

## **Library and Information Services**

# **INFORMATION RESOURCES PROCEDURE MANUAL**

## **1 Introduction**

This Procedure Manual serves as a working guide as well as a directive to be followed by staff in Information Resources to ensure consistency as far as possible since staff is operating from different campuses. Information Resources is comprised of three Sections, namely, Acquisitions, Cataloguing and ERM\Periodicals.

The following acronyms are used in this manual:

IR: Information Resources

AACR2: Anglo American Cataloguing Rules

RDA: Resource Description and Access

DDC: Dewey Decimal Classification and WebDewey

LCSH: Library of Congress Subject Heading

OCLC: Online Computer Library Centre

CDM: Collection Development and Management

LIS: Library and Information Services

ERM: Electronic Resource Management

## **2 Background**

The alignment process within the LIS resulted in sections across three campuses revisiting their processes and procedures to ensure local protocol and quality.

### 3 SECTION A: ACQUISITIONS PROCESSES AND PROCEDURES

Steps	Responsible Person	Role
<p><b>3.1 Receive recommendation</b></p> <ul style="list-style-type: none"> <li>▪ Receive recommendations (Lecturers, Staff, Faculty Librarians, etc).</li> <li>▪ Stamp acquisition number on the recommendations.</li> </ul> <p><b>3.2 Pre-cataloguing</b></p> <ul style="list-style-type: none"> <li>➢ Check recommended titles against library catalogue.</li> <li>➢ Check prices (Nielsen, Amazon, and various other booksellers).</li> </ul> <p><b>3.3 Create order record</b></p> <ul style="list-style-type: none"> <li>• Search OCLC using access points, e.g ISBN, title, author, etc</li> <li>• Download the best record if title is unavailable create a short bibliographic record on Sierra if unavailable on OCLC</li> <li>• Create an order record, add fund code, E-price, selector, vendor, location, etc</li> </ul>	<p><b>Senior Librarian</b></p> <p><b>Assistant Librarian</b></p> <p><b>Assistant Librarian / Library Assistant</b></p> <p><b>Assistant Librarian/Library Assistant</b></p> <p><b>Senior Librarian/Assistant Librarian</b></p>	<p><b>Exceptional User Experience: Collection Development and Management</b></p>
<p><b>3.4 Ordering</b></p> <ul style="list-style-type: none"> <li>• Do quality control of order records created. Change status from on hold to on order, add/insert order date and queue record.</li> <li>• Change status “s” for suppression on the order and the bibliographic record to “- “ available</li> <li>• Select option “Print/Send Orders”- limit by vendors</li> <li>• Select Print All (do not click ok)</li> <li>• Name file e.g. PO Van Schaik</li> <li>• Print</li> <li>• Send purchase order to vendor/suppliers</li> </ul> <p>Electronic orders</p> <p>*The ordering process followed is same as print</p> <p>Purchase orders are sent electronically in EDIFACT format to vendors who are equipped to receive them, e.g. Askews, Erasmus.</p> <ul style="list-style-type: none"> <li>-enter username and password provided by vendor</li> <li>-Send purchase order electronically</li> <li>-Order confirmation is sent by vendor</li> </ul>	<p><b>Senior Librarian</b></p>	

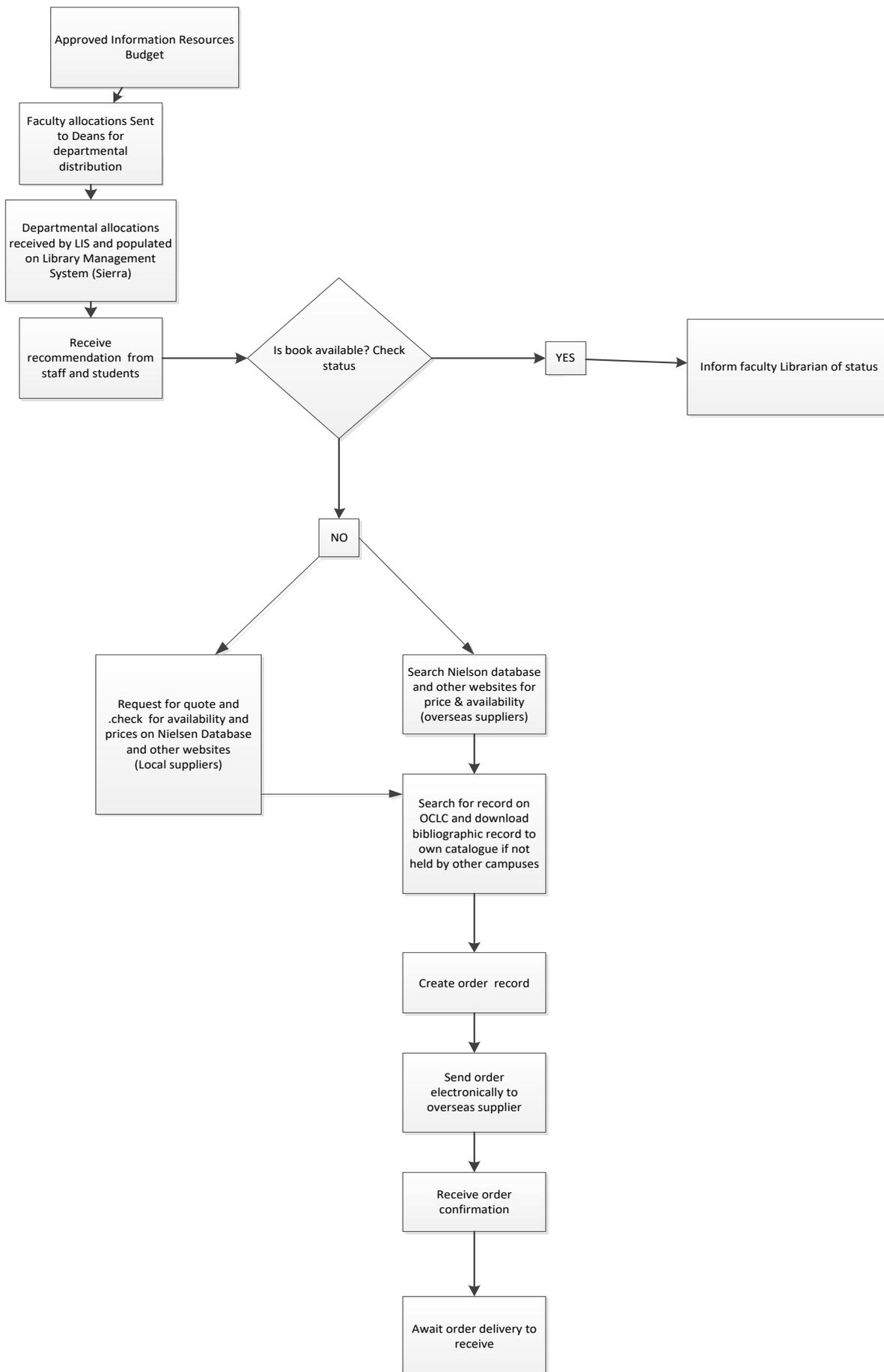


<ul style="list-style-type: none"> <li>▪ Write item number on separate page in case page with barcode is torn.</li> <li>▪ Write name of recommender on a sticker for Faculty Librarians to readily see and inform recommender.</li> <li>▪ Paste magnet/tattle tape, barcode and ownership label.</li> <li>▪ Handle Urgent orders accordingly. <ul style="list-style-type: none"> <li>➢ Identify urgent orders by record number highlighted in maroon (tab on left).</li> <li>➢ URGENT note on top of the order record (in capital letters),</li> <li>➢ Complete urgent form, namely; order number, patron's name &amp; surname for whom it is urgent and university-, contact number or email address (way to contact them).</li> <li>➢ Attach a red (urgent) strip to the form and place it inside the book.</li> <li>➢ Take urgent book to cataloging for urgent handling.</li> <li>➢ Record statistics of completed books and send to Senior Librarian monthly and indicate same statistics in the quarterly report.</li> </ul> </li> </ul>		
<p><b>3.8 Payment of invoices</b></p> <ul style="list-style-type: none"> <li>❖ Sign and stamp all invoices from creditors, with date and signature of the staff who checked and verified the contents against invoice</li> </ul> <p>* Private purchases invoices:</p> <ul style="list-style-type: none"> <li>❖ Write account combination below the date and signature.</li> <li>❖ Highlight the combination in yellow.</li> <li>❖ Record invoice in the Invoice Register by noting date of entry, date of invoice, invoice number, supplier/vendor, amount</li> <li>❖ Submit invoices to the Finance Administrator (FA) / Senior Administrative Officer for payment, weekly /monthly</li> <li>❖ FA/ Senior Administrative Officer signs invoice register for confirmation of receipt of invoices</li> </ul> <p>*Credit card Payment</p> <p>Pay credit card statement, usually dated 26th of each month, at end of the month</p> <ul style="list-style-type: none"> <li>▪ Receive the numbered credit card statement from the Finance Administrator (FA).</li> </ul>	<p><b>Library Assistant &amp; Assistant Librarian</b></p> <p><b>Assistant Librarian</b></p> <p><b>Assistant Librarian/Library Assistant</b></p>	<p><b>Governance and leadership: Financial Management</b></p>

