



Institute of Business Management

Sandard **O**perating **P**rocedures

(SOP) for IoBM Library



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INSTITUTE OF BUSINESS MANAGEMENT (IoBM)

STANDARD OPERATION PROCEDURE (SOP) FOR IOBM LIBRARY

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MISSION

The IoBM Library is committed to support the Institution's mission to cultivate excellence in learning and teaching that encourages intellectual, personal, and social growth of students, faculty, staff and the community. In keeping with this mission, the Library provides convenient and effective access to quality library services, collections, and information in a variety of formats. The IoBM library aims to be an inspiring center of education by supporting the Institution's academic and research activities.

INTRODUCTION

This document contains the standard operating procedures (SOPs) that shall govern the operations of the Institute of Business Management (IoBM) Library.

RESPONSIBILITY

The IoBM Librarian has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose and for providing the information from which the documentation for its processes and activities can be compiled and for initiation action to keep them up to date. All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

LIBRARIAN-I
SR.ASSISTANT LIBRARIAN
LIBRARY OFFICER
ASSISTANT OFFICER-II
ASSISTANT OFFICER-II
ASSISTANT OFFICER
LIBRARY ASSISTANT-II
LIBRARY ASSISTANT
LIBRARY ASSISTANT
LIBRARY ASSISTANT

PROCESSES

Overview

The library is charged with the responsibility of providing students and staff access to an extensive range of information resources by carrying out the basic functions of: acquiring, processing, organizing, preserving and dissemination of information within the Mission and Vision of the Institute of Business Management.

The core activities of the Library Department are:

- (i) Collection development
- (ii) Organization of information materials
- (iii) Weeding of obsolete books
- (iv) Management of short loan circulation
- (v) Management of long loan circulation
- (vi) Management of reference circulation
- (vii) Registration of new library members
- (viii) Management of computer resource in library
- (ix) Preservation of books

1. Acquisition for Library Resources

1.1 Book Recommendation

- i. Faculty and HODs will send details of required book(s) on prescribed form or on email
- ii. list of journals will be shared with Faculty/ HODs for their feedback for renewal, or addition of journals for concerned departments.

1.2 Email to Vendors

- i. Send email to vendor for Quotations

1.3 Comparative statement

- i. Recheck the quoted amount on catalogue /publisher website.
- ii. Recheck vendors conversion rates with GOP library rates published for each quarter on national library website
- iii. Prepare Comparative statement or compare the quotations and select the lowest quoted vendor for each item. (min 3 Quotations required if total amount is up to PKR 10,000).

1.4 Approval

- i. Signature of faculty & concerned department HOD is required on recommendation form

- ii. Sign by Librarian.
- iii. Sign by Rector.
- iv. Approval from President IoBM

1.5 Confirm Order

- i. Send Confirm order email to the selected vendor(s).
- ii. Send each item bibliographical details to the vendor.
- iii. Ask the vendor to provide a properly stamped original invoice along with price verification.
- iv. Ordered Items must be received within time mentioned on quotations
- v. Send reminders to vendor if order is not complete within time which is usually 4-6 weeks for import books
- vi. Local books and in stock items must reach the library within a week.

1.6 Receiving items/Order

- i. Receive original invoice with the purchased order and compare the Quotation with Invoice.
- ii. Receive and check the item dispatched by the vendor. This step includes checking the following:
 - Physical condition of books.
 - Ensuring correct quantity as per invoice.
 - Original Invoice and quotation
 - 20% Price verification documents for import books (Price verification from publisher site or stamped & signed import documents).

1.7 ROP (Release of Payment)

- i. Purchase officer or Asst. Librarian will Prepare ROP
 - a. ROP (on light blue paper)
 - b. ROP Summary (in case of multiple invoices)
 - c. Original invoices (provide Accession No range from Accession Register Or OPALS software of the book(s)/ Items.
 - d. Price verification documents for import books
 - e. Comparative statement (when amount is up to 10,000)
 - f. Original quotation
 - g. Recommendation Form
 - h. Other vendor quotations (Copies)
 - i. Emails to vendor: for Quotations and confirm order
- ii. Check & sign by Asst. Librarian or Library purchase officer.
- iii. Review and sign by Librarian.

