

	OFFICE OF DEPUTY VICE CHANCELLOR (ACADEMIC AND STUDENTS AFFAIRS)		
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LIBRARY INFORMATION AND COMMUNICATION TECHNOLOGY POLICY
PU/DVCASA/POL/025

Approval and Issue

Approved.....Date.....
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 Vice-Chancellor

Activity	Responsible	Signature	Date
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

Shajiisho 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 31st January 2013 under the Universities Act 2012. The University is dedicated to fulfilling its mandate through the establishment of an effective Library Information and Communication Technology Policy. This Policy gives direction to the University fraternity on how the library purposes to continually advance the institution's mission and strategic goals through the application of contemporary ICT solutions.

The Library needs to be accessible to anyone, anywhere, anytime and anyhow in order to improve access to contents through web-based portals in a fast expanding virtual world. The variety and accessibility of information content for today's users has become one of preference, convenience, improved capability and speed. The core reason for a Library Information and Communication Technology Policy is to avail metadata that gives direction on how these resources can be accessed seamlessly without breaking;

- a. cyber laws,
- b. infringing on the rights of other users,
- c. breaking copyright laws, and
- d. breaching the university code of conduct and University wide ICT Policy requirements.

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VICE CHANCELLOR

Abbreviations and Acronyms

CCTV	Closed Circuit Television
CD	Compact Disc
CUE	Commission for University Education
DVD	Digital Video Disc
ERP	Enterprise Resource Planner
FMS	Financial Management System
ICT	Information Communication Technology
LAN	Local Area Network
LMS	Library Management System
OPAC	Online Public Access Catalogue
PDF	Portable Document Format
PPAD	Public Procurement and Asset Disposal
TEEAL	The Essential Electronic Agricultural Library
USB	Universal Serial Bus
VPN	Virtual Private Network

Interpretations

KOHA Means a library management system software

ERP Means an automated institutional resources management platform(Navision)

SECTION I: INTRODUCTION

1.1 Background of the Policy

Information and Communication Technology (ICT) is defined as a diverse set of technologies used internally and externally to gather, communicate, create, disseminate, store and manage information. ICT includes, but not limited to computers, internet, printers, scanners, radio, television, telephone, talking books, software, cellular phones, networks and network devices.

1.2 Basis

This Policy applies subject to the overall university ICT Policy. The policy will be applied alongside the Pwani University ICT Policy.

1.3 Scope of the Policy

This Policy addresses aspects of the use and management of the library ICT facilities and resources.

1.4 Objectives

The overall objective of the library ICT Policy is to provide a regulatory environment and framework for the application of ICTs in the delivery of library services.

Specific objectives of the policy are:

- a. To facilitate optimal utilization and give direction on the use of the available ICT resources for library service delivery
- b. To provide guidance on proper management of the library ICT resources
- c. To provide mechanisms for security of library ICT resources and facilities

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 Library Standard.

1.6 Management of Oversight

This Policy shall be made available to all process owners who will 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 university 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: LIBRARY INFORMATION AND COMMUNICATION TECHNOLOGY POLICY

2.1 Accessibility

It is the Policy of Pwani Library to make the Library reading materials accessible to all users.

To this end, the Library shall use ICTs to enhance access to all categories of users without discrimination. Deliberate effort shall be made to ensure that all customers get access to ICTs for reading, teaching, research, scholarship and extension purposes. The Library shall ensure that all staff members are trained to support all Library clientele. The Library shall also acquire e-books for popular academic books, journals and literature to open up the world of learning and research.

2.2 Library Management System

The Library uses a KOHA Library Management System (LMS) for management of its Library services and resources. The system currently serves the entire university which incorporates EZ-Proxy features. Library Management System is the ICT system driving core business of Library service provision.

2.2.1 Range of Services offered by LMS

- a) Acquisition of stock
- b) Archiving national resources, traditional folklore, historical speeches and videos.
- c) Charges and fines
- d) Users loans and requests for items
- e) Government documents; sessional papers, policy documents and journals
- f) Host to e-books
- g) Integrated digital repositories such as D-Space
- h) Maintenance of the library catalogue
- i) Management information reports
- j) Membership records
- k) OPACs
- l) PDF versions of daily newspapers
- m) Stock movement

2.2.2 Downloading and Copyright Issues

Users can download material from the Internet in accordance with copyright restrictions. The Library does not allow these materials to be stored on its computers; therefore, arrangements must be made with Library staff for storage on USB memory stick.

Copyright restrictions relating to the scanning of books, journals and magazines apply to all materials in Library. A member of Library staff shall be in position to help in case of doubt.

The following rules apply:

- i. Photocopying or scanning of complete works is prohibited.
- ii. Permitted extracts can be photocopied or scanned for private use.
- iii. Only a single copy of a given page can be made at a time.
- iv. No more than one article per journal/magazine issue may be copied.