<ul style="list-style-type: none"> <li>▪ Retrieve the proof of credit card payments from credit card file and number according to the statement.</li> <li>▪ Place proof of payments in numerical order according to their numbers.</li> <li>▪ Attach the proof of payments to the statement.</li> <li>▪ Hand back to the Finance Administrator (FA) to finalize and scan proof of payments, before sending to finance for payment.</li> </ul>		
<p><b>3.8.1. Payment of invoices / Keying-in of invoices (SIERRA)</b></p> <ul style="list-style-type: none"> <li>○ Key into Sierra. <ul style="list-style-type: none"> <li>➤ Select “Pay an invoice” from the Function Menu.</li> <li>➤ Select session for keying invoices into Sierra.</li> <li>➤ No options are chosen – click OK to go ahead and enter invoice information.</li> <li>➤ Enter invoice details as required, invoice number, invoice date and choose the appropriate currency. <ul style="list-style-type: none"> <li>▪ For foreign currencies, choose the appropriate currency and change it to the exchange rate on the date payment was made.</li> </ul> </li> <li>➤ Enter the order number into Sierra and the corresponding title appears.</li> <li>➤ Check the title on Sierra against the invoice title, the number of copies paid for now and enter the correct amount.</li> <li>➤ Insert the received date of consignment in note area/ add the relevant note in the note field, according to the payment method used. <ul style="list-style-type: none"> <li>▪ E.g. E. (Eft), CC. (Credit Card), CN. (Credit Note).</li> </ul> </li> <li>➤ Do this for all the items / titles.</li> <li>➤ Select the Finish button (on the right side), enter all the relevant information, namely: shipping, service charge, tax and the total of the invoice and press next until all information at hand is filled in.</li> <li>➤ Select Finish, double check the information is correct.</li> </ul> </li> </ul>	<p><b>Assistant Librarian/Library Assistant MC</b></p> <p><b>Finance Administrator/Library Assistant MC</b></p>	

<ul style="list-style-type: none"> <li>➤ Select the Finish button (on the right side) and choose yes to complete keying invoice into Sierra.</li> <li>➤ Do this for all foreign and local invoices separately and post (email printer) them with the appropriate heading once finished.</li> <li>➤ File/Bind invoices and proofs of payment alphabetically according to local &amp; foreign vendors and chronologically according to invoice number for each vendor.</li> </ul> <p>*MC: Local invoices processed immediately on Sierra after submission to Snr Administrative Officer</p>		
<p><b>3.8.2 Import Payment Information</b></p> <p>Import all payment information from the order to item records.</p> <ul style="list-style-type: none"> <li>○ Select "Place orders"</li> <li>○ Select "RECORD NO." on the drop down index.</li> <li>○ Search by order numbers, and go to items.</li> <li>○ Open each item, then click on edit.</li> <li>○ Select "Import Order Information" and verify the invoice information.</li> <li>○ Click "Use" and save the imported order information.</li> </ul>	<p><b>Library Assistant</b></p>	

### 3.9 Appendix: A Acquisitions Process Flow



## 4 SECTION B: CATALOGUING PROCESSES AND PROCEDURES

### Key resources

AACR2: Anglo American Cataloguing Rules

RDA: Resource Description and Access

DDC: Dewey Decimal Classification and WebDewey

LCSH: Library of Congress Subject Heading

Cataloguer's Desktop

RDA Toolkit

Program for Cooperative Cataloguing (PCC)

MARC21

Maxwell's handbook for RDA

## Procedures: Cataloguing at NWU Libraries

Steps	Responsible Person	Role
<p><b>4.1 Receive information resources from Acquisitions</b></p> <ul style="list-style-type: none"> <li>➤ Cataloguers(MC) receive new books from Acquisition department (at PC shelving is done by Acquisitions according to received date) and put them on cataloguing shelves according to date received.</li> </ul>	<p><b>Librarians</b></p>	
<p><b>4.2 Cataloguing and Classification of information resources</b></p> <ul style="list-style-type: none"> <li>➤ The cataloguer puts new books for cataloguing on a trolley and takes the trolley over to his/her workstation to catalogue.</li> <li>➤ Cataloguer then does a search on Sierra system under for example the title, ISBN etc. to find the specific bibliographic record for the item in hand. Cataloguers make sure that there is not already a bibliographic record in Sierra for the item in hand. There should not be duplicate records in Sierra, for example 1 MFK record and another FP record.</li> <li>➤ The cataloguer checks the content of the bibliographic record to see if it is indeed a true match for the book in hand and also whether it is a good bibliographic record with as much detail as possible.</li> <li>➤ If the record is not a good record and lacks the necessary detail according to the cataloguer's judgement, the cataloguer then search on OCLC Connexion to find a better record and overlay the existing record with the appropriate one.</li> <li>➤ The cataloguer adds the library's holdings to the existing record on OCLC Connexion through the 'Update Holdings' action.</li> <li>➤ Currently the cataloguer does not spend time to change AACR2 records into RDA records. Only books that were not found on OCLC Connexion are catalogued originally and input as new bibliographic records according to RDA guidelines</li> <li>➤ If the cataloguer has to do original cataloguing for books not found on OCLC Connexion, it is done according to the new RDA cataloguing standard. All the appropriate MARC field tags that relates to the book in hand are then completed, for example: <ul style="list-style-type: none"> <li>➤ Field 008: Fixed-length data elements (only as applicable to the item in hand)</li> <li>➤ Field 020: ISBN number (13- and 10-digit numbers in separate fields)</li> <li>➤ Field 040: Cataloguing source - (For original cataloguing: e.g. Y@Y beng erda cY@Y for Potchefstroom,</li> </ul> </li> </ul>	<p><b>Senior Librarians and Librarians</b></p>	