- iv. Copy ROP for library records.
- v. Send original ROP to president office/ maintain ROP receiving.
- vi. From the president office, ROP is sent to accounts /finance for payment.

1.8 Payment

- i. Finance department release the payment to vendor on receiving proper documentation i.e and approval from the president
- ii. In case of journals and magazine payment will be made in advance to the vendor.
- iii. Library purchase officer / sr. asst librarian will update the vendor about status to each invoice payment

2. Prepayment for Journals and Magazines

An approved format of undertaking will be signed between the vendor and IoBM, stating that IoBM will pay in advance for journals and magazines and the vendor will be responsible for timely supply of journals and magazine issues throughout the year. In case of non-compliance the vendor will be liable to refund the amount.

3. Processing of Books/CD/DVD

Technical Processing

- i. Assign Accession no. and give bibliographical details of items in accession Register.
- ii. Generate the Dewey Decimal Classification Number (DDC) with the latest edition and add author mark and year of publication at first page of the book.
- iii. Add Minimum required MARC tags as per library policy and enter the details of the book/CD/DVD in the OPAL library software.

Physical Preparation

- I. Library security strip and spine label generated and pasted on the book/CD/DVD.
- II. Paste due date slip on the book.
- III. Put library stamp on processed books at 4 places for identification as library property and at one place on the CD/DVD.
- IV. The book is placed in the appropriate shelves in the library and the CD/DVD in the Technical section shelf.

4. Procurement of Periodicals/Newspapers

- i. On receipt of verbal/email request from faculty/HOD for introduction of a new Journal/ Magazine/Newspaper, prepare a noting sheet and obtain signature of concerned demanding faculty and Department HOD.
- ii. Obtain approval of concerned faculty/HOD on the approval form and place order with the publisher/Vendor.

5. Processing of Periodicals/Newspapers

- i. On receipt of Journal/ Magazine/newspaper, enter the details of issue in periodical record keeping sheet and keep track of each periodical
- ii. Put library stamp on the Journal/Magazine/Newspaper and enter the date of receipt.
- iii. Insert or paste library security strip at designated page or in magazine spine.
- iv. Place the Journal/Magazine/Newspaper in the appropriate shelf in the reading room.
- v. On receipt of bill from Publisher or the vendor, forward the ROP along bill to Account section for payment.
- vi. Maintain a record of all bills and a summary of receipts throughout the year.

6. Membership and issuance of Library cards

- i. The student/ faculty member must first submit a prescribed library membership form along with two recent photographs and a photocopy of the student/ faculty member card to Library counter staff.
- ii. All students/ faculty need the membership card for borrowing library book(s).
- iii. Library membership card will be ready and issued to the patron within two working days.
- iv. Members are also allowed to use the internet terminals installed in the library up to one hour per day subject to prior permission as per the Library Regulations.
- v. members may borrow book(s) and other resources for their own use as per the Book Issuance Policy

The IoBM Library will have the following categories of members:

1. Full time faculty
2. Visiting faculty
3. Students
4. Staff

7. Book Circulation Policy

Membership categories, privileges and issuance period

| Category | No. of books | Issuance period |
|-------------------|--------------|-----------------|
| Full Time Faculty | 8 | 6 Weeks |
| Visiting Faculty | <u>4</u> | 4 Weeks |
| Student | 2 | 1 Week |
| <u>Staff</u> | <u>2</u> | <u>4 Weeks</u> |

Textbooks Issuance

| Category | Issuance period |
|-------------------------|---------------------|
| Full Time Faculty | 6 Weeks |
| Visiting Faculty | 4 Weeks |
| Student | Within Library only |
| <u>Management Staff</u> | Within Library only |

Reference Material

Reference material will not be issued to any member these materials can be used Within library premises

| Reference Material Types |
|----------------------------|
| Reference Books / Manuals |
| Dictionaries/ Encyclopedia |
| Thesis |
| Journals & Magazines |
| Newspapers |

In addition, the following conditions and clauses will apply to the issuance of the Library resources:

Re-issue/ Renewal

All users must return or renew all borrowed items before the due date. Resources borrowed may be re-issued to the members who originally borrowed the resources for the same period. Reference books and **Reserved Items** will not be issued under this condition.

