PIASS's LIBRARY REGULATIONS

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1. General Information

Article 1. The quality of a library is determined by selections of data, its facilities and its librarians. Thus, the PIASS library makes every effort at all times to provide excellence in customer service and customer's needs' satisfaction. This excellence in customer service means that:

- The library's goal is to meet customer expectations for excellent library service and the library customers will have a great experience each time they visit the library.
- Skilled and knowledgeable staff members are ready to provide assistance in identifying and locating materials or using the library's services.
- The library staff thinks about new ways to deliver exceptional service every day.
- The library staff and volunteers have a shared passion for innovation and creativity.
- The library staff is committed to providing the best content possible to help connect our customers with the information they need to make good decisions.
- The library staff loves to hear from our customers about how well we meet their needs or how we can do better.
- The library staff is committed to collaborate and working with each other as well as other community organizations to make PIASS library a better place to live, work and learn.
- The library staff is eager to learn and continually monitor trends and ideas that can adapted to meet the needs of our customers.
- All comments regarding how well those expectations are being met are welcome.

1.1 Mission

Article 2. The mission of the PIASS library is to satisfy information needs, promote effective access and utilization of information available in the library, ameliorate information resources and services, and to cooperate with other academic libraries.

1.2 Vision

Article 3. The vision of the PIASS library is to be a user centred library focused and competitive academic library.

1.3 Opening Hours

Article 4. The PIASS library working hours are:

- ➢ Monday to Saturday: 8:30 a.m. - 11:00 p.m.
- ➢ Sunday: 8:30 a.m. - 1:00 p.m.

1.4 Library Environment

1.4.1 Facilities

Article 5. The PIASS library facilities are as follow:

- **Furniture**: working within the scope of current budgetary guidelines, the library will provide tables and chairs for individual and group study.
- **Lighting**: staff will monitor lighting levels in the Library and make recommendations to the campus facilities department as needed for replacement.
- **Sound**: recognizing the importance of quiet in an academic library setting, the library staff will: be mindful of noise levels in staff work areas, monitor and advise noisy library users of the importance of quiet, be authorized to ask disruptive library users (those who have received one warning) to leave the library, require that cellphone ringers be turned off or put in silence in the l`ibrary, and conversation taken outside.
- **Food**: food is not allowed in public areas of the Library. Staff members or students wishing to eat within the Library may do so in private offices or in non-public areas.
- **Drink**: drinks are allowed in spill-proof containers only.

1.4.2 Safety

Article 6. In conjunction with the PIASS general policies on a safe working environment, it is the policy of the Library to provide a safe and secure working environment for staff and students to whatever extent possible. This includes hazards associated with work, personal security, and environmental hazards.

1.4.3 Working environment

1.4.3.1 Code of Ethics for Library Employees

Article 7. The statement which follows sets forth the ethical obligations of individuals as follow:

- To maintain the principles of the freedom to access to information.
- To maintain the principles of the PIASS library vision and mission statement.
- To protect the essential confidential relationship existing between a library user and the library staff.
- To serve all library users equally according to their needs.
- To make the resources and services of the library known and easily accessible to all current and potential users.
- To avoid any possibility of personal financial gain at the expense of the employing institution.
- To be aware of the obligations of employment and of what constitutes abuse of working conditions and benefits.
- To acknowledge the importance of the work done by all staff in all divisions of the Library.
- To maintain a sense of loyalty, respect, and cooperation in our relationships with fellow staff
- To carry out assignments so that fellow staff members need not assume added responsibilities, except in times of emergency.
- To share knowledge, experience, and expertise with others.
- To use the resources of the library in an efficient and economical manner, consistent with the best service to the library user.

1.4.3.2 Work policies

Article 8. The library will staff all positions in the library with fully qualified people, unless that is not possible. Cross training will be encouraged, but it will be the first priority of the library to staff with qualified persons.

Article 9. Library staff will be encouraged to participate in professional development activities. Library travel funds will be distributed as equally as possible. Whenever possible, it will be the policy of the library to send at least one staff member to at least one national or regional conference per year.

1.4.3.3 Work expectations

Article 10. The PIASS library expects the work as follow:

- The library staff adopts a "customer first" attitude. For this reason, the library endeavor to make a customer welcome, and to serve them promptly, efficiently, and with the highest quality.

