City University College

Library Policy

CREATED BY
NERMINA DRACO, MLIS

Version	2.0	
Last reviewed	December 2020	Reviewed by: Nermina Draco
Next Review	June 2021	

Library Policy Version 2.0

Table of Contents

Purpose and Ownership

The purpose of the library policy is to safeguard a harmonious environment inside the library to foster productive usage of its services, materials and space. It is important to maintain a respectful code of conduct for the protection and safety of students, staff and other users. The policy also ensures the preservation of Library materials and facilities. This policy is Library Policy 2.0, which is an amendment of the Library Policy 1.0.

The library seeks:

- ❖ To provide comprehensive access to learning resources
- ❖ To improve information literacy skills for learners
- ❖ To provide support in academic writing
- ❖ To raise awareness of scholarly communication
- ❖ To foster a generation of researchers

1. General information

Opening Hours of the Library:

Sun – Thu 8:00 – 17:00

The Library remains closed during semester breaks and holidays such as Eid-al-Fitr and Eid-al-Adha and other publically announced holidays, unless requested to be accessed by appointment with the Librarian. Special opening hours during the days of the Holy month of Ramadhan also apply.

1.a) Eligible users

The Library is open to students and staff of City University College and Qatar Skills Academy. The Librarian reserves the right to ask for evidence of students' registration. CUC encourages community engagement and the usage of the Library for the purposes of study and research therefore other members of the community may be admitted at the discretion of the Librarian. Individuals are admitted on the understanding that they have read and have agreed to observe Library rules and regulations.

1.b) Library facilities and services

❖ Computers- Users may use available computers in the library during the library working hours unless computers have been pre-booked for a library session. The Librarian reserves the right to reclaim workstations as necessary. The library does not hold any responsibility for loss of data therefore, users need to ensure to back up data. Any inappropriate usage of computers may result in computer services denied for the day. Food and drink are strictly prohibited next to a computer.

❖ Printing services- Printing is available upon request and permission of the Librarian and must comply with copyright laws. The use of copyrighted material is allowed only if "Fair Use" principles are applied. Fair use is a legal doctrine that promotes freedom of expression by permitting the unlicensed use of copyright-protected works in certain circumstances such as teaching, scholarship, and research. In instances where faculty, staff, or students cannot legally use copyrighted material, they should seek permission of the owner.

❖ Ask-a-Librarian service- This service is provided to students and staff who may ask the Librarian quick inquires. If further assistance is needed, an appointment will be scheduled. Library users are encouraged to seek out the librarian for questions such as:

- The availability and location of library materials
- Assistance with the library's catalogue
- Book suggestions based on keywords
- Use of online databases
- A check on citations and references
- Assistance in essay writing and research
- Verification of bibliographic citations
- Search for types of information to suit the research question
- Inquires about any library related services

❖ Instructional services- Library users are entitled to book an appointment with the Librarian to speak about any related help with assignments in great details. This is to ensure an in depth one on one assistance provided by the

Librarian and may depend on the users need. Instructional services also include general library instructions that are arranged by teachers or by the Librarian. Such general library instructions include how to access library resources, where to look for information, how to do online searching, how to evaluate websites, what types of information to use, etc.

❖ Bulletin Board- The CUC library endorses the idea of sharing useful information on a bulletin board situated outside of the library. The shared information must be relevant to the overall subject matter taught at the University as well as other supportive materials. Creativity is highly encouraged. Students are welcomed to contribute under the supervision of the librarian or faculty.

1.c) Customer service

Good customer service is at the heart of our library. Students in person will be assisted on a first come first serve basis, unless an appointment has been previously made with the Librarian. For in depth student support, an appointment is mandatory. Mutual respect is crucial for a positive student and staff experience.

2. Code of conduct

Any activities by students or staff that does not comply with the purpose of our library may be regarded as inappropriate and may lead to a request to leave the library premises.

The Library enforces the following rules:

❖ No smoking
❖ No food and drinks
❖ No loud talking
❖ No talking on phone
❖ No audio from personal devices
❖ No disruptive behaviour
❖ No damaging of library's' facilities
❖ No damaging of books and other materials
❖ No disrespect towards the Librarian in charge
❖ No disrespect towards other library users

Library users are advised to set their personal mobile phones on silent mode. If a person needs to receive a call, he/she may do so outside of the library premises. Voices must be kept within a reasonable level. Group discussions are allowed as long as it does not disturb other users. Food is not allowed in library premises with the exception of drinks that are secured with a lid on top and may not be used next to a computer. Users who do not comply with these policies will be asked to take the food or drink outside the libraries premises.