2.2.3 Finance System

The Library has KOHA which integrates with Navision Finance Management Software (FMS) to manage its finances. Library shall explore all means of integrating all related systems with FMS to enable database sharing between systems. It is recognized that the Financial System has varied user rights which allow access to various components of the financial module, given guarantee for integrity of data and information access.

ICT Department shall be strengthened to support the system by providing backup services, supervision of the service level agreements with the supplier and skills to manage system maintenance.

The Library shall have a designated internal Accounts Assistant with accounting and financial skills who shall be responsible for ensuring that correct access levels for all users on their library related finances is done. The Accounts Assistant will administratively be answerable to the University Librarian and fiscally to the Finance Officer.

In order to ensure that LMS operates within the mandate and in line with Library operational rules and regulations, a designated Senior Systems Librarian shall be appointed to manage LMS on behalf of the library department. The Senior Systems Librarian shall be responsible for training and inducting new users to the system as well as ensuring correct access levels for all users. Senior Systems Librarian will be responsible to the Deputy University Librarian and Head of Technical Library Services on integrity and proper operation of the Library Management System. The Senior Systems Librarian shall also work closely with University ICT Department.

2.3.0 Acceptable Use

2.3.1 Adult Acceptable Use

The right to access and use Library ICT facilities shall be controlled by guidelines developed and shared with all users. Library shall avail ICT facilities on a timed schedule for equitable access.

External devices brought to the Library shall be controlled with adequate measures taken in consultation with ICT Department and Systems Librarian to ensure safety of Library and information services.

The following guidelines shall apply:

- a) Library shall provide access to computers and the internet to support learning, completion of assignments, teaching, research, information recreation and educational needs of all users.
- b) Library shall offer virtual Library services in the main Library and study centres.
- d) Personal laptops brought by users to the Library shall be declared at the security desk.
- e) Material that are offensive, e.g. hate material or promoting tribalism, sexism and so on shall not be accessed or distributed through library network.
- f) Users shall be made aware of terms and conditions set out in this Acceptable Use Policy.
- g) User who do not agree with this policy shall not be allowed to use Library ICT facility.

2.3.2 Children Acceptable Use

The following information applies to children under the age of 17 years with reference to use of ICT facility. This information shall be made available on Notice Boards and Library web portal.

- a) Children will need to have permission from their parents, guardian or Registrar Academic Affairs to use the internet by filling PU/LIB/VLREQT/009
- b) Depending on number of people waiting to use computers, the Librarian will allow children to use the computer for a period of two hours' renewable for another one hour.
- c) The Library internet will be filtered.
- d) Permission on use of USB or other forms of external drive must be sought from the librarians.
- e) Foreign software must not be installed onto the Library computers.
- f) Software that creates noise or distracts other users are disallowed.

2.3.3 Unacceptable Use

Library prohibit use of the ICT facilities in any way which may result in a breach of the:

- i. Kenya Copyright Act;
- ii. Protection of Children Act;
- iii. Sexual Offences Act;
- iv. Public Order Act; and
- v. Any other Act prohibited by Parliament.

2.4 System Infrastructure Integration

This Policy stipulates that Library shall put in place measures that ensure privacy, safety of information and data and equitable access to ICT resources. Appropriate configuration shall be put in place to ensure Computing devices do not expose user's identity and information to unauthorized persons. Which includes but not limited to;

1. Apply filtering tools
2. Block downloads exceeding set size threshold
3. Monitoring general e-mail attachments and downloads
4. Employing content monitoring tools.

The Policy also enables expanded use of networked computing facilities through Local Area Networks (LAN), Virtual Private Networks (VPNs) and E-Z Proxy to offices, centres, branches to enable access to the main library services.

The Library shall take into consideration trends in technology and use the Library Management Software in conjunction with emerging technologies.

2.5 Acquisition and Disposal of ICT Equipment

This Policy stipulates that new computing facilities and donated ICT facilities shall be deemed old in line with the university ICT Policy but should not exceed ten (10) years. Disposal shall be based on set criteria in conformity with Public Procurement and Asset Disposal Act of 2015 (PPAD) and recommendations of the University Disposal Committee.

It is the policy of Library to have ICT department undertake thorough test before acceptance of all devices acquired to conform to the specifications.

2.6 Partnerships

The Library will empower all staff members of Pwani University by involving various partners to offer training. Whereas partnership is not limited to donations, Library is open to take advantage of partnerships that could empower its staff and users. Notably, Library recognize that resource centres could also be used as part of digital villages or learning centres, and hence get support on equipment and connectivity from ICT hub in the main university and affiliate partners.

