	<b>OFFICE OF DEPUTY VICE CHANCELLOR</b>		
	<b>(ACADEMIC AND STUDENTS AFFAIRS)</b>		
<b>Title:</b>	<b>INFORMATION LITERACY POLICY</b>	<b>Reference</b>	PU/DVCASA/POL/024
		<b>Issue/Rev</b>	01/00

## INFORMATION LITERACY POLICY

**PU/DVCASA/POL/024**

Approved.....Date.....

Prof. M. S. Rajab, PhD  
Vice-Chancellor

<b>Activity</b>	<b>Responsible</b>	<b>Signature</b>	<b>Date</b>
Preparation			
Review			

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### **Pwani University Mandate**

To provide quality education, training, research, outreach and opportunities for innovation for the advancement of the individual and society.

### **Mission**

To generate, disseminate and apply knowledge while sustaining excellence in teaching, learning and research.

### **Vision**

A world class University in socio-economic and technological advancements.

### **Philosophy Statement**

Pwani University will strive to be dynamic, responsive and provide quality education, training, research, outreach and opportunities for innovation for the advancement of the individual and society. The institution is committed to invest its infrastructure and human resources so as to enhance the discovery, transmission, preservation and enhancement of knowledge and to stimulate the intellectual growth and participation of students in the economic, social, cultural scientific and technological development of Kenya.

The University will offer disseminate knowledge in all disciplines relevant to the daily life of Kenyans for the purpose of enlightening and enabling students and others to improve their standards of living, provide for intellectual advancement and uplift their spiritual and moral status.

General statements should include the development of inclusionary practices, catering to diverse students.

### **Motto**

Shajjiisho la Maendeleo Endelevu (Empowerment for sustainable development).

The university library has a vision and mission statements that are derived from the university as indicated below

### **Pwani University Library Philosophy**

Guardian of societal continual improvement through the provision of equitable access to information and knowledge.

### **Vision**

To be a globally renowned library focused on empowering its customers with information and knowledge mastery skills needed in Education, Science, Research, Technology, Innovation and Extension.

### **Mission**

To support quality learning, teaching, research, extension and innovation service objects and functions of Pwani University by providing access to documented information through deliberate activities of collection development, information organization, preservation, interpretation and dissemination to current and anticipated faculty, students, staff of Pwani University and the public.

### **Objectives**

1. To acquire, organize, maintain and disseminate relevant information material containers and channels to the Pwani University stakeholders.
2. To promote and market library services to the stakeholders
3. To provide favorable study and learning environment to customers
4. To support and facilitate the teaching, learning, research, innovation and extension through the provision of access to varied authoritative and up – to-date- information resources.
5. To train customers on information literacy and competency in order to wholly utilize information services and resources.

### **Core values**

1. Attainable
2. Collaborative
3. Quantifiable
4. Innovative
5. Reliable

6. Specific

7. Timely

**Motto**

Knowledge for Sustainable Development

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**Foreword**

Pwani University was chartered on 31<sup>st</sup> January 2013 under the Universities Act 2012. The University is committed to establish an effective Information Literacy Policy through procedures and practices that meet legal standards for Pwani University Library. The University recognizes that information literacy is key to all its users in order for them to effortlessly access and use library resources for expeditious realization of their goals hence graduates shall carry along this attribute that has lasting value beyond the university.

Achieving information literacy involves determining the extent of information needs, accessing the needed information, critical evaluation of the information, organization of the information in order to accomplish a specific task, while keeping in mind ethical and legal when using the information.

The Information Literacy Policy provides the Library with a framework from which it is to develop and deliver a range of programmes, in collaboration with academic and non-academic staff of Pwani university, to enable staff and students continue to develop and improve their information literacy skills and knowledge needed to support academic excellence and lifelong learning in order to make the graduates reflect excellently on the university vision of being a world class University in socio-economic and technological advancements.

**PROF. MOHAMED S. RAJAB, Ph.D.**  
**VICE CHANCELLOR**

## **Abbreviations and Acronyms**

APA	American Psychological Association (APA)
Chicago	Chicago Manual of Style
CUE	Commission for University Education
FAQ	Frequently Asked Questions
MLA	Modern Language Association
OPAC	Online Public Access Catalogue
PU	Pwani University
RRS	Resources Recovery Services
TEEAL	The Essential Electronic Agricultural Library

### **Interpretations**

1. **E-Z Proxy** is an off campus seamless access platform for library resources by its users
2. **Information Literacy** is the ability to recognize when information is needed to locate, evaluate and use effectively the needed information
3. **SPSS** Statistical Package for Social Science is a software package used for logical batched and non-batched statistical analysis
4. **Zotero** is a free, easy-to-use tool to help you collect, organize, cite, and share your research sources



## **SECTION I: INTRODUCTION**

Information Literacy is defined as “the ability “to recognize when information is needed to locate, evaluate and use effectively the needed information. librarians to “...develop their self-image as one of a teacher rather than a trainer or service provider” and argues that “...the only way to facilitate information literacy as a wide educational concept rather than library centered bibliographic instruction is to embed it in the curriculum of individual subjects and entire programmes of study.”

