

Library and Information Service

CIRCULATION POLICY

1 Purpose

The purpose is to present guidelines for maintaining accurate, efficient, and consistent service throughout all three NWU campus libraries. Individual branch libraries may have policies that apply to particular materials or patrons in addition to those described in this policy e.g. Theology branch library with common understanding/relations they have with church bodies or handling of Special collections.

2 Scope of Application

This policy applies to all Library Services staff members and all library users.

3 Definitions and Terminology

- “**Alumni**” means the students who studied with the NWU and completed their degrees
- “**CHELSA**” stands for Committee for Higher Education Libraries in South Africa, which is a consortium for University Libraries.
- “**Community Members or Day visitors**” means individuals who are members in their personal capacity.
- “**Distance students/OLG**” means postgraduates students who require remote access to library services due to lack of proximity to the University.
- “**External users**” means a library user who is not a registered student or employee of the NWU, for example Community members, Day visitors
- “**Guest lecturers and Researchers**” means lecturers and/or researchers who are not employees of the university, but who deliver lectures on invitation.
- “**Honorary members**” means clients who are granted membership due to their special contribution/engagement to the university.
- “**Internal users**” means a library user who is a registered student or employee of the NWU.
- “**Pensioners**” mean retired employees of the NWU.
- “**Prospective Masters/Doctoral students**” means students who are not yet registered but require library services for writing their proposals.
- “**International students**” means students from other universities, visiting NWU for different reasons, including exchange programs.

4 Membership categories

4.1 User categories

NWU Libraries have different user categories e.g. Internal users, External users and Non-paying users and short courses participants. No user may have dual membership i.e. Staff member who is also a student can only use one record not both. The staff record will be used as a default. The membership is valid for the duration of the affiliation of a user with the university or as per user category condition.

4.1.1 Internal users

- Includes all NWU staff members and registered students.
- They are non-paying library fee members as long they are active in the university system.
- They have unlimited access to information resources e.g. books, online resources, and library services such as training.

4.1.2 External users

- Includes all paying users who are not related to University through work or studies.(Including Prospective M&D students)
- Individual community members, NGO's and corporate members.

- They pay for all services the library will be providing to them according to the user category guide.
- The Library does not accommodate school children as registered users. (However, a learner may use the library after necessary arrangements beforehand by teacher/guardian for public speaking competitions or expo's).

4.1.3 Non-paying users

- NWU pensioners
- Honorary members
- M and D students from other South African Higher Education Institutions with introduction letters from their parental institutions.
- International students on exchange programs with their letters of introduction from the relevant NWU departments stating that they take responsibility for resources that might be taken out.
- Researchers, Guest lecturers with a letter of introduction from relevant NWU department specifically stating that they will take responsibility for resources that might be taken out.

4.1.4 Short course participants

Short course and diverse certificate attendees will have access to the library but all services rendered will have to be paid for.

4.2 Registration and de-registration of users

4.2.1 Internal users

They are automatically uploaded in the library system as soon as they register or enter University employment.

4.2.2 External users

The following documents are required for registration:

- Identity document as their proof of identification.
- Recent physical and postal address not older than 3 months.
- Non-refundable prescribed registration fee for their specific user category.
- Letter of introduction from the parental University.
- The official University ID card is considered to be the library access card.
- Tariffs will be reviewed annually based on the current inflation rate in the year.

| LIBRARY MEMBERSHIP TARRIFFS 2020 | | |
|--|-------------|--------------|
| Membership Type: | 2020 | Total |
| Alumni (with lending rights) | R400.00 | R400.00 |
| Extra-curricular (Board Course) | R200.00 | R200.00 |
| Individual members | R1200.00 | R1200.00 |
| Short course (by arrangement with depts.) | R200.00 | R200.00 |
| Prospective M&D | R300.00 | R300.00 |
| Day visitors (No lending rights) | R50.00 | R50.00 |

Patrons with no access cards or any form of identification = R30.00

5 Lost or stolen cards

Lost or Stolen cards must be reported to avoid the unauthorized use of the cards, positive identification will be required to claim lost and found cards.

6 Change of Address

It is the user's responsibility to notify the student administration and the library about name, telephone and address changes.

7 De-registration

Students who discontinue their studies and Staff members who resign will be de-registered as library users.

8 User Privacy Policy

- The privacy of all users of NWU libraries shall be respected at all times.
- Names of users, books they have nor their contact information, faculty or address will be given to unauthorised enquiries.
- Data on individuals will not be shared with third parties unless authorised by university Senior Management.
- Information and data obtained by the Library or its units through surveys (group or individual interviews or other means) in support of assessment of services, collections, facilities, resources, etc., or in support of research related to library and information services, are considered confidential and will not be shared except in aggregations, to protect the privacy of individual participants.

