing library materials	Percentage of acquired materials which are processed per year

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University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Library user registration and de-registration

Document No: PR-LIB-004

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Sign:	Sign:
Name: Prof. Msafiri Mmamba Jackson **Vice Chancellor**	Name Prof. Moses M Kibirango **Director, Quality Assurance**
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1.0 GENERAL

1.1 Purpose

The purpose of this procedure is to enhance transparency, consistency and timeliness in the registration and de-registration of library users.

1.2 Scope

The procedure applies to registration and de-registration all library users at UEAB.

1.3 References

Document category	Document title
Policy	Current UEAB Library Handbook

1.4 Terms and Definitions

Abbreviation/Term	Description
UL	University Librarian
LMS	Library Management System

1.5 Principal Responsibility

The UL shall ensure adherence to this procedure.

1.6 Inputs

Need to register and de-register library users

1.7 Resources

a) Personnel

b) Hardware and software

c) Stationery

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

Recruitment of staff (PR-HR-001).

Prepared by: University Librarian   Reviewed by: DQA   Approved by: VC

2.2 Process Steps

2.2.1 Registration of staff as library users

Step	Activity	Record	Responsibility
2.2.1.1	This shall start with the UL issuing a new member of staff with an Issue ID Request Form.	Issue ID Request Form	UL
2.2.1.2	On receipt of the completed Issue ID Request Form, the UL shall confirm whether the staff is a bonafide staff of the University. In the event of any anomaly, the UL shall advise the applicant accordingly.	Completed Issue ID Request Form	UL
2.2.1.3	Upon confirmation, the UL shall:- a) register the staff in the LMS; and b) request the applicant to proceed to the Registrar's Office for card processing and collection	Updated LMS	UL/ Registrar

Note 1: For students, their student ID Card obtained during admission shall be used for accessing library services.

2.2.2 User de-registration

Step	Activity	Record	Responsibility
2.2.2.1	This shall start with UL receiving information on a user breaching the Current UEAB Library Handbook.	Evidence of communication	UL
2.2.2.2	The UL shall request them to remedy the situation within a defined timeframe.	Evidence of communication	UL

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University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Charging and discharging of library resources

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Name: Prof. Msafiri Mmamba Jackson **Vice Chancellor**	Name Prof. Moses M. Kibirango **Director, Quality Assurance**
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1.0   GENERAL

1.1   Purpose

The purpose of this procedure is to ensure consistency and effectiveness in the charging and discharging of library resources.

1.2   Scope

The procedure applies to charging and discharging of library resources at UEAB Library.

1.3   References

Document category	Document title
Policy	Current UEAB Library Handbook

1.4   Terms and Definitions

Abbreviation/Term	Description
UL	University Librarian
LMS	Library Management System

1.5   Principal Responsibility

The UL shall ensure adherence to this procedure.

1.6   Inputs

Need to charge and discharge information resources

1.7   Resources

a) Personnel

b) Hardware and software

c) Stationery

2.0   PROCESS DESCRIPTION

2.1   Predecessor Processes

a) Collection development (PR-LIB-002).

b) Organization of library resources (PR-LIB-003).

c) User registration and de-registration (PR-LIB-004).

2.2 Process Steps

2.2.1 Charging of library resources

Step	Activity	Record	Responsibility
2.2.1.1	This shall start with the Circulation Librarian receiving a library resource from a user willing to borrow it. Upon receipt, the Circulation Librarian shall check the borrower's identity and status to verify if the member is in possession of other library resources that is overdue.	Updated LMS	Circulation Librarian
2.2.1.2	If it is confirmed that the member does not fulfil the stated requirements in 2.2.1.1 above, he/she shall not be allowed to borrow any library resources. If the user fulfils the stated requirement, the Circulation Librarian shall scan the User's ID and library material on the LMS.	Updated LMS	Circulation Librarian
2.2.1.3	Upon scanning, the Circulation Librarian shall issue a due date slip together with the library resource.	Date slip	Circulation Librarian