<p>Y3N beng erda cY3N for Mafikeng, Y@Z beng erda cY@Z for Vaal</p> <ul style="list-style-type: none"> <li>➤ Field 092: Assign call number according to Dewey Decimal Classification 23</li> <li>➤ Analyze the material received to determine the important topics discussed.</li> <li>➤ Decide on the major topics</li> <li>➤ Assign the prefixes and suffixes required for a call number (e.g. L 341.00968 INT; A 896.092 MAN)</li> <li>➤ Field 100, 110, etc.: Creator Access Point for the author or corporate body (if applicable)</li> <li>➤ Field 245: Title proper and Statement of responsibility</li> <li>➤ Field 246: Variant title(s)</li> <li>➤ Field 250: Edition statement</li> <li>➤ Field 264: Publication date, copyright date, etc.</li> <li>➤ Field 300: Extent (pages, etc.), illustrations, dimensions</li> <li>➤ Field 336, 337, 338: Content, Media and Carrier types</li> <li>➤ Field 490, 830: Series statements</li> <li>➤ Field 500: Notes</li> <li>➤ Field 505: Contents note(s)</li> <li>➤ Field 600, 650, 610: Subject access points. Each record should be assigned at least one subject heading from the Library of Congress Subject Heading (LCSH) list.</li> <li>➤ Field 700, 710, 711: Any additional access points</li> </ul> <ul style="list-style-type: none"> <li>➤ The cataloguer takes extra care to check that the information in the 'Location' area is correct for the specific library e.g. FP; Mmain and that the 'CAT DATE' is changed when it is the first copy of the book that's being catalogued in the library.</li> <li>➤ For an existing good record found, every MARC field is checked to see that the information matches the detail in the book and that there are no spelling mistakes.</li> <li>➤ If there is already a Dewey number in the existing record that was downloaded into the Sierra system, it has to be checked again to see if it was assigned correctly according to DDC23 and represent the content of the item as best as possible for retrieval purposes.</li> <li>➤ Authority control is done for all the authors, series and subject access points in the record. If an authority record was created on OCLC Connexion it must be downloaded into the bibliographic record on Sierra. The cataloguer always checks to see if there is already an existing authority record. If not, an appropriated authority record must be downloaded into the system through Z30.50. Existing authority records already on the system must also be checked against the authority record found on OCLC Connexion to see if it is the latest</li> </ul>		
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<p>authority record because authority records are updated from time to time with additional information and/ or changed according to new RDA rules. Cataloguers check for any duplicate or variant forms of an authority heading in Sierra. Cataloguers change affected names in bibliographic records to reflect the correct form of the authority heading.</p> <ul style="list-style-type: none"> <li>➤ When the cataloguer is satisfied with the bibliographic record, the cataloguer moves on to the item record and completes the necessary fields in the item record. Copy field: the cataloguer indicates whether it is the first copy in the catalogue or a successive copy; ICODE1: the appropriate number is selected and input according to the SANSO cataloguing table; ITYPE: the item type is indicated e.g. 'Book' if it is a book that is being catalogued; LOCATION: is selected according to the order requirements for the book; IMESSAGE: is selected if there is an accompanying CD/DVD in the book e.g. 'C Check CD'. The cataloguer also ensures that there is a barcode for each separate item. When necessary the cataloguer also indicates which specific volume it is in a set of volumes. If the call number differs from the one assigned in the 092 Field of the bibliographic record by another library, a separate MARC field entry is made in the item record for that library call number. STATUS: Cataloguers select IN PROCESS to indicate that the material is in cataloguing section for processing.</li> <li>➤ When the original cataloguing for a book is done, the cataloguer downloads the record onto OCLC Connexion. The number assigned by OCLC is then copied into the existing record on Sierra into the 001 field for the 'utility number'.</li> </ul>		
<p><b>4.3 Quality control</b></p> <ul style="list-style-type: none"> <li>➤ Performs quality control of cataloguing before books can go for physical processing, by evaluating the following fields on bibliographic records: Call number, personal heading, corporate headings, Conference headings, Subject headings, Series headings and location codes. Cataloguers do the quality control of additions (items already in the catalogue).</li> <li>➤ The Sierra Headings report function shows all Headings used for the first time, Invalid headings used, Duplicate entries created, Blind references, Duplicate authority records. These are checked daily, corrections are made, unnecessary blind references are removed, duplicate records</li> </ul>	<p><b>Senior Librarians and cataloguers</b></p>	

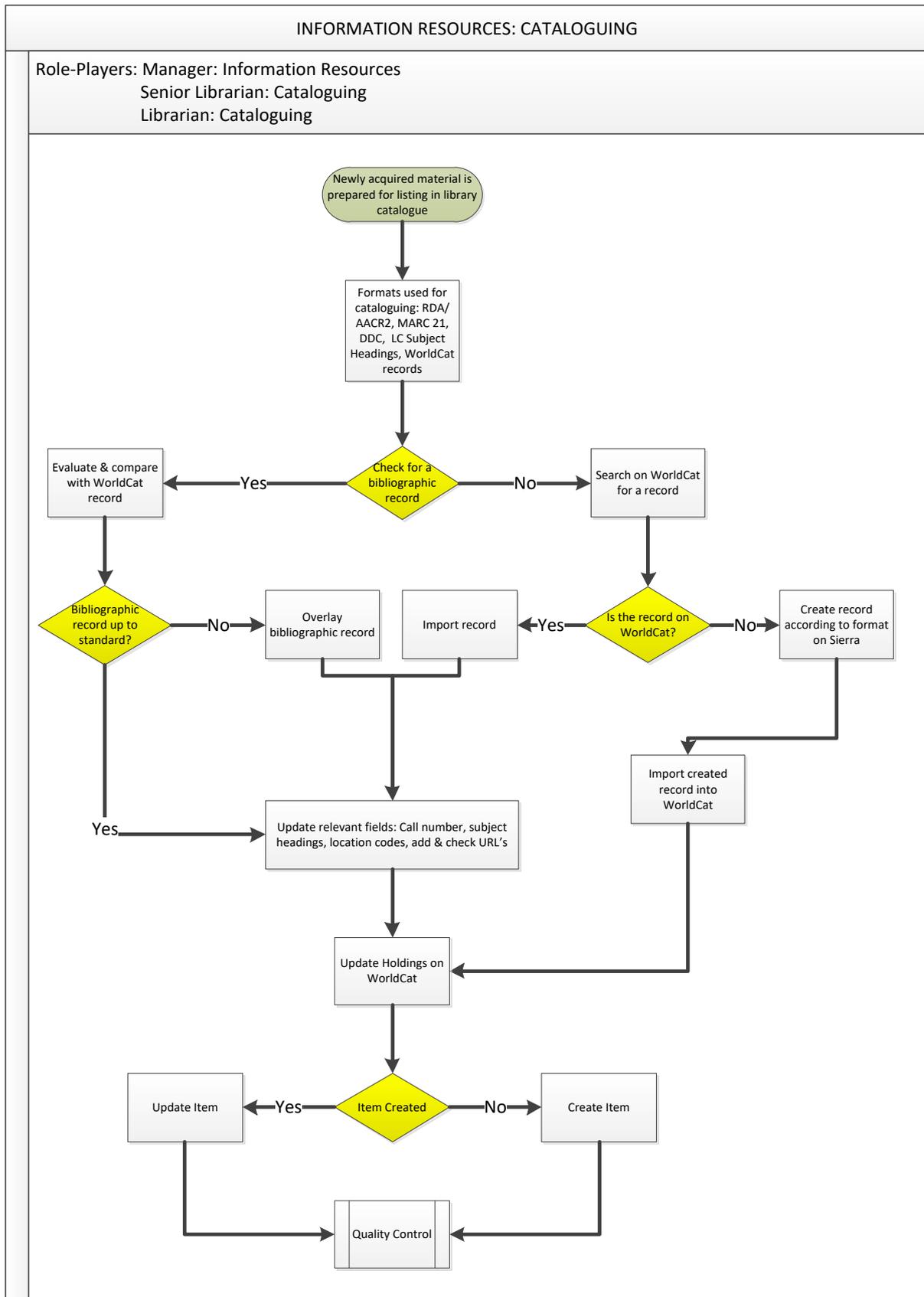
<p>are merged and duplicate authority records are removed.</p> <ul style="list-style-type: none"> <li>➤ When the cataloguing process is completed the senior cataloguer takes the new books over to the Library Assistant to do the final physical processing of the books to be made shelf ready.</li> <li>➤ Performs quality control of the Library Assistant's technical preparations.</li> <li>➤ In the absence of the senior cataloguer, the cataloguers do the Quality control of catalogued items, do the Headings report, and do quality control of the Library Assistant's technical preparations.</li> </ul>		
<p><b>4.4 Technical preparations</b></p> <ul style="list-style-type: none"> <li>➤ Library assistant provide books with ownership stamp/labels, magnetic strips and due date slip.</li> <li>➤ All items added to library the collection are processed by typing, printing and attaching spine labels on material.</li> <li>➤ Library assistant will tag the books and change item status from IN process to Available/Library use only. When books are send to VTC library, the status of the item should be "in transit"</li> <li>➤ Material will then be sent to the relevant Client services Divisions</li> </ul>	<b>Library Assistants</b>	