2.a) Damage and theft

In the unlikely case of intentional damage, theft or vandalism the Librarian will take immediate disciplinary action. Damage to library materials is considered damage that permanently deforms the library material without the ability to fix it. These include but are not limited to removing pages, removing covers, marking, writing or highlighting inside the books, folding pages or front covers, removing electronic inserts such as CDs, or removing other inserts such as maps, and/or other kind of damage. Damage can also include permanent damage to library facilities and furniture. Theft is considered any illegal removal of library materials out of library premises without the knowledge of the librarian in charge. Users are responsible for loss or damage to any library item while in their possession, and will be required to pay the full value of replacement, or face further disciplinary actions.

2.b) Reporting disruptive behaviour

The Librarian reserves the right to act upon any situation that disrupts a pleasant library environment. If noticed, it is the responsibility of other users inside the library to report any damage done by someone else. The Librarian has the full right to report any behaviour or action. Anyone who exhibits disruptive behaviours or actions will be asked to leave the library premises immediately. If the behaviour persists, it may result in a written report sent to the higher management.

2.c) Guidelines to film and photograph

The library wants to ensure that users adhere to the protection of local laws and customs and the right to protect private space. Students are requested to email in advance their intention to film or photograph and to set an appointment agreed by the Librarian. In the

allocated time the Librarian will place a sign in front of the library indicating that filming or photographing is happening at the moment. Users within the library premises will be informed. The content of the filming and photographing of the library may not be published in public unless permission is attained.

Continued failure to adhere to the Library rules may result in disciplinary action (see CUC Student Disciplinary Policy).

3. Loan Policy

Loan period length and maximum number of checkouts according to user type:

User type	Period	Max. check-outs
Staff and faculty	1 semester	Unlimited
Postgraduate	30 days	Unlimited
Undergraduate	21 days	10 items
Alumni	21 days	5 items
Visitors	14 days	5 items

Students may not leave the library with library materials unless it has been registered through the library management system. Once students' admission is completed, the Librarian will register students name, email and other details.
The user who is recorded as the borrower will be held responsible for the return of items taken from the library and will be liable for the cost of repairs or replacement of any item damaged or lost while it is recorded under his/her name. Users must return all items borrowed by them when their entitlement to borrow ceases and an item not returned or, an outstanding fine, shall be deemed a debt owing to the CUC.

3.a) Renewal and request policy

Students and staff have the right to extend their loan period after they have exhausted their initial loan period. The librarian in charge may renew or extend the loan period unless:

- The library material is on high demand
- The library material is on hold
- The student/staff has left the University

The loan period of books on high demand and core textbooks may vary based on the situation. The librarian has the full right to reclaim library material in order to meet every students demand. The loan period for such material may be 7-14 days as per the needs of the students. Renewal or requesting a book on hold may be done in person, by telephone or email. There is no limit to renewals of library material as long as no one else placed a hold on it. Any item that is on hold cannot be renewed. If the book on hold is not claimed within 3 days, it will be shelved back.

3.b) Non-Circulating material

The library reserves the right to make some material non-circulating and only available for in-library use. Such materials include:

- ❖ Dictionary
- ❖ Thesaurus
- ❖ Atlas
- ❖ Handbooks
- ❖ Other reference materials
- ❖ Magazines, periodicals and newspapers

3.c) Confidentiality

CUC respects and values the privacy of all library users. Therefore, it seeks to reduce the amount of personally-identifiable information collected and only retains information relevant to library operations. Safeguarding policies are in place to protect personal information and library records. Any requests for personal information or library records must be made in writing and should be submitted to the librarian.

4. Cataloging policy

In support of our mission to provide access to our users, providing proper bibliographical access is reflected in this policy. Every item inside the library must be accurately cataloged in our library management system. The more details are cataloged, the more comprehensive the bibliographical data will be. Students can access our catalogue and search by title, author, publisher, ISBN number, barcode number, keywords, subject matter, and other advanced search options. Our library adapted the Dewey Decimal Classification. The most common call numbers fall within the following range:

650 Management and auxiliary services	658 General Management
650.01–.09 Standard subdivisions	658.001–.009 Standard subdivisions
.1 Personal successes in business	.02 Management of enterprises of specific sizes and scope
651 Office services	.1 Organization and financial management
652 Processes of written communication	.2 Plant management
653 Shorthand	.3 Personnel management (Human resource management)
657 Accounting	.4 Executive management
	.5 Management of production
	.7 Management of materials
	.8 Management of marketing
	659 Advertising and public relations

5. Resource Acquisition

This policy is to ensure clear guidelines to the proper selection of library materials. Our collection emphasizes library resources which directly relate to the curriculum and courses being offered. Annual budgets have been allocated to accommodate the needs of students and staff. Our library collection aims to reflect the ability to adjust to changing times and foster personal growth. Collection Development is an ongoing process throughout the year and is subject for constant review and analysis.