2.7 Licensing Policy

The Library will ensure that all supplied computing devices are accompanied by licensed software pre-loaded into the devices while at the same time maintain Compact Discs (CDs) or DVDs. ICT Department shall maintain an inventory of all software licenses including dates for renewal and subscription where applicable. Bulk licenses shall be applied to take advantage of economies of scale and cost reduction as a result to discounts offered.

2.8 Licences and Softwares

The Library shall negotiate licenses for all software including:

- a) Anti-plagiarism software
- b) E-books subscriptions and purchase
- c) E-journal subscriptions and purchase
- d) E-paper subscriptions and access
- e) E-Z proxy
- f) D-space and Institutional Repository resources host software
- g) Library System(KOHA)
- h) Research gate etc.
- i) TEEAL
- j) SPSS
- k) Zotero

The Library however recognizes that alternative software need to be evaluated from time to time to ensure the university uses cost-effective products, including opportunities offered by open source software.

2.9 Maintenance and User Support

The Library will have a helpdesk manned by qualified Systems librarians with advanced ICT competencies. All user requests for assistance shall be properly logged using support forms.

Strategies that could be explored include:

- i. Provision of a common e-mail which allows all Systems librarians to receive the issues raised by users at ict@library.pu.ac.ke
- ii. Library ICT Support Form to be made online, which could enable users to fill the requests online (PU/ICT/FORM/001)
- iii. Dedicated telephone numbers and extensions for the helpdesk are available.
- iv. Conducts various sensitization sessions to make users aware of escalation process as well as troubleshooting skills of simple faults not only covering hardware but also software including specialized systems developed.

2.10 Systems Upgrading and Changeover

For efficient service delivery, systems will be integrated and new systems developed. This policy proposes use of systems upgrading and changeover strategies such as parallel runs, integration testing, and acceptance testing amongst others. Therefore, before any major system changeover, a changeover strategy must be in place and agreed with end users and stakeholders before changeover. Parallel runs and testing shall run for a period agreed on with all concerned. PU/DVASA/POL/05

2.11 Power Supply

The library shall rely on the national electricity grid, renewable energy and standby generator. ICT Department shall normally inspect all UPS with the purpose of recommending for maintenance or replacement.

2.12 Security

The Library has in place IP Closed Circuit TVs (CCTV) used to predict and proactively monitor suspect cases. The Library information is a critical asset generated, stored and the provision of access to it by its users is paramount. This resource attracts varied threats ranging from hacking, unauthorized access, vandalism and alterations. It is therefore the policy of Library to ensure information is safeguarded while in storage, transit or being

accessed or used by any of its staff and clients.

The Library shall use filtered Internet service in order to block access to inappropriate websites. In order to ensure that research and education is not curtailed by filtering, Library shall release blocked websites once verified as not harmful. Appropriate strategies shall be applied to ensure security of information including scanning for viruses from external storage devices.

2.12.1 Password use to access computing devices including sensitive documents.

Password use will be as per the University ICT Policy; however, the following guidelines will have observed;

- a) Library shall develop appropriate guidelines to ensure the Password use is understood and that staff changes the passwords periodically to enhance security.
- b) Library staff shall be responsible for their username and password and not reveal to other user(s).
- c) Logging on to the network with another person's details is a punishable offence.
- d) The length of the password shall not be less than six (6) characters.
- e) Measures shall be put in place to counter hacking activities which may lead to loss of Library information and disruption of services.
- f) Monitoring tools shall be acquired and installed for use by ICT Department to ensure such threats are minimized.
- g) Firewall system shall be improved to ensure high availability of Internet services and web services offered to Library clients.
- h) Current configuration shall be enhanced to provide redundancy and diverse tools for monitoring performance and threats.
- i) Backup shall be facilitated to ensure Library is prepared for recovery from any form of disaster on its information and communication infrastructure.
- j) Staff shall also be trained on backup strategies so as to safeguard any loss of data and information resources within Library computing devices.
- k) All computers shall have running anti-virus software but Library cannot guarantee total protection from viruses when using the Library computers.
- l) E-mails sent to and from Library mailboxes will be scanned for viruses.

2.13. Disaster Recovery and Preparedness

Library will leverage on these existing network for both its operational and back up network through use of ICT Department Data Centre as its preferred first line of back up and disaster preparedness. The library will perform disaster recovery backups twice a year during off peak times of the university programmes. To ensure preparedness, the Library shall hold drills to be conducted every six (6) months. All officers critical to ensuring business continuity of Library shall be trained and drilled on their roles in case natural or human based disasters occur.

2.14 Disclaimer

Whereas ICT Personnel with administrative rights can access any computing facilities, this policy will ensure such privileges are under control for the purposes afore mentioned in this policy and that they are not **ABUSED TO PRY OR EAVESDROP** on unsuspecting users.