### **1.1 Background of the Policy**

The Pwani University Library recognizes that Information Literacy is a key graduate attribute that has lasting value beyond university. Demonstrating Information Literacy involves determining the extent of information needed, accessing the needed information, critically evaluating the information, organizing the information to accomplish a specific purpose, and using the information ethically and legally.” The Information Literacy Policy provides the Library with a scaffold from which to develop and deliver a range of programmes, in collaboration with academic and non-staff, so that Pwani University graduates continue to develop the information literacy skills and knowledge needed to support academic excellence and lifelong learning.

### **1.2 Basis**

This Information Literacy Policy is based on CUE Standards and Guidelines for University Libraries 2014, Pwani University Library Policies, Pwani University Records Management Policy, Pwani University Printing and Publication Policy, and Millennium Copyright Act 2008.

### **1.3 Scope of the Policy**

This Information Literacy Policy shall apply to all the information systems as found in Pwani University and shall affect all students, staff, researchers and Pwani University stakeholders, in their endeavour to learn, teach, research or participate in innovation and linkages

### **1.4 Objectives**

- i. To consolidate commonly searched terms.
- ii. To determine the patterns used for searching on the catalogue.
- iii. To give directions on approaches to apply on the library system to get information sourced.
- iv. To provide alternative avenues for search failure.
- v. To provide query terms used on the library information retrieval system.
- vi. To provide variables of user-system interaction.
- vii. To respond and improve on frequently used search terms and options.
- viii. To help library users determining the extent of information needed, accessing the needed information, critically evaluating the information, organizing the information to accomplish a specific purpose, and use the information ethically and legally

### **1.5 Guidelines of Policy**

This Policy is guided by the University Charter 2013, and other relevant statutes, rules and regulatory framework, and CUE University Libraries Standard.

### **1.6 Management of Oversight**

This Policy shall be made available to all process owners who shall provide Library services

### **1.7 Implementation of the Policy**

Implementation of this Policy shall be vested in the University Librarian.

### **1.8 Validity of Policy Provisions**

The provisions of this Policy become valid with effect from the date the Policy is approved by the relevant authorities.

### **1.9 Revision of the Policy**

This Policy shall be reviewed from time to time to incorporate emerging issues but not later than every five years.

## **SECTION II: INFORMATION LITERACY**

To fulfill our role in creating opportunities for lifelong learning through our information literacy initiatives, librarians need both an understanding of the underlying concepts and contexts as well as practical skills in teaching and using new and emerging technologies.

### **2.1 Identifying need for information**

The information seeking procedures of individuals are different at different times for different purposes. A multiplicity of access routes and sources have arisen in response to this many-sided approach people take to fulfilling their information needs. These are poorly understood and vastly underutilized. The library shall train users and give a relatively unified approach to information identification, search and retrieval process.

### **2.2 Users Continuous Support Strategy**

The users shall be received and be assisted at all library stations by all librarians on duty regardless of status and the librarians shall endeavor to keep a record of such assistance as given to the user.

#### **2.2.1 Library User Induction, Orientation, Education and Information Literacy**

The Library shall conduct at every intake of new students and on continuous basis, induction, orientation, user education and information literacy programmes through guided tours, lectures, face to face interaction, offline power point presentations, tutorials and laboratory practical sessions by designated librarians and shall also avail online power point slides for information literacy trainings to all users.

#### **2.2.3 Library Ready Reference Services**

The Library has a Librarian, Information Desk and Ready Reference Services (RRS) in that provides and responds to among other services;

- a) Selective Dissemination of Information
- b) Ask A Librarian
- c) FAQs
- d) Search Strategy queries
- e) Query Refinement
- f) Boolean Logic search approaches
- g) Searching online
- h) Searching and use of OPAC

The Librarians shall respond to user's in real time and document such requests and assistance on a need and first come first served basis.

#### **2.2.4 Institutional Repository**

The university library maintains a D-Space software that supports access to university repository that hosts;

- i. E-papers
- ii. Thesis
- iii. Past papers
- iv. Conference papers
- v. Dissertations
- vi. Book Chapters

#### **2.2.5 E-Resources**

The library houses

- a) E-books
- b) TEEAL
- c) E- Journals
- d) E-Journals back files

Access to these resources is via user identification and authentication and its restricted to legible registered library users only.