#### 4.5 Procedures: Deletions of records

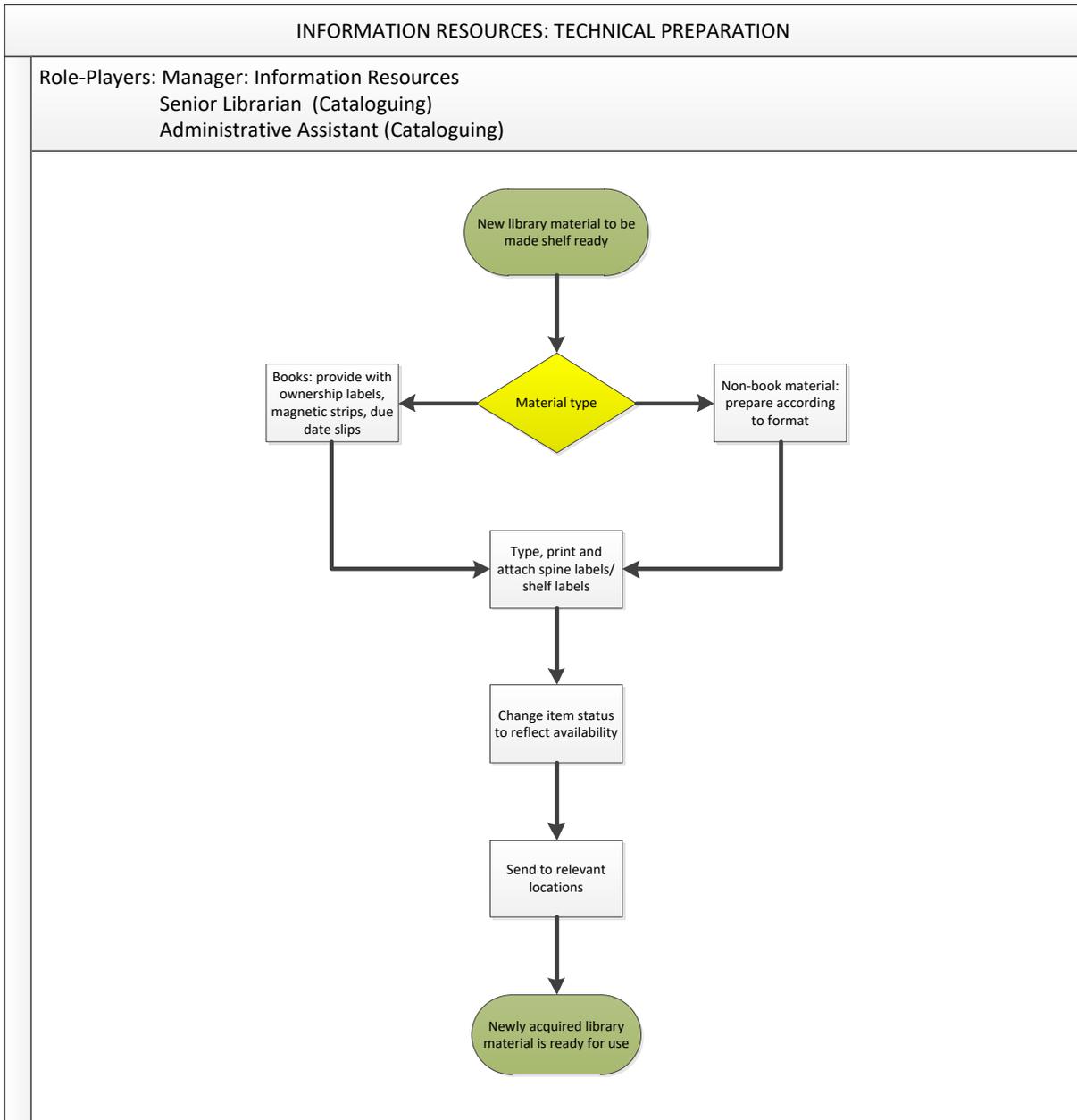
Steps	Responsible Person	Role
<p><b>4.5.1. Single items linked to a Bibliographic record:</b></p> <ul style="list-style-type: none"> <li>➤ Change bibliographic record BCODE3 to d (Delete code)</li> <li>➤ On item record change Status to "d" (Delete) and change ICODE2 to "n" (Suppressed)</li> <li>➤ <i>Remember to delete holdings from OCLC</i></li> </ul>	<b>Senior librarians and Librarians</b>	
<p><b>4.5.2. When deleting one item from multiple items which all belong to one bibliographic record:</b></p> <ul style="list-style-type: none"> <li>➤ Do not change anything on the bibliographic record.</li> <li>➤ On item record change Status to "d" (Delete) and change ICODE2 to "n" (Suppressed) – Holdings on OCLC should</li> </ul>	<b>Senior librarians and Librarians</b>	

<p>still be active for the other items that are still available.</p>		
<p><b>4.5.3. Batch procedure</b></p> <ul style="list-style-type: none"> <li>➤ Senior Librarian Acquisition handles the SANSO for the specific year and will change the “d” (Delete) status to “e” (Discarded item).</li> <li>➤ Create a list of all discarded items.</li> <li>➤ If there are multiple items, the items can be deleted from the list and remove the bibliographic record from the create list.</li> <li>➤ If there is only one item, keep the bibliographic record and inform the Senior Librarian Electronic Resources to send the list to SABINET before deleting all of the bibliographic records.</li> <li>➤ If a CD/DVD is discarded, the Accession number should be send to Acquisitions to remove the accession number from the Accession register.</li> </ul>	<p><b>Senior Librarian: Acquisition</b></p> <p><b>Senior Librarians: Cataloguing</b></p> <p><b>Senior Librarians: Cataloguing and Senior Librarian Electronic Resources</b></p> <p><b>Senior Librarians: Cataloguing and Senior Librarian: Acquisitions</b></p>	

