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FREISTATA



UFS·UV
LIBRARY AND INFORMATION SERVICES
BIBLIOTEK - EN INLIGTINGSDIENSTE

LIBRARY AND INFORMATION SERVICES

POLICY

Document number	
Document name	Circulations Policy
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Status	
Approved by ³	
Date approved ³	
Date last amended ³	
Date for next review ³	October annually
Related policies	

1. TITLE

Name: Circulations Policy

2. PREAMBLE/BACKGROUND

It is the policy of the University of the Free State Library and Information Services (UFS LIS) to put rules and regulations in place for the issuing/lending of information resources to users. The rationale behind this is to ensure that the Library is ready to process loans, with a view to maximizing the use of information resources for the benefit of the university.

3. PURPOSE

To set rules and regulations regarding the following:

- Registration of internal and external clients
- Circulation of information resources and compliance thereof
- Reservation of identified information resources
- Ensuring that library users abide by lending Library Rules
- Management of income

4. SCOPE

This policy applies to Circulations Sub-Division staff and all library clients.

5. DEFINITIONS AND ABBREVIATIONS

- "CHELSA" stands for Committee for Higher Education Libraries in South Africa, which is a consortium for University/Higher Education Libraries.
- "Distance clients" means postgraduate students who require remote access to library services due to lack of proximity to the University.
- "External client" means library user who is not a registered student and employee of the University, such as private/individual community members, prospective Masters' and Doctoral students, etc.

- “Guest Researchers” means lecturers and/or researchers who are not employees of the University, but who deliver lectures on invitation, hold doctoral fellowships, honorary chairs or are appointed as Professors Emeritus at the University.
- “Guest students” means students from other universities, visiting UFS for different reasons, including exchange programs.
- “Honorary clients” means clients who are granted membership due to their special engagement/contribution to the university, especially in research.
- “Internal clients” means the registered students and employees of the University.
- “Pensioners” means retired employees of the University.
- “Private or Community Members” means individuals who are members of the library in their private or personal capacity.
- “Prospective Masters/Doctoral Students” means students who are not yet registered students but require library services for writing their proposals.

6. POLICY CONTENT AND GUIDELINES

6.1 Library membership

The Library makes provision for two (2) categories of members, viz. Internal and External Clients.

6.1.1 Internal Clients:

- Consist of UFS staff and registered students.
- Have the right to use all library facilities and services and to borrow books from the collection.
- Are exempt from paying membership fees.
- Internal clients enjoy the following services:
 - Provision of information/reference assistance (in person, by phone, or e-mail).
 - Training on how to use library resources and tools (searching online databases, information retrieval, etc.).
 - Inter-library loans.
 - Circulation services such as renewals, fine inquiries and payments.

6.1.2 External Clients

6.1.2.1 Paying Clients (Private/Individual community members, Government officials):

- Private or individual community members.
- Shall be required to pay service fees (*See Annexure H.1 – Tariffs Policy*).

6.1.2.2 Non-Paying members

- Masters and PhD Students of South African Universities. The Library shall require an introductory letter from the University Librarian of the registered university.
- Prospective students preparing for their proposals. The Library shall require a letter of recommendation from the relevant supervisor. Such a department shall be accountable for information resources borrowed by such clients.
- Library users who are registered with affiliated Colleges or any government subsidized Higher Education Institution in South Africa
- Library and Information Services in the Free State
- Honorary members.
- Pensioners.
- Guest Lecturers, Research Staff, Post-Doctoral Fellows, Honorary Chairs and Professors Emeritus. The Library shall require an introductory letter from the relevant academic department, for the granting of membership. Such a department shall be accountable for information resources borrowed by such clients.
- Students in exchange programs. The Library shall require an introductory letter from the relevant academic department, for the granting of membership. The department shall declare to stand in for replacement value of any library material lost or damaged because of the negligence of the students concerned or any outstanding charges.