#### **2.2.6 Search Engines**

The library shall not limit the search engines a user can apply to retrieve information so long as it's for learning,

academic, research or innovation purposes.

The staff of the library shall help users understand the use of:

- a) General Purpose Search Engines
- b) Multi-Media Search Engines
- c) Domain Specific Search Engines
- d) Library Search Systems

### **2.3 Referencing Styles**

The Users shall normally be trained on use of different referencing applications such as APA, MLA, Chicago Manual Style and Historical referencing styles for all types of materials available within the library

A power point slide shall be availed on the library web portal for self-driven follow up practices.

### **2.4 Referencing Software**

**Zotero** is a referencing software incorporated in word document that users are encouraged to apply. The library shall provide support on need basis on the application of Zotero referencing tool.

### **2.5 SPSS: Statistical Package for Social Science**

It is a software package used for logical batched and non-batched statistical analysis. It shall be installed on virtual library computers to support teaching and learning.

### **2.6 Locating Information**

The library shall normally avail both physical and electronic means of locating information within the library intranet and also shall normally facilitate links to external sources to its registered users in a seamless manner.

### **2.7 E-Z Proxy**

The E-Z Proxy software shall be deployed to facilitate seamless access to library resources by its users who may be located far away from the university precinct.

### **2.8 Using Information**

The library shall train and encourage its users on proper use of information for academic, social, religious, personal enrichment, research and innovation purposes of its clientele. The library reserves the right not to take any liability for misapplication of information even if the user accessed such information while in the library.

### **2.9 Copyrights**


Copyright materials shall always be cited as appropriately as possible. Any material brought to the library as primary material from the School of Graduate Studies shall undergo anti-plagiarism testing before being accepted and integrated into the collection.

The library shall not take any responsibility where a user plagiarizes or violates any copyright requirement but shall normally try to educate library users about the importance of citing sources of information consulted by library users.

### **2.10 Ethical Considerations**

For ethical considerations, the library shall remind users of the requirements of Millennium Copyright Act 2008 and other regulations on fair use rule.


**SECTION III: APPENDICES**

	<b>PWANI UNIVERSITY</b>		
<b>TITLE:</b>	<b>STANDARD OPERATING PROCEDURE FOR LIBRARY INFORMATION LITERACY POLICY</b>	<b>Reference</b>	<b>PU/LIB/SOP/02</b>
		<b>Issue/Rev</b>	<b>01/00</b>

**LIBRARY**

Approval

Activity	Responsible	Signature	Date
Preparation	University Librarian		
Reviewed	Chair, Library Advisory Committee		
Approved by	Vice Chancellor		

	PWANI UNIVERSITY		
	<b>TITLE:</b>	<b>STANDARD OPERATING PROCEDURE FOR LIBRARY INFORMATION LITERACY POLICY</b>	Reference Issue/Rev

HEADING	DETAILS	PERIOD
<b>OFFICE</b>	<b>LIBRARY</b>	
<b>Purpose</b>	. To provide procedure for users to be able to recognize that different types of information are needed for different types of assignments. . To assist users be able to identify the requirements for information for those assignments . To assist users be able to; a. determine the range of sources required; b. locate the required information and c. apply the information to the different subject criteria.	
<b>Scope</b>	All University Library Resources	
<b>Exclusions</b>	As illustrated in the policy	
<b>References</b>	a. ISO 9001: 2015 b. Library Information Literacy Policy c. Commission for University Education (Standards and Guidelines for University Libraries in Kenya). d. University Procurement Procedures	
<b>Definitions</b>	<b>IISL</b> -Instruction and Information Services Librarian <b>UL</b> -University Librarian	
<b>Responsible</b>	University Librarian	
<b>Eligibility</b>	Academic & Non Academic Staff, Researchers, Students and Stakeholders.	
<b>Procedure</b>	<b>Preamble</b> The UL shall ensure adherence to this procedure	
<b>Step 1</b>	<b>Why Information Literacy</b> This procedure shall start by University Librarian organizing a public orientation lecture for newly admitted students in conjunction with Registrar Academic Affairs on the following areas; a) Registration as users, library; staff, services, expected behavior and functions. b) Need for information literacy c) Need to apprentice new users d) Need to prepare new users with information literacy skills	Within two(2) hours
<b>Step 2</b>	<b>Information Literacy</b> This procedure shall start by the users registering by filling in PU/LIB/ATREQT/006 and identifying appropriate time when to attend the lecture to be presented to them by the librarians in the computer	Within two(2) hours