9 Check out, check in and renewals

- User may NOT borrow books on behalf of another user. The person on whose name the book is registered at the library remains liable for the books.
- Extending loan periods may be requested by telephone, or via the library's website through my library record.
- The following user categories are allowed to take out the following number of library item(s) for the following loan periods.

| Patron type | Loans permissible | | Loan Period | | Renewal of loan period |
|---|-------------------|----------|-------------|--------------|------------------------|
| | Main Coll. | Reserved | Main Coll. | Reserved | |
| Academics | 20 | 2 | 3 Months | 2hrs/O/night | 2x1 Month |
| Alumni (with lending rights) | 4 | 2 | 2 Weeks | 2hrs | 2x2 Weeks |
| CHELSEA | 6 | 2 | 2 Weeks | 2hrs | 2x2 Weeks |
| External members | - | - | - | - | - |
| Honorary | 10 | 2 | 1 Month | 2hrs | 2x2 Weeks |
| Honours & 4 th years and OLG | 10 | 2 | 1 Month | 2hrs/O/night | 2x1Month |
| Management | 15 | 2 | 2 Months | 2hrs/O/night | 2x1 Month |
| Postgraduates M&D Including OLG | 15 | 2 | 1 Month | 2hrs/O/night | 2x1Month |
| Prospective M&D | 10 | 2 | 1 Month | 2hrs/O/night | 2x1Month |
| Support | 10 | 2 | 1 Month | 2hrs/O/night | 2x2 Weeks |
| Undergraduates | 6 | 2 | 2 Weeks | 2hrs/O/night | 2x2 Weeks |
| Visiting international Lecturers | 10 | 2 | 1 Month | 2hrs/O/night | 2x1 Month |
| Visiting international students | 6 | 2 | 2 Weeks | 2hrs/O/night | 2x1 Month |

10 Long-term loans

A limited number of resources may be made available to departmental schools on a long-term loan with the permission of the Manager: Loan Services. The relevant head of school shall be responsible and liable for all the materials issued in his or her department. Based on the above requirement the following conditions apply regarding long-term loans:

- A long-term loan is not a departmental library.
- New publications placed on long-term loan at schools are catalogued and classified prior access by library beforehand.
- The period for a long-term loan is determined in consultation with the Manager: Loan Services. When the long-term loan expires the relevant head of the school has to write a motivation to the Manager: Loan Services to request an extension of the loan period.
- The Library check long-term loans every six (6) months by requesting every user to have his list of publications checked to make sure that all items are still available.=
- These long term loan collections should always be available for urgent research enquiries and available to be recalled at short notice.

11 Hold shelf

- A normal hold is placed on a book for another user, the current user may keep the book until the due date, unless in case of urgency.
- Books will be held on the hold shelf for two weeks only.
- Holds can be placed on books on order and as soon as the book is shelf ready the user will be notified.

12 Recall

- Only the Director of Information and Learning Services or Manager: Loan Services may recall a book immediately if the book is on demand and needed for short loans services.
- If a book is needed for the Reserves and Study Collection a hold will be placed on the book and the borrower will be contacted and be requested to return it without any delay.
- If the user does not return a book after recall notices has been sent, a recall fine after a new due date will be added on user's record.

13 Reminders

13.1 Reminders for overdue items

- The Library sends courtesy notices or SMS bundles three days before expiry dates of all library items checked out.
- The Library sends two notices for overdue materials to the user. Thereafter, a bill is sent with the warning that all replacement costs and fines will be transferred to the student/staff account.
- When item(s) are significantly overdue, the user is billed for its replacement and borrowing privileges will be suspended without notice until the account is paid in full or material(s) are returned or replaced by the user. User must bring a proof of payment to the library for fine and bill clearance in the library system.

14 Fines

- Books should be returned within the designated loan period; non-compliance will results to a user to be fined R1.00 per book per day, including all NWU staff members.
- Reserved material may be borrowed for overnight or over weekend and if not returned before the set time the user will be fined R3.00 per item per hour.
- When fines reach a total of R10.00, no further services will be rendered until all outstanding fines and overdue's are paid and returned. Fines exceeding R30.00 are transferred to student/staff accounts.
- Staff members are not to be cleared when they leave the institution until they pay all outstanding fines. LIS Circulation Guidelines 5
- If the user returns overdue library item(s) after the student account has been debited, within six months, the account will be credited with the appropriate amount minus the non-refundable administrative fee of R150.00.

| LIBRARY FINES | |
|--|----------|
| General/Open Collection (per item per day) | R 1.00 |
| Study (per item per hour) | R 3.00 |
| Reserved (per item per hour) | R 3.00 |
| Admin (Lost books) | R 150.00 |

15 Reservation of sources

- Lecturers can request to reserve library item(s) and must allow a maximum of three working days for administration before material will be available at the reserves section.
- Materials have to be reserved for a specific time and the dates shall be indicated on the reserved form e.g. semester or a year.
- Reference works that are reserved will not be taken out of the library.
- All journal articles will be made available electronically.