## 4.6 Appendix A



## 4.7 Appendix B



## 5 SECTION C: ERM/PERIODICALS PROCESSES AND PROCEDURES

Steps	Responsible person	Role

<p><b>5.1 Identify needs from Lecturers and students.</b></p> <p>5.1.1 Provide Faculty Librarians with any information from suppliers/publishers, in any form, that contains new titles that can be of interest to Faculties.</p> <p>5.1.2 Seek input from students and staff suggestions e.g. from suggestion box, feedback from ILL, Periodicals Front desk as well as Faculty Librarians.</p> <p><b>5.2 Ordering, renewing and cancelling of subscriptions for journals and e-Resources.</b></p> <p>5.2.1 Consult the relevant Faculty Librarian with regards to the title they would like to recommend.</p> <p>5.2.2 Check availability of funds.</p> <p>5.2.3 If Faculty Librarians/ Faculty members want the title ordered, fill in the Periodicals Subscription Recommendation (PSR) form.</p> <p>5.2.4 Send PSR form to Library Faculty Representative for signatures after which you acquire the title according to procedure.</p> <p>5.2.5 Cancel and renew print and online journals as advised by Faculty and or Manager: IR.</p> <p>5.2.6 Cancel or renew journal packages and databases as per recommendation from the Library Databases Evaluation Committee and Manager: IR.</p> <p>5.2.7 Indicate intention to subscribe, cancel or renew databases on SANLiC Consortia Manager.</p> <p>5.2.8 Activate access to subscribed online journals</p> <p><b>5.3 Make titles accessible to users through A-Z Publication Finder</b></p> <p>5.3.1 Add accessible online journals to A-Z Publication Finder according to A-Z Publication Finder procedure.</p> <p><b>5.4 Liaise with stake holders to support collection development and access.</b></p> <p>5.4.1 Liaise with Acquisitions and Faculty Librarians to support collection development.</p>	<p><b>Senior Librarian: ERM &amp; Periodicals</b></p>	<p><b>1. To provide and manage subscriptions for print, electronic journals, journal packages and databases.</b></p>
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<p>5.4.2 Liaise with suppliers on issues of orders, payments, training, demonstrations and access as well as setting up trials for e-resources.</p> <p>5.4.3 Inform Faculty Librarians of newly acquired print or online journal titles, journal packages and databases.</p> <p><b>5.5 Prepare License agreements for signing to ensure access to e-Resources.</b></p> <p>5.5.1 Verify and analyze license agreements for e-resources.</p> <p>5.5.2 Seek approval to sign agreements from NWU Legal Services.</p> <p>5.5.3 Send approved agreements to relevant authorities for signatures (Director: IR or Chief Director: LIS or DVC Teaching and Learning or Vice Chancellor) according to policy.</p> <p>5.5.4 Send signed license to vendors</p> <p>5.5.5 Send electronic countersigned license (once received from vendor) to NWU Legal Services for archiving. File license for future reference</p>		
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<p><b>5.6 Catalogue journals not catalogued on Sierra using AACR 2, LC Subject Headings and DDC 23.</b></p> <p>5.6.1 Search for the bibliographic record of title to be catalogued, on OCLC.</p> <p>5.6.2 If found, copy the bibliographic record from OCLC and add or delete fields according to Library's cataloging template (provided) on Sierra e.g. title, imprint, subject etc.</p> <p>5.6.3 If not found, catalogue title using the Library's cataloging template provided on Sierra e.g. title, imprint, subject etc. i.e. do original cataloging.</p> <p>5.6.4 Classify journals using the DDC 23.</p> <p>5.6.5 Add call number.</p> <p>5.6.6 Add library's holdings.</p> <p>5.6.7 Save record on Sierra.</p> <p>5.6.8 Attach item record to bibliographic record.</p> <p>5.6.9 In case of copy cataloging, update the library's holdings on OCLC.</p> <p>5.6.9.1 Copy OCLC number of the bibliographic record which is the same as the one you want to add on OCLC, from Worldcat (OCLC).</p> <p>5.6.9.2 Paste OCLC number on field 001 (utility no) on bibliographic record and save.</p> <p>5.6.9.3 Click on Update holdings on OCLC and wait until the status on the column of OCLC change from "Not held" to "Held"</p> <p>5.6.10 In case of original cataloging, add bibliographic records on OCLC according to OCLC procedure (See Appendix G).</p> <p>5.6.11 Keep statistics of catalogued journals.</p>	<p><b>Senior Librarian: ERM &amp; Periodicals</b></p>	<p><b>2. To catalogue and classify print and e-journals.</b></p>
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<p><b>5.7 Manage ordering, receiving and payment of print and electronic journals.</b></p> <p>5.7.1 Ensure that orders for journals are placed in accordance with the procedure and timelines.</p> <p>5.7.2 Monitor receipt, check-in, tattle-taping, stamping and the claiming process of journal issues not received.</p> <p>5.7.3 Request invoices from suppliers.</p> <p>5.7.4 Ensure that invoices are processed, signed and processed through the Kualu finance system for payment by Finance department of NWU for payment on time.</p> <p>5.7.5 Ensure that subscriptions are paid on the Sierra system as per Sierra procedure.</p> <p>5.7.6 Ensure that issues of journals are prepared and sent for binding in accordance with the relevant policies and procedures.</p> <p>5.7.7 Ensure that disposal of weeded journals is done and according to weeding policy and procedure.</p> <p>5.7.8 Ensure that shelving of journals is done daily between 8h00 and 9h00 (MC).</p> <p>5.7.9 Develop and revise procedure manual on the review date.</p> <p>5.7.10 Advise Manager: IR on policy matters concerning e-Resources and Periodicals.</p> <p><b>5.8 Monitor usage of subscribed titles</b></p> <p>5.8.1 Collect usage statistics for all e-Resources to be included in the lists sent to Faculties.</p> <p>5.8.2 Ensure that usage statistics for print journals titles are collected and reported monthly (MC).</p> <p>5.8.3 Collect statistics for reporting to CHELSA and Management</p> <p><b>5.9 Report quarterly and annually.</b></p> <p>5.9.1 Write and submit quarterly and annual reports with statistics to Manager: IR.</p>	<p><b>Senior Librarian: ERM &amp; Periodicals</b></p>	<p><b>3. To manage and coordinate procedures and processes of the Section.</b></p>
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<p><b>5.10 Supervise the performance of junior staff in the Section.</b></p> <p>5.10.1 Ensure that Key Performance Agreements (KPA) and Personal Development Plans (PDP) of junior staff are prepared, discussed, signed and submitted to Manager: IR.</p> <p>5.10.2 Discuss, assess, rate and sign KPAs and PDPs quarterly and submit to Manager: IR.</p> <p>5.10.3 Ensure that work is performed according to procedures and policies through supervision.</p> <p>5.10.4 Ensure that junior staff comply with Human Resource Management policies and procedures e.g. fill in leave form to take leave.</p> <p>5.10.5 Approve/reject and submit leave forms to HR for junior staff in the section according to HR procedures.</p> <p>5.10.6 Participate in the recruitment processes of staff of the Section.</p> <p>5.10.7 Train new and existing staff members whenever the need arise.</p>	<p><b>Senior Librarian: ERM &amp; Periodicals</b></p>	<p><b>4. To manage human resource of the Section.</b></p>
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<p><b>5.11 Ensure that subscriptions are paid for.</b></p> <p>5.11.1 Request invoices for payment of subscriptions for print, e-journal, journal packages and databases from suppliers.</p> <p>5.11.2 Send invoices to Administrative Officer for verification.</p> <p>5.11.3 Sign verified and stamped invoices and pass on to Administrative Officer to request for payment.</p> <p><b>5.12 Monitor budget expenditure</b></p> <p>5.12.1 Monitor the budget for e-Resources and periodicals by comparing expenditure with budget allocated.</p> <p>5.12.3 Report expenditure to Manager: IR on reports being submitted as well as any shortfalls observed.</p> <p><b>5.13 Manage assets of the Section</b></p> <p>5.13.1 Serve as Sub-inventory controller by keeping and revising the list of assets of the Section annually.</p> <p>5.13.2 Monitor use of furniture and equipment in the Section.</p> <p>5.13.3 Report damaged and/or missing resources for replacement to Senior Administration Officer.</p>	<p><b>Senior Librarian: ERM &amp; Periodicals</b></p>	<p><b>5. To manage financial and other resources of the Section.</b></p>
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<p><b>5.14 Ensure availability and accessibility of e-Resources</b></p> <p>5.14.1 Add new holdings and/or update current holdings on sierra and Full Text Finder.</p> <p>5.14.2 Link order and license records to resource record.</p> <p>5.14.3 Add SUSHI data to ERM using procedure set out by vendors and ILL.</p> <p>5.14.4 Identify and report problems with e-Resources to vendors</p> <p>5.14.5 Administer, optimize and integrate the library's EDS services – link resolver database list using procedure set out by Ebsco.</p> <p>5.14.6 Customize and brand e-Resources in conjunction with guidelines and preferences set out by Information Services.</p>	<p><b>Senior Librarian: ERM &amp; Periodicals</b></p>	<p><b>6. To manage and administer ERM Sierra Module</b></p>
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<p><b>5.15 Assist in ordering and subscribing to new print and electronic journals, journal packages and databases.</b></p> <p>5.15.1 Receive Periodicals Subscription Recommendation forms for new titles to be ordered from Faculty Librarian and/or users, verify information on the form and check if material is not available in the library.</p> <p>5.15.2 Request quotations from suppliers for new subscription if materials are not available in the library and if available, inform selector.</p> <p>5.15.3 Check holdings against A-Z Publication Finder.</p> <p>5.15.4 Download bibliographic record/s from OCLC and add order record/s.</p> <p>5.15.5 Place new orders (with order) with the approved supplier.</p> <p><b>5.16 Assist in renewing and cancelling of subscriptions for the following year.</b></p> <p>5.16.1 Cancel and renew subscriptions, as advised by Faculty and relevant Senior Librarians: ERM &amp; Periodicals, through e-mail, website or other avenues provided by supplier.</p> <p>5.16.2 Update information on check-in records, order and item records of cancelled subscriptions.</p> <p>5.16.2.1 Indicate on a blank box of check-in card e.g. "Cancelled end 2018" (Print titles only)</p> <p>5.16.2.2 Change status on Order and item records to 'Cancelled'.</p> <p>5.16.3 Update library's holdings on bibliographic records of cancelled subscriptions.</p> <p>5.16.3.1 Indicate the last issue received in MARC field 866 (lib has) e.g. ....-v. 18 (2018).</p> <p>5.16.4 Update catalogued print subscriptions on OCLC and A-Z Full Text Finder according to procedure.</p> <p><b>5.17 Receive newly ordered print issues.</b></p> <p>5.17.1 Send the first issue of a newly ordered title to Senior Librarian: ERM &amp; Periodicals (MC) for cataloguing.</p>	<p><b>Assistant Librarian (Periodicals)</b></p>	<p><b>1. To contribute to collection development and maintenance</b></p>
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**5.18 Claim outstanding issues of journals.**

5.18.1 Send claims for outstanding issues as indicated on Sierra. Claims are sent to vendors either directly from sierra or via email

5.18.2 Modify records according to feedback from supplier.

**5.19 Update information received from suppliers regarding changes in frequency, format, delayed supply and discontinued titles on order records.**

5.19.1 Update information on order records in the note area on checkin and order records in sierra

5.19.2 Send notice of changes in frequency, format and discontinued titles to relevant Senior Librarian: ERM & Periodicals, to update bibliographic record.

**5.20 Receive donated materials**

5.20.1 Check availability on OPAC, A-Z Publication Finder.

5.20.2 If not available and required, add to collection and update bibliographic, check-in card, OCLC and A-Z Publication Finder.

5.20.3 If title is new, send to Senior Librarian: ERM & Periodicals (MC) for cataloguing.

**5.21 Statistics (PC)**

5.21.1 Modify and update statistics daily.

5.21.2 Add statistics of donated issues and titles.

5.21.3 Send statistics to Senior Librarian: ERM & Periodicals.

5.21.4 Process and keep statistics of the following for HEMIS (Higher Education Management Information Systems):

- subscriptions
- new titles
- cancelled titles
- donations
- discontinued titles

with occurrence dates according to guidelines.