- The library strives to keep the confidential nature of inter-staff conflict between only those persons affected. Library conflict which occurs among staff or between staff will be addressed as openly and directly as possible. It will the pledge of the staff to strive to address concerns about a staff member's performance, attitude, or behavior first to the person concerned, and then to the supervisor.

- The library provides an orientation program for every new staff member. This orientation will consist of a tour of the Library and campus, introductions to library personnel, and the assignment of a mentor from the individual's unit who will act as advisor for a one month period.

- The library provides an orientation program for every new customer on how to access and use information resources available at the library.

- The library tries to provide a personal working space for every regular staff member. This space will be the private space of the staff member. PIASS equipment provided for the space will be designated for the staff member. However, such equipment and space may be used by other staff members when the need arises. In such a case, arrangements will be made with the staff member ahead of time.

1.4.3.4 Library Volunteers

Article 11. The PIASS library welcomes volunteers. Volunteers support the work of library staff or they are assigned to work on special library activities. Volunteers are accepted based on their qualifications in relation to the needs of the library and on their ability to commit to a consistent schedule of volunteer hours.

Article 12. Volunteers, also, can be selected from PIASS active students who shown their availability and volunteer's commitment by writing a request to the library and before working in the library they need to be trained. In response to this volunteerism, they get an amount of money to help them to solve basic student's problem. The amount is defined by the PIASS Senior Management Committee based on the required tasks.

1.5 Library services

Article 13. The PIASS library provides a variety of services to meet the needs of academic staff, students, public adults and children using the library. An overview of these services is provided below:

- Assistance with the use of library resources, including instruction in basic research strategies using print and electronic materials and downloading or streaming digital content.
- Assistance in locating items in the library and with interlibrary loan requests for items not owned by the library.
- The library provides assistance with the use of all the equipment available for library users. Borrowing and returning library resources.
- The library provides guidance in using the internet and searching through websites.
- The library offers training and instructional programs in a variety of topics, including technology, and basic information literacy.

1.6 Library users' materials

Article 14. The library assures security of library users' materials. The library keeps bags and other materials of library users in reserved shelves at the reception of the library. The user must keep the key (or other reserved tool) of the box where he leaves his/her materials. If he/she loses the key, he must be able to justify it and to be able to identify where he left his/her materials and which materials in order to have access them. The library is not responsible for the loss of personal belongings accidentally left in the library. If it is found in the library, it will be held for a limited time at the Checkout Desk. If the owner of the item can be identified, library staff will attempt to reach them. If the owner cannot be identified, the item will be held for one month, after which it will be library property or can be used for service to the community.

2. Using the Library

2.1 Purpose

Article 15. It is the policy of PIASS library to provide comprehensive access to library services, materials and programs in accordance with the right that a person's right to use a library shall not be denied or abridged because of origin, age, background, or views

(Constitution of Rwanda 2003, revised 2015, article 38 related to freedom of press, of expression and of access to information).

2.2 Service to people with disabilities

Article 16. The PIASS library complies with the provisions of the constitution of the Republic of Rwanda of 2003, revised in 2015 related to access services, collections, facilities, employment practices, and education to persons with disabilities. The library also complies with the legislative framework on the protection of disabled persons which sets out a range of rights to linked access to services as Rwanda ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) in 2008, and the protection of the rights of persons with disabilities through legislative reform and program design (United Nations, 2006).

2.3 Library cards

Article 17. A library card is necessary to borrow materials from the library and to remotely access subscription-based digital content. The library cad for students is at the same time the student's cad and it expire at the same time as a student's card. PIASS staff use their service cards to access the library services. For users outside PIASS who make a full subscription to PIASS library, they are given a special library card showing the time of library subscription. Those who come from outside PIASS and who want use the PIASS library for a short time and who do not need to borrow library materials (only in place consultation), they do not need to have a library card.

2.4 Borrowing library materials

Article 18. The loan period is 30 days for students and library subscriber and 60 days for PIASS staff. Borrowed library materials can be renewed for a one additional loan period. The returning date is mentioned at the end page of the borrowed book. References materials are not for loan but they can be borrowed for 1 day or overnight for photocopying services.