Reserved Items

Faculty wishing to place on reserve for their courses or for use by participants of their courses may make such arrangements with the Librarian. These items will not be issued to other members.

Recalls

The Librarian may, at his or her discretion, recall any Library resource that has been issued to a member by giving at least three working days' notice to the borrower. The Library will keep such recalled resources on hold for maximum of two working days—if by the end of this holding period, the resource is still available, it will be given back to the original borrower for the remaining duration of the loan.

Long-Term Loans

IoBM Faculty who are doing their PhD. from IoBM may borrow resources on a long-term basis by special arrangement and giving advance intimation to the Librarian.

8. Procedure for Circulation

A student has to presents IoBM library card to the circulation counter. Whereas other library members i.e. faculty and staff cards will be under custody of circulation counter staff.

The members have to fill-up and sign on the book card and submit the IoBMLibrary card along Book card at the circulation counter.

Library staff at the circulation counter will check if the user has an overdue loan, fine etc. Members will be informed about due date, fines and other necessary information at time of circulation.

If a Member has a clean record, the library staffs then checkout item from opals software and desensitized the landing item. Then staff files book card and Library cards in orderly manner.

9. Fine

In order to encourage fair and efficient use of the library resources, fine will be charged on library users for overdue, lost and damaged items.

The Members will be informed by email regarding outstanding fines and if member fail to clear fines within 10 working days. Library staff will send fine details of a member(s) to accounts department to clear all outstanding fines.

Librarian or Sr. Asst Librarian will ensure fair imposition of fine by cross checking library records i.e physical record, software and accession register etc.

Overdue:

The borrowed item will be overdue if patron does not return or renew the item before overdue date. In such case a fine of **Rs. 50/= per day** will be charged subject to a maximum of 30 days.

Thereafter, the borrowed item will be marked lost and the user account will be ceased until he/she clears all fine & returns all due items.

Grace Period

Three-day (03) grace period for Faculty and management on overdue items is set in Opals software. Whereas for student there is one day grace period on overdue books. The Grace period is for any unforeseen circumstances.

Lost or Damage Fine:

In case, a book or any library item is lost or damaged by library members the Price of the book (as per library record) plus 10% of lost item cost will be charged as penalty. Current rates of Publisher list price plus 10% of lost item will be charged if the lost item is acquired through means other than purchasing, AF books & gifted items etc.

Its responsibility of the patron to report immediately to the library staff if the borrowed library items is lost.

When materials are reported lost, Circulation counter staff updates the item status in OPALS software and overdue fine if any will cease to accumulate from that date.

If the lost item is overdue the patron will also pay overdue fine along lost item charges. Once the member has cleared his/her dues and fines, their borrowing privileges for books and other library materials will be restored.

Lost Card Fine:

If a patron lost the membership card a new library card may be issued for a fine of Rs.100/=

Fine waive

Fines will be waived with the approval of the Librarian in following cases:

In case of human error i.e record not updated on time by the library staff

If fine is generated due to malfunction in software

If library staff is unable to access software due to internet issues or electricity breakdown etc.

Fine waive record will be maintained by the circulation staff

10. Termination of Membership

An individual's membership to the library will cease to exist in either of the following cases:

- I. Conclusion or expiration of work contract in the case of faculty and staff.
- II. Conclusion of the academic program for students.
- III. Visiting faculty membership account will be blocked at the end of each semester
- IV. Visiting faculty account will be reactivated upon receiving request from visiting faculty. Verification of current status of the visiting faculty from academic department's authorized person is required to reactivate the account.

11. Clearance procedure

The members have to return all resources and clear outstanding fines before getting clearance from the library.

The Members (students) have to surrender their **Library Card** before issuance of clearance certificate by the Librarian. In case the membership card is missing a fine of Rs. 100 will be charged.

Details of all outstanding fine will be mentioned on clearance form of the member(s) the accounts department will deduct all outstanding fines accordingly.

Library staff will also email fine details of a member(s) to accounts department to clear all outstanding fines if there is any, at the time of clearance.