5.a) Online Resources

Qatar National Library as a semi-governmental entity which provides free access to its online databases and subscriptions for all nationals and residents of Qatar. CUC highly encourages students to register with the Qatar National Library to benefit from their services. In addition, Ulster University students in Qatar have access to online resources provided by Ulster University. CUC acknowledges the fact that more and more credible publications are under the realm of Open Access.

5.b) Collection development guidelines

In order to develop the collection and to utilize the annual budget to its fullest, several steps should be taken:

1. Check required reading lists for both BTEC and Ulster University modules
2. Check e-material as an alternative
3. Update if there is a latest edition and/or replacement
4. Consult teachers what resources they need
5. Analyze the current collection and identify gaps
6. Conduct an overall analysis of the subject matter taught at our University
7. Consult the management and/or a Subject Librarian
8. Add a list of non-subject related titles
9. Keep in mind a comprehensive approach in the selection process

The amount of copies of a title purchased will vary depending on the demand, topic and cost of the book.

Criteria in the selection process:

1. Priority/demand
2. Currency of the publication
3. Teachers recommendation
4. Cost
5. Relevance to the overall collection
6. Popular interest

5.c) Collection Development Responsibility

CUC encourages all users to contact the Librarian to request any items that they feel will add value to the collection. The item(s) will be acquired if three criteria are met:

1. The necessary funding is available.
2. The item(s) meets the guidelines established by this collection development procedure.
3. The information contained within the item(s) is not already adequately covered by the existing collection.

Ultimate responsibility for collection development lies with the Librarian.

5.d) Donations and Gifts

Students, staff and other users can contribute to our collection by donation or gifts. For the interest of our target audience and the libraries scholarly interest, the Librarian will carefully examine the donations and gifts using the selection criteria. Any materials that do not comply with the overall relevance to our collection will not be accepted. The Librarian must also consider the cost, space and time of processing and cataloguing the material. The library is able to provide an acknowledgment letter if requested.

5.e) Resource Management

Annually, the librarian will evaluate the collection to identify materials for withdrawal. The same guidelines apply to the existing collection as to new purchases, and materials that no longer meet the collection development policy will be removed. For example, materials that are outdated, irrelevant, damaged, seldom circulated, or contain inaccurate information will be removed. Faculty members will be consulted when materials in their disciplines are considered for withdrawal. CUC will adopt the "MOUSE" model in deselecting materials:

- ❖ **M**- Misleading information
- ❖ **O**- Overthrown by a new edition or much better book on the subject
- ❖ **U**- Ugly beyond mending
- ❖ **S**- Superficial or irrelevant to the needs and interests of the community
- ❖ **E**- Elsewhere or easily available electronically

5.f) Intellectual Freedom

CUC library promotes the free flow of information and does not exclude materials based on controversial doctrinal ideas. In doing so the Library does not support any particular doctrine or idea; it simply tries to provide a comprehensive collection with various points of view. The Library is not liable if a reader finds information offensive, thus restricting the freedom for others to investigate comprehensive perspectives. Students and staff who become offended by any materials are allowed to express their concern and may submit a reconsideration form. Materials that do not comply with the guidelines and laws of the Ministry of Higher Education of the State of Qatar will be reconsidered.

6. Safety and Security Policy

For more details about the safety and security, please refer to the CUC Health, Safety and Wellbeing Policy in the student's handbook.

6.a) COVID-19 Procedures

In the unprecedented times of pandemics such as COVID-19, our library needs to be prepared to establish special procedures in order to avoid the spread of the virus. The librarian needs to ensure that proper procedures are observed and not violated. The following safety procedures have been established:

- Wear masks at all times
- Browsing books is not allowed unless directed by the Librarian
- Borrowing material shall be done through the Librarian using the online catalogue
- Imposed social distancing through removal of furniture
- Up to 10 students to be allowed to enter at a time
- The disinfectant team to swipe all surfaces every hour
- Every second PC to be used
- Leave all returned items in the utility cart
- Returned books must go through a 48 hours' quarantine period before returned to the shelf
- Adhere to social distancing within the library premises

CUC has published a COVID-19 Risk Management and Procedure document which gives further guidance and details about how the University is managing the pandemic.

End Note

The library policy is evaluated, analysed and amended throughout the academic year. It is the responsibility of students and staff to be updated with the latest changes to the policy. For any other questions and concerns please do not hesitate to ask the Librarian.

Contact Information: Librarian: Nermina Draco

Email: nermina.draco@cityuniversitycollege.edu.qa

Phone: +974 40 198 198