6.2 Registration of users

6.2.1 Internal clients: Information about internal clients shall be uploaded from the University's registration and employments systems

6.2.2 All External clients shall be required to:

- Register as a client, an act that shall serve as a declaration that the client shall abide by library rules.
- Renew membership annually
- Pay a non-refundable annual fee for membership
- Obtain an identity card at a fee annually
- Produce a letter of introduction from authority (University library)
- Produce an Identification Document as legal proof for identity purposes
- Proof of physical and postal addresses

6.2.3 Library cards: The University ID card shall be treated as a user access card for the library.

6.2.4 Lost or Stolen Cards: All lost or stolen cards shall be reported promptly to the library to prevent unauthorized use of the cards. Cards reported as lost or stolen and subsequently found or recovered shall only be used by persons with proper identification.

6.2.5 Name/Address Changes: The user shall be required to notify the Library about any name and address changes. Such changes shall be made through personal visit, phone call or e-mail.

6.2.6 Authorization: The University ID cards are non-transferable.

6.3 De-registration

Library users shall be de-registered as members under the following circumstances:

6.3.1 Students

- Students who discontinue studies after registration.
- Students who request to be de-registered as library members

6.3.2 Staff

- Staff members who have resigned
- Staff members who request to be de-registered as library members

NB: Head: Circulation Services shall have the responsibility of ensuring that clients who either resign or de-register as students of the University return all library information resources in their possession, and sign a "Clearance Certificate" for staff.

6.4 Lending out library materials

The following categories of members shall be allowed to take out the following number of library materials for the following loan periods:

Patron type	Loans permissible from		Loan Period		Renewal of Loan Period
	Main collection	Short loan	Main Collection	Short loan	Number of renewals
Academic staff	25		1 year		no
Postgraduate students	15		1 month		3
Undergraduate students	10		2 weeks		1
Management staff (Support Services Directors to top management)	25		1 year		No
Support Services staff	25		1 year		No
External Masters/PhDs	15		1 month		3
Prospective postgraduate students	15		1 month		2
Honorary members	15		1 month		3
Alumni	10		2 weeks		1
Guest researchers	10		2 weeks		1
Guest students	10		2 weeks		1
Temporary staff	15		1 month		3
Pensioners	10		2 weeks		1

6.5 Loans Renewal

- Library clients shall be allowed to renew loan period using any method of communication (in person, telephonically, e-mail)
- Renewal for undergraduate students shall be permitted once only
- Renewal shall be permitted provided no other users have made a request (Reserve) of the same information resource
- Lecturers shall be required to make a special arrangement if they require to keep information resources for a period of a year (Office Collections)

6.6 Fines for Overdue Information Resources

- The Library shall send three (3) Reminders to users, reminding library users about overdue books. Failure to respond to each Reminder shall result in the Library debiting the student's account all moneys owed. The Library shall reserve the right to suspend membership until all checked-out information resources have been returned and all fines paid.
- A library client who does not return information resources on or before the due date shall be liable for a fine (*See Annexure H.1 – Tariffs Policy*).
- A student who fails to pay his/her dues shall have his/her results withheld until payment has been effected.
- A staff member who fails to pay his/her dues shall NOT have his/her "Clearance Certificate" signed off by the Library. The university shall have the right to deduct such dues from the staff member's pension funds.

6.7 Payment of lost library materials

- Library clients who do not return information resources shall be liable for the replacement costs of such materials, or shall be allowed to purchase and supply a replacement copy plus handling fees.
- A student who fails to pay for the loss shall have their results withheld by the university
- A staff member who fails to pay for the loss shall NOT have his/her "Clearance Certificate" signed off by the Library. The university shall have the right to recover the loss as it deems fit.

6.8 Reserving library materials

- Lecturers shall be allowed to reserve information resources for different reasons, which shall be put on short-loan for identified period
- A Reservation Form (Print or Online) shall be filled-in, indicating the date the information resource should be placed and the date it should be removed from Short Loan.
- A maximum number of three (3) copies of a title shall be allowed on Short Loan, at a time
- The Library shall keep statistics of usage of such information resources

6.9 Theft of information resources

Any client found in possession of a stolen information resource shall be liable for the replacement cost and be suspended from the library services, as deemed by library management.

7. FLOWCHART