Clearance record will be maintained by the circulation staff and the librarian/ Asst Librarian will recheck and verify the record.

12. Shelve Management

- I. All the library resources will be arranged as per international standard for classification
- II. Dewey Decimal Scheme is used for classification of library resources.
- III. The books are open on shelves and are arranged according to the Dewey Decimal Classification System
- IV. DDC Number, Author mark and year of publication are visibly printed on book tags to make items arrange in orderly manner and easily accessible to the library patrons.
- V. The library staff carry out shelving, and shelf reading on daily basis and the senior staff members will be responsible for rechecking proper shelving of items

13. Use of Library facilities and Premises

Library facilities and premises are available for use to all IoBM students, faculty & management except book landing and reservation of discussion rooms. visitors not allowed the use of the Library premises except at the discretion of the management. The Library staff retains the right to ask unauthorized users to leave the Library premises

All the resources can be accessed by all library users during library hours.

- I. In case of studying in the library, the book(s) are to be left on the reading table, which will be shelved by the library staff at the exact place according to classification, standard.
- II. The library staff will follow the international library standards.
- III. The library rules will strictly be followed by all library users.

14. Stock Taking

In library stock taking all items recorded on the accession register are physically located and identified to confirm that each item accessioned is actually exists.

In process of stack taking library Staff will Identify items that are missing,damage and need be repaired, or weeded.

Further it identifies andfix accessioning, cataloguing & other technical anomalies.

Based on stock taking report library staff will update the status of each item in library software (OPALS)

stock taking in the library should be conducted every three years. This exercise requires 15 days during which the library will be kept closed for the library users.

15. Overall maintenance of Library Building, Materials and Equipment

- I. Taking care of Library building, equipment and materials is the core responsibility to be felt by all library staff. Maintenance of building, equipment and materials is very important and if there is any damage/ loss observed it must be brought to the notice of the works department by putting written/Note through librarian.
- II. After sending letter/ or email to the concerned department, if no action is seen for couple of days or week then reminder, of the already sent letter/ email, must be sent having comments of the librarian.
- III. Also continuous follow up should be conducted by phone calls/visiting the concerned office until the problem/matter is solved.
- IV. The inventory record will maintain for all the outgoing library resources and equipment.

16. Quality Services / User Survey

- I. To provide the quality services and to know the needs of library users, a survey will be conducted, time to time.
- II. The survey will be conducted online and the analysis of the survey will be shared with the management of loBM.

AMENDMENTS:

SOP shall be reviewed every year, Changes of financial implications if any shall have the concurrence of the loBM management.

Updated - Library Membership Form Rules (printed on backside of membership form)

- Students must fill in a library membership application form in order to become a member.
- Submit the library membership card when borrowing.
- The membership card is not transferable and must be surrendered to the librarian at the end of the program and get a clearance.
- A lost card will be replaced by a new one for a fee of **Rs.100/-**.
- Students can borrow two books for one week.
- Students can use the Textbooks within library premises only.
- There is a fine of **Rs.50/-** per day for an overdue book.
- Reference books, Journals, Reports cannot be borrowed.
- Briefcases, Handbags, Personal Belongings, Binders, files etc must be left outside the library at owners' responsibility.
- Books can be reissued only once.
- Price of the book plus 10% fine is to be paid by the library members for lost/damaged library items.
- If a library item is taken out through the electronic security door, without getting it issued, he/she will pay a penalty of **Rs.1000/-** and/ or liable to disciplinary action.
- Photocopy of full book is not allowed.
- Silence must be observed all the time.
- Use of mobile phone is strictly not allowed in the library and there is a penalty of **Rs. 500/-** if a member is found using the mobile.
- Holding meetings and group discussion is allowed only in Cubicles with prior booking.
- A student will be sent to the disciplinary committee if he/she breaks above rules or misbehaves with library staff or fellow students.
- Lockers have been provided for the convenience of the students and all valuables should be kept in the locker at their own risk.
- Library timings are 8:30am to 5:00pm (Monday to Thursday) and 9:00am to 7:00pm (Saturday to Sunday) while Friday is off.