	<p>laboratory or the virtual library;  The areas to be covered include but not limited to;  a) Identify an information need  b) The information literacy process  The users shall normally be evaluated after the process is complete using  PU/LIB/ATREQT/006</p>	
<b>Step 3</b>	<p><b>Getting to know the Library</b>  This procedure shall start by the users registering by filling in  PU/LIB/ATREQT/006 and identifying appropriate time when to attend  the lecture to be presented to them by the librarians in the computer  laboratory or the virtual library; to know;  a) Your library  b) Library services  c) Library facilities  d) Library collections  e) Library classification system  f) Electronic library  g) How to create a password?  h) How to use the library catalogue?  i) The users shall normally be evaluated after the process is complete  using PU/LIB/ATFB/008</p>	Within five(5) hours
<b>Step 4</b>	<p><b>Information Sources</b>  This procedure shall start by the users registering by filling in  PU/LIB/ATREQT/006 and identifying appropriate time when to attend  the lecture to be presented to them by the librarians in the computer  laboratory or the virtual library;  a) Background information  b) Current information  c) Well researched information  d) Historical information  e) Peer reviewed information  f) Popular information  g) Biographical and case study information  h) Scholarly versus popular journals  i) Primary versus secondary sources  j) Internet sources  The users shall normally be evaluated after the process is complete using  PU/LIB/ATFB/008</p>	Within five(5) hours
<b>Step 5</b>	<p><b>Research Strategies</b>  This procedure shall start by the users registering by filling in  PU/LIB/ATREQT/006 and identifying appropriate time when to attend  the lecture to be presented to them by the librarians in the computer  laboratory or the virtual library;  <b>The areas to be covered include;</b>  a) Brainstorm the topic  b) Evaluate the problem  c) Gather information  d) Breakdown into parts  e) Identify solutions  f) Select the best solution</p>	Within five(5) hours

	<p>g) Take action  h) Examine results  i) Test and review</p> <p>The users shall normally be evaluated after the process is complete using PU/LIB/ATFB/008</p>	
<b>Step 6</b>	<p><b>Search Strategies</b>  This procedure shall start by the users registering by filling in PU/LIB/ATREQT/006 and identifying appropriate time when to attend the lecture to be presented to them by the librarians in the computer laboratory or the virtual library;  The areas to be covered include;</p> <ol style="list-style-type: none"> <li>Identifying search terms</li> <li>Use of Boolean logic</li> <li>Use of truncation and parentheses</li> <li>Use of other searching techniques</li> <li>Searching within databases</li> <li>Use of the Internet</li> </ol> <p>The users shall normally be evaluated after the process is complete using PU/LIB/ATFB/008</p>	Within ten(10) hours
<b>Step 7</b>	<p><b>Applying Searching Strategies</b>  This procedure shall start by the users registering by filling in PU/LIB/ATREQT/006 and identifying appropriate time when to attend the lecture to be presented to them by the librarians in the computer laboratory or the virtual library;  <b>The areas to be covered include;</b></p> <ol style="list-style-type: none"> <li>Collection and organization of information</li> <li>Evaluate of information and information sources</li> </ol> <p>The users shall be evaluated after the process is complete using PU/LIB/ATFB/008</p>	Within nine(9) hours
<b>Step 8</b>	<p><b>Plagiarism and Copyright lecture to cover</b>  This procedure shall start by the users registering by filling in PU/LIB/ATREQT/006 and identifying appropriate time when to attend the lecture to be presented to them by the librarians in the computer laboratory or the virtual library;  The areas to be covered include;</p> <ol style="list-style-type: none"> <li>What plagiarism is</li> <li>Examples of plagiarism</li> <li>What copyright is</li> <li>Who owns copyright</li> </ol> <p>The users shall be evaluated after the process is complete using PU/LIB/ATFB/008</p>	Within two(2) hours
<b>Step 9</b>	<p><b>Writing references</b>  This procedure shall start by the users registering by filling in PU/LIB/ATREQT/006 and identifying appropriate time when to attend the lecture to be presented to them by the librarians in the computer laboratory or the virtual library;  <b>The areas to be covered include;</b></p> <ol style="list-style-type: none"> <li>When to reference and cite</li> <li>Types of references and sources</li> <li>In-text citation</li> </ol>	Within five(5) hours

	d) Quoting e) Paraphrasing f) Facts versus opinions g) Writing format h) Punctuation: comma, colon, semicolon The users shall be evaluated after the process is complete using PU/LIB/ATFB/008	
<b>Duration of Procedure</b>	The procedure takes to complete	Within forty five(45) hours
<b>Key performance indicator</b>	Information Literacy Course, Examinations, Increased levels of Library resources usage, Improved Webometrics Ranking and Reports.	