2.2.2 Discharging of library resources

Step	Activity	Record	Responsibility
2.2.2.1	On receipt of the library resource from a user returning it	Updated LMS	Circulation Librarian

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	Charging and discharging of library resources	Doc No: PR-LIB-005
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Step	Activity	Record	Responsibility
	to the library, the Circulation Librarian shall confirm the condition of the resource. In confirming the condition of the resource the Circulation Librarian shall be guided by the following:- a) the physical appearance/ condition of the book; and b) whether the material has all the pages. In the event that the borrower returns a damaged book, he/she shall be surcharged at the current book rate.		
2.2.2.2	In the event that the library resource is overdue, the Circulation Librarian shall charge overdue fine depending on the period the user has overstayed with the material as per the Current UEAB Library Handbook.	Updated LMS	Circulation Librarian
2.2.2.3	The Circulation Librarian shall upon confirmation scan the resource which will automatically be indicated checked in to the LMS.	Updated LMS	Circulation Librarian

2.3 Process Outputs

a) Loaned library resources.

b) Returned library resources.

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	Charging and discharging of library resources	Doc No: PR-LIB-005
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2.4   Subsequent Processes

No subsequent processes

3.0   PROCESS KEY PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Evaluation
Accuracy and completeness of library records	Number of inaccurate library records on charging and discharging per year

University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Weeding of library resources

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Sign:	Sign:
Name: Prof. Msafiri Mmamba Jackson	Name Prof. Moses M. Kibirango
Vice Chancellor	**Director, Quality Assurance**
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	Weeding of library resources	Doc No: PR-LIB-006
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1.0 GENERAL

1.1 Purpose

To ensure effective and timely weeding of library resources.

1.2 Scope

This procedure applies to the weeding of library resources at UEAB.

1.3 References

Document Category	Document Title
Policy	Current UEAB Weeding Policy

1.4 Terms and Definitions

Abbreviation/Term	Description
DVC – AA	Deputy Vice Chancellor – Academic Affairs
UL	University Librarian
Adboard	Administration Board

1.5 Principal Responsibility

The University Librarian shall ensure adherence to this procedure.

1.6 Inputs

Need to maintain up to date and relevant library resources and their records.

1.7 Resources

a) Personnel

b) Hardware and software

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

No predecessor processes

2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	The UL shall identify and prepare a list of books to be weeded during the month of August each year.	List of obsolete/irreparable books	UL

Step	Activity	Record	Responsibility
	In preparing the list, the UL shall consider:- a) currency of the materials; b) relevance of the materials; and c) condition of the materials.		
2.2.2	Upon preparation, the UL shall present the list of the weeded materials to the Library Committee.	Minutes of the Library Committee Meeting	UL
2.2.3	Upon reviewing the List, the Committee shall make recommendations for disposition of the library materials to the Adboard for approval.	Minutes of the Library Committee Meeting	UL
2.2.4	The UL shall forward the list to the DVC – AA for review and onward presentation to the Adboard for approval.	Evidence of communication Minutes of the Adboard meeting	UL DVC – AA
2.2.5	In approving the list, the Adboard shall consider the criteria in 2.2.1.	Evidence of communication	AdBoard
2.2.6	Upon approval, the UL shall within the month of August ensure that:- a) the books are removed from the shelves and stamped "withdrawn"; b) the bibliographic details of the listed books are removed from the LMS.	List of weeded books Updated Bibliographic records	UL

Prepared by: University Librarian   Reviewed by: DQA   Approved by: VC

Step	Activity	Record	Responsibility
2.2.7	The UL shall forward the list of weeded books to the University Disposal Committee together with the approval action from the AdBoard.	Evidence of communication	UL

2.3 Process Output

List of weeded books

2.4 Subsequent Processes

Asset Disposal (PR-FIN-006).

3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Implementation of Approval by AdBoard	Percentage of materials weeded in line with approval by AdBoard

Prepared by: University Librarian   Reviewed by: DQA   Approved by: VC