16 Journal Collection

- The journal collection is a closed access section and materials are provided on request at the desk.

- Journals are not checked out; instead a card is completed for journal issues to be used only inside the library. Exceptions are made for academic staff who will be allowed to borrow materials for four (4) hours.
- Daily and weekly newspapers will be placed on the tables for reading every day.
- As soon as journal volume is complete, the individual issues are sent to be bound (depending on the bindery instructions on the check in record).
- Users may make photocopies of articles within copyright limitations.
- Scanning of the content for printed journals will be done for the departments and individuals on request.

17 Shelving and maintenance

- Timely re-shelving of items lead to more effective services to users.
- Shelf reading is done at least twice a week and as and when necessary.
- In house counting is conducted on a daily basis in the mornings.
- Intensive shelf maintenance and reading is conducted during recess.

18 Sorting shelves (Books just-in)

- Recently returned books are taken to the sorting shelves on a continuous basis, where users can have access to them.
- Books are shelved on the same day that they are returned

19 Bindery and repairing damaged books

Damaged and ragged books are removed and WebOPAC status changed to binding/repair.

20 Lost and damaged books

- Users are liable for damaged books or loss of books they borrowed or issued in their names/university cards.
- Library property must be posted by courier in order to avoid lost and getting damaged.
- Users must ensure that the books they borrow are in good condition to avoid being held responsible for any damages noted when returning the books. LIS Circulation Guidelines 6
- Damaged item(s) left in the book drop box or left without the damage notification by the user will be assessed. Information about charges will be added to their record and notification of Item "Returned Damaged" will be mailed out to the user.
- Cost of item(s) returned and declared damaged will be billed to users who are responsible for the replacement cost of the item(s) and R150.00 processing fee per item. A copy in good condition of the same item or latest edition will be accepted; users will still be responsible for the R150.00 processing fee per item.

21 Missing books

- A missing book will be searched for 3 months and if not found it will be considered missing and the status will be changed on the OPAC.
- Annual list of books considered "Missing" will be compiled and forwarded to Manager: Information Resources for selection and possible replacement.

22 Special Collections

Different collections have different rules, in some cases users have to ask at the circulation desk to consult other special collections and some collections cannot be checked out.

- Books from Africana, Rare Books, Manuscripts, Africana Theses and Dissertations, the Law Seminar and the Special Afrikaans Collection are used on request and only inside the library. NO exception is allowed and these books may not be borrowed.
- Users are not allowed to make photocopies of parts of these resources. On request, the library will make photocopies charging the same fees as for laser printouts.
- Resources in the Media Collection and the Children's and Juvenile Books Collection are borrowed for a shorter loan period.
- Resources from the Reserves and Study Collection may only be used inside the library, but may be borrowed overnight or from Saturday afternoon to Monday morning. (See also 17)
- Government publications are NOT loaned to most user categories with exception for Lecturing staff and Researchers for seven (7) days only.
- Once a book is no longer part of the Reserve collection its previous status applies.

23 Resource sharing between Mafikeng, Potchefstroom and Vanderbijlpark

23.1 Daily courier and postal services between FP, MC and VC

- The Library delivers on all intercampus requests within 48 hours, provided requests are received before 12:00. An exception shall be made if a request is directed to another branch library in Potchefstroom.
- Journals articles, content page and index pages are scanned and sent through by email to the requesting campus library or user.
- Requests for resources are sent by email (FPBLEEN) to the requesting library or directly to the user. Telephone and faxes may also be used in exceptional cases. Requests from Vaal Triangle to the PC library may also be made by the user via Web OPAC ('Patron Requests').
- Users can borrow; renew other campuses books up to the maximum of their user category. (See also 11)
- All campuses can borrow book(s) for short loans if it is on the open collection from each campus library.

23.2 Courier service for postgraduates

Library can only send books up to 15 times per year to individual Postgraduates. Courier services for academics & postgraduate students shall be on borrower's costs'.

23.3 Postal requests of Theses and Dissertations

- No postage/courier of printed Theses and Dissertation
- Requested theses or dissertations that are not available via the Institutional repository; the library will scan the relevant copy and make it electronically available through WebOPAC and BOLOKA (NWU Institutional Repository), irrespective of the publication date.
- An active link for the full-text format will be sent to the requester by e-mail.

23.4 Newly ordered books

Users of an owning campus have a first preference in accessing or using a newly ordered book. e.g. after 3 months for on demand copies.

23.5 Safety and security

The Library cannot guarantee users safety or recovery of lost item(s), thus it is the responsibility of each user to ensure that valuable item(s) are kept in sight at all times. Failure to comply with the regulations of this policy may result in the suspension of library privileges. The Library management reserves the right to amend this policy from time to time when deemed necessary.

Hendra Pretorius
Director: Information and Learning Services

Oorspronklike gegewens: (20728883) P:\Rekord Management\Circulation Policy.docm
27 Oktober 2022

Verwysingsnommer: 2.13.1