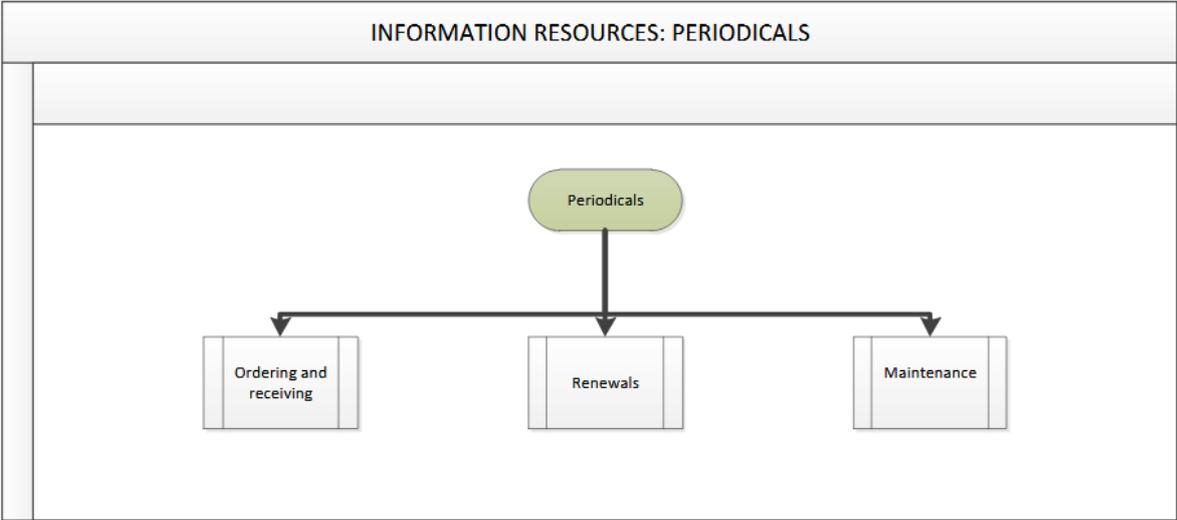
<p><b>5.22 Receive print journal issues and magazines.</b></p> <p>5.22.1 Receive consignments delivered, check if address is correct, if correct, then sign delivery slip.</p> <p>5.22.2 Open and assess if issues received are in accordance with the delivery list. If there are queries, refer them to Senior Librarian: ERM &amp; Periodicals.</p> <p>5.22.3 Enter all issues in their respective check-in boxes of the Sierra Serials Module in accordance with the Sierra system procedure.</p> <p>5.22.4 Initiate claims for outstanding issues on the Sierra system according to Sierra procedure. 1.1.5 Stamp and tattle tape all issues and pass issues / delivery slip on to Senior Librarian: ERM &amp; Periodicals for quality control (MC).</p> <p>5.22.6 Shelve checked issues on display shelves (MC).</p> <p>5.22.7 Send journal issues for scanning of contents pages and then to shelving.</p>	<p><b>Library Assistant: ERM &amp; Periodicals (A)</b></p>	<p><b>1. To receive print academic journals and recreational magazines subscribed to.</b></p>
<p><b>5.23 Render customer service to users (MC).</b></p> <p>5.23.1 Assist users in answering their queries using e.g. OPAC, A-Z Publication Finder, databases and / or Periodicals lists.</p> <p>5.23.2 Issue out and receive journal issues, newspapers and magazines to and from users when requested daily according to periodicals policy and procedure.</p> <p>5.23.3 Collect usage statistics for journals, newspaper and magazines and report monthly to Senior Librarian: ERM &amp; Periodicals.</p>	<p><b>Library Assistant : ERM &amp; Periodicals (A)</b></p>	<p><b>2. To deliver frontline services at the ERM &amp; Periodicals Section.</b></p>

<p><b>5.24 Shelve and display journals according to procedure (MC).</b></p> <p>5.24.1 Display newly received journal issues in alphabetical order by title on the display shelves.</p> <p>5.24.2 Remove previously displayed issues of journals and shelve in relevant bantex boxes.</p> <p>5.24.3 Label or update labels on bantex boxes as journals are received.</p> <p><b>Shelve journals daily from 8h00-9h00 (MC).</b></p> <p><b>Submit monthly reports with statistics to Senior Librarian: ERM &amp; Periodicals.</b></p>	<p><b>Library Assistant : ERM &amp; Periodicals (A)</b></p>	<p><b>3. To undertake administrative duties related to ERM &amp; Periodicals Section.</b></p>
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<p><b>5.25 Prepare issues of journals for binding.</b></p> <p>5.25.1 Collect complete issues of each title from the shelves and arrange according to numbers.</p> <p><b>5.25.2</b> Tie with rope and fill in the binding instruction card (MC) or Print binding instruction slip from Sierra and attach to relevant volume (PC).</p> <p><b>5.25.3</b> Attach the binding instruction card (green and blue copies) to the relevant issues of journals and keep the yellow copy of card (MC).</p> <p>4.1.4 Update records on Sierra Serials module according to Sierra procedure to indicate issues sent for binding (To Bind) and send to Senior Librarian: ERM &amp; Periodicals for quality control.</p> <p>5.25.5 Indicate missing issues on Sierra and send notice to Assistant Librarian to update the relevant bibliographic record/s, A-Z Publication Finder and OCLC.</p> <p>5.25.6 Pack volumes in boxes and label them for dispatch (MC).</p> <p><b>5.26 Receive bound volumes of journals from the Binders.</b></p> <p>5.26.1 Check if all sent issues are received using the yellow copies of the binding instruction card and report missing issues to Senior Librarian: ERM &amp; Periodicals (MC).</p> <p>5.26.2 Check the quality of binding and report errors to Senior Librarian: ERM &amp; Periodicals.</p> <p>5.26.3 Update records on Sierra Serials module to indicate bound issues of journals and send slips to Senior Librarian: ERM &amp; Periodicals for quality control.</p> <p>5.26.4 Shelve bound volumes of journals on the relevant shelves according to shelving procedure (MC).</p> <p><b>Report and send damaged journals and magazines for repairs (minor).</b></p>	<p><b>Library Assistant : ERM &amp; Periodicals (A)</b></p>	<p><b>4. To send issues for binding and receive bound volumes of journals.</b></p>
<p><b>5.27 Maintenance of loose-leaf materials (PC)</b></p> <p>5.27.1 Update pages received of loose-leaf titles according to instructions received with pages.</p>		<p><b>6. To maintain loose-leaf materials</b></p>

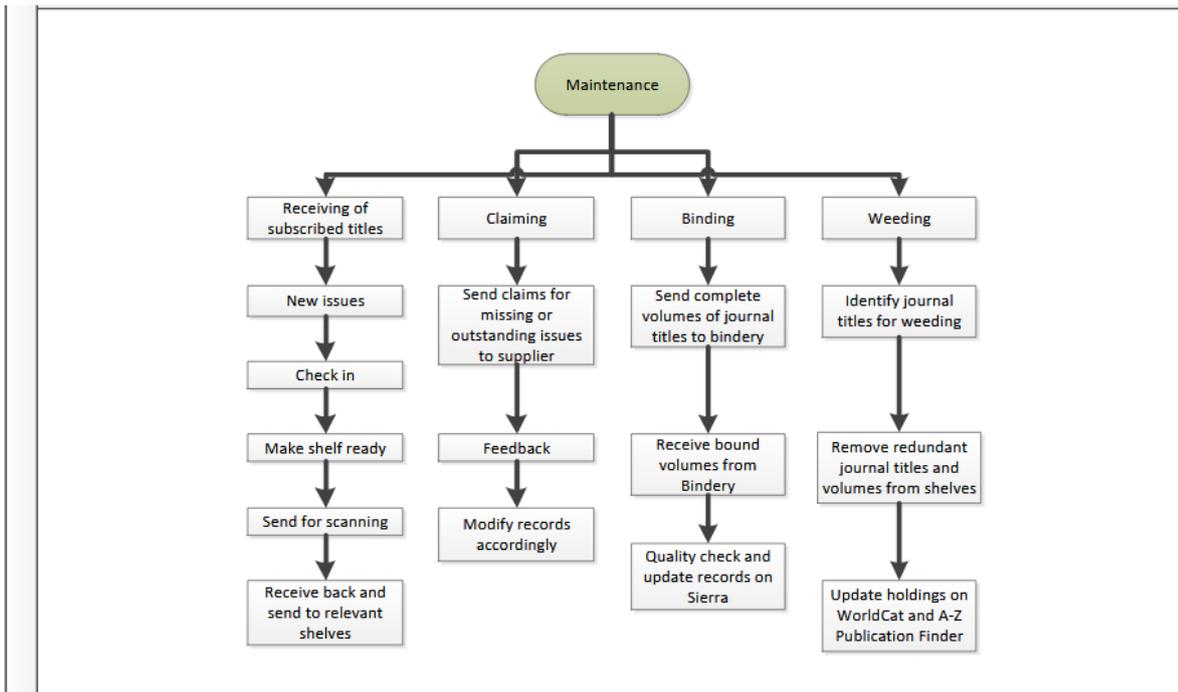
<p><b>5.28 Calculate projected expenses for all e-Resources, monographs as well as print and online journals to be provided to all 3 campuses.</b></p> <p>5.28.1 Calculate price increases according to % provided by the different suppliers or contracts.</p> <p>5.28.2 Make provision for exchange rate fluctuation.</p> <p>5.28.3 Send the calculations to Manager: IR.</p> <p><b>Add the newly allocated budget on Sierra for each faculty and department.</b></p>	<p><b>Administrative Officer: ERM &amp; Periodicals (A)</b></p>	<p><b>1. To calculate projected budget and add the approved budget on Sierra.</b></p>
<p><b>5.29 Receive and process invoices for payment.</b></p> <p>5.29.1 Receive invoices to be paid from relevant Senior Librarian: ERM &amp; Periodicals.</p> <p>5.29.2 Check each subscription if it had not been paid for, for that particular period (year). If already paid for, inform the relevant Senior Librarian: ERM &amp; Periodicals.</p> <p>5.29.3 If not, stamp (with payments stamp supplied).</p> <p>5.29.4 Send invoice to the relevant Senior Librarian: ERM &amp; Periodicals for signature.</p> <p>5.29.5 Request payment on NWU Quali finance system according to the Quali system procedure.</p> <p>5.29.6 Keep a copy of processed invoices.</p> <p>5.29.8 Enter payments on relevant titles on the Sierra system.</p>		<p><b>2. To process payments for periodicals and magazines.</b></p>
<p><b>5.30 Compile lists to be sent to Faculties.</b></p> <p><b>5.30.1</b> Create lists of databases and journal subscriptions by Faculty and departments within the faculty.</p> <p>5.30.2 Categorize subscriptions by type e.g. print journals, database etc.</p> <p>5.30.3 Send list to Senior Librarian: ERM &amp; Periodicals (PC) to add usage statistics.</p> <p>5.30.4 Send list to Manager: IR.</p>		<p><b>3. To create lists for Faculties</b></p>

Appendix A

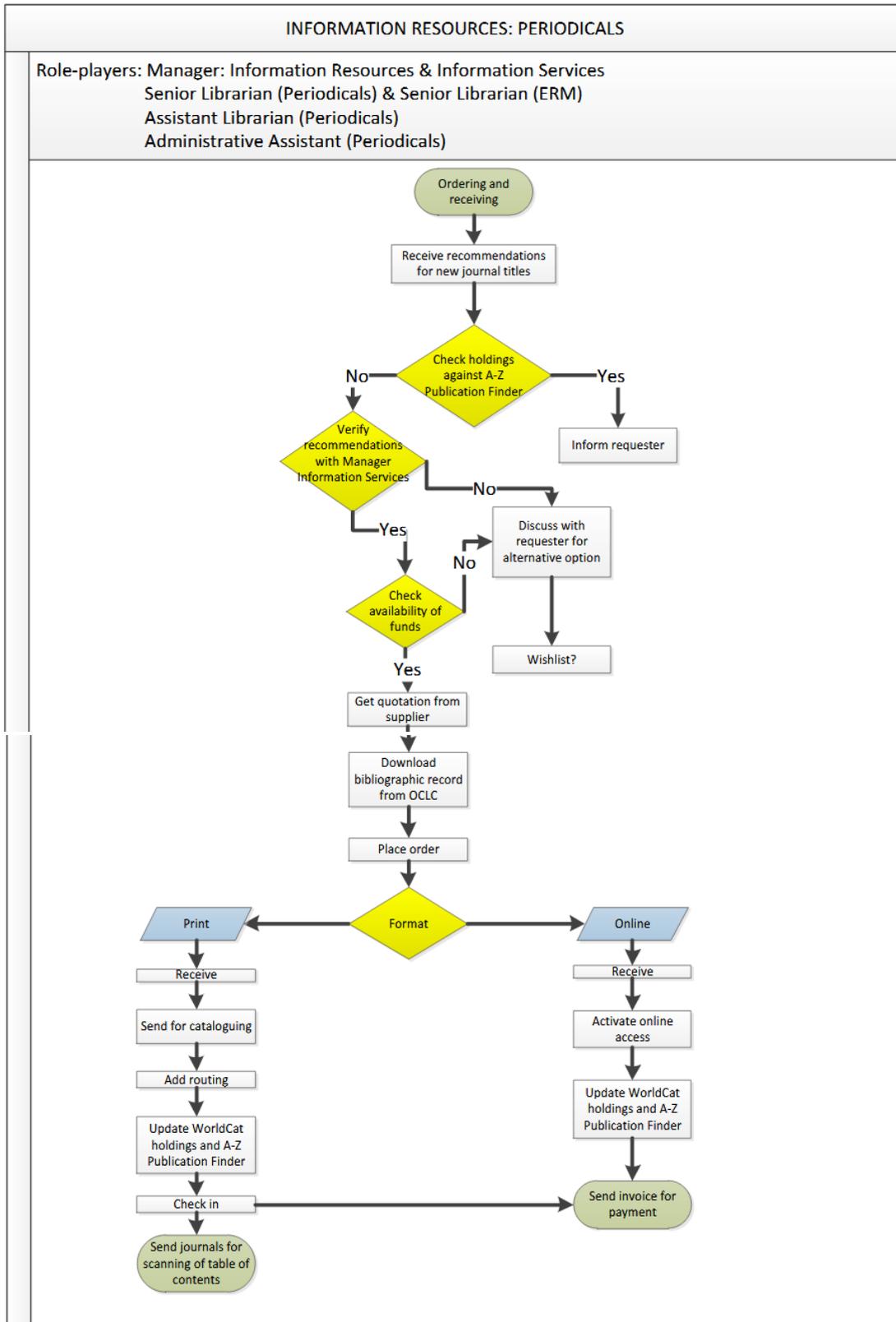


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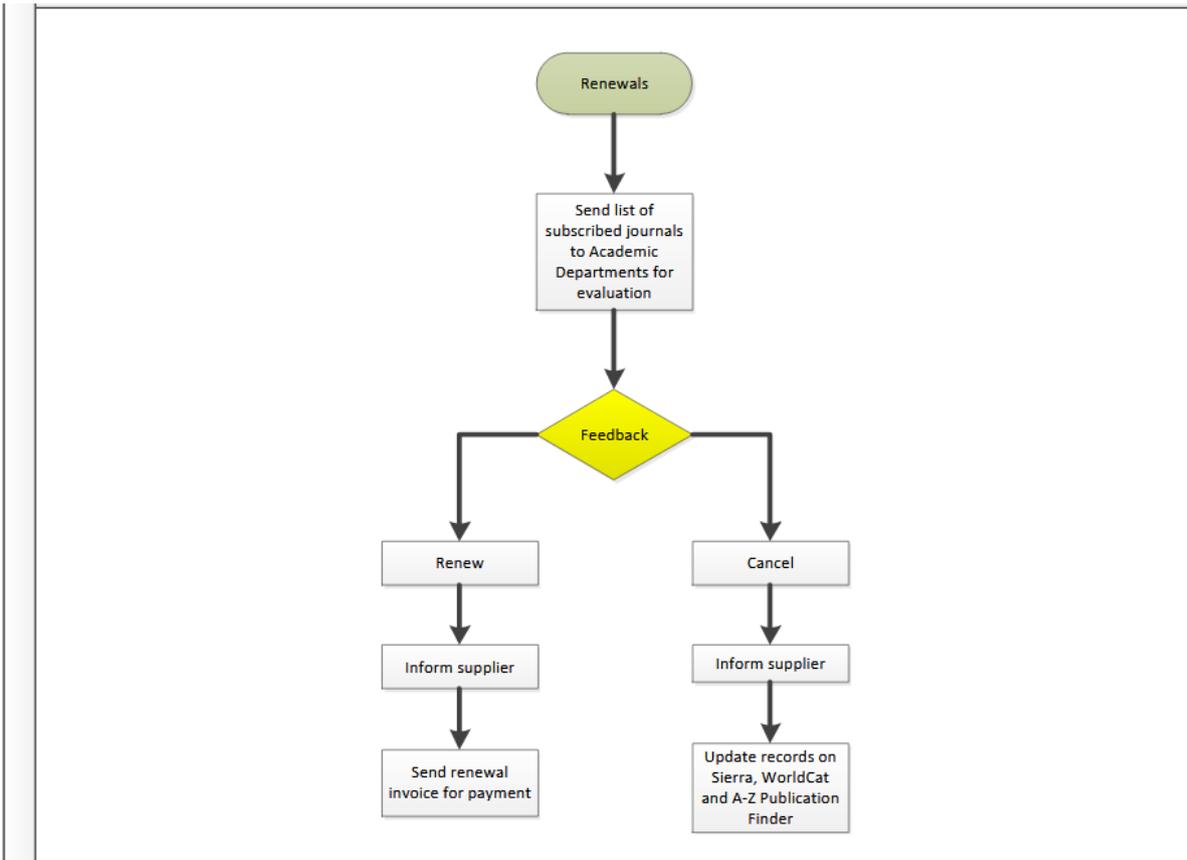
## Appendix B



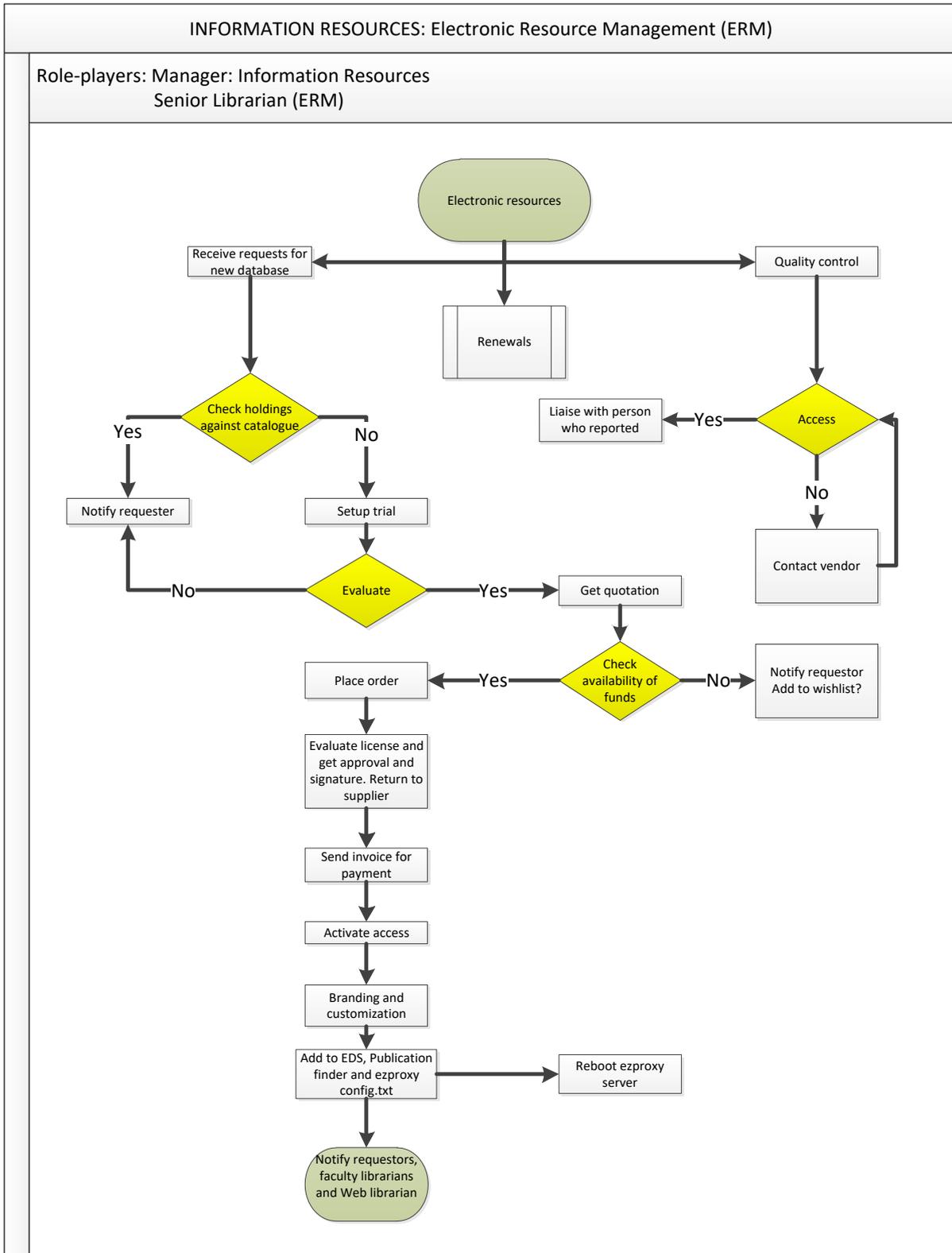
## Appendix C



## Appendix D



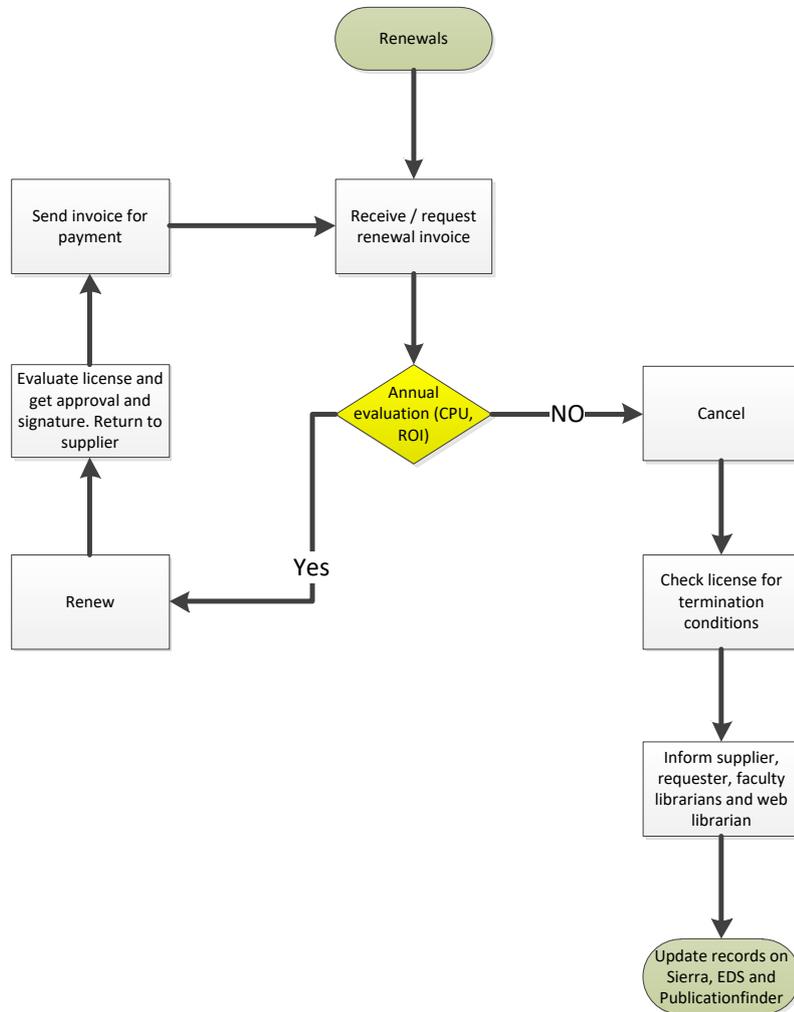
# Appendix E



## Appendix F

### INFORMATION RESOURCES: ELECTRONIC RESOURCE MANAGEMENT (ERM)

Role-players: Manager: Information Resources  
Senior Librarian (ERM)



## Appendix G

### Adding bibliographic record onto OCLC