Article 19. Each library user is responsible for returning borrowed library materials by the assigned due date. After the due date 100 fees will be charged for each overdue item, per day. However, the fine to be paid will not go beyond the value of borrowed item.

2.5 Lost and damaged materials

Article 20. Library users are responsible for lost or damaged materials used or borrowed. In the case of children under the age of 18, a parent or legal guardian will be asked to accept responsibility for items loaned in order to keep it in good standing. Charges for lost or damaged materials include the price of the item plus a processing fee.

2.6 Placing holds on materials or reservation

Article 21. Library users may place a hold on items that are currently checked out. There are several ways to place a hold: At the Library service desk, by phoning library staff, by online through the library catalogue or using E-mail.

2.7 Interlibrary loans (ILL)

Article 22. While the PIASS library maintains a balanced collection that meets the needs of the community it serves, it is not possible to purchase every item that each user wishes to access. Therefore, the library will attempt to borrow any item that it does not own from another library.

Article 23. The library may also negotiate reciprocal borrowing agreements with other libraries to provide greater access for students and staff. These agreements will document any special requirements, regulations, conditions or exclusions on behalf of each participating library. They will be signed by the person at each institution authorized to enter into such agreements, and be subject to periodic review and revision. The library offers interlibrary loan service for materials not available through the library Catalogues.

Article 24. The library is responsible for compliance with the Rwandan copyright law (See the section on copyright) and shall inform its users of the applicable of the law. An indication of compliance shall be provided with all copy requests. Library requesting an interlibrary loan sign the request form indicating that they have read the copyright warning and take responsibility for any photocopies received.

2.7.1 Borrowing from other libraries

Article 25. The person placing the requesting must have a library card and in good working standing with PIASS Library. The library will try to borrow any item that a library in its interlibrary loan network makes available for loans. Interlibrary loan requests may be

initiated by students, faculty and staff members at the information services desks in person or by telephone, or email. Library staff will assist library users in identifying and locating the items they need. If there is a charge for interlibrary loan requests from lending library, there may be an additional charge to the library users who requested the item borrowed from other library.

Article 26. Interlibrary loan items are loaned for a period of four weeks or 30 days, unless the lending library stipulates otherwise. Borrowers must pay the replacement cost for interlibrary loan items that they lose or damage. The replacement cost is determined by the lending library.

Article 27. Every effort will be made to locate lending libraries which do not charge for the use of their materials and do not charge, or charge a minimal amount, for providing photocopies of periodical articles. If, however, the lending library does charge, the requesting library will have the option to specify an amount that she/he is willing to pay for the item(s). All charges must be paid before the ILL item will be given to the patron.

Article 28. The time involved in processing interlibrary loan requests depends upon the nature of the material requested. Materials may take longer to identify and locate at another library, often taking up to four weeks or more, if they have to be pursued at several institutions. More common titles may be obtained within a shorter period. Most items will arrive within two weeks of their request.

Article 29. The following items are usually not available for interlibrary loan: reference materials, reserve materials, periodicals (photocopies are provided instead), audiovisual materials by special arrangement only, rare or valuable materials, bulky or fragile materials which are difficult or expensive to ship, items to be put on reserve.

2.7.2 Lending to other libraries

Article 30. Any library may request materials from our Library. The request can be addressed at the information desk or electronic mail or telephone. In accordance with standard practice and national guidelines, the borrowing library is responsible for replacing any lost item. This is true if the loss occurs through the library negligence or due to losses in the mail. Cost, if any, associated with interlibrary loan is determined on a case by case basis and any amount related to postage will be paid by the library requesting the item.

2.7.3 Reciprocal Borrowing

Article 31. In accordance with a reciprocal agreement between several academic libraries, borrowing privileges may be extended to persons if they are an enrolled student or faculty member from another university. To initiate reciprocal borrowing privileges, the student must present their student ID card and demonstrate evidence of current enrollment at their colleges or universities.

3. Privacy and Confidentiality

Article 32. The PIASS library collects only enough information necessary to serve library users and provide services consistent with the mission of PIASS. The PIASS library is committed to protecting the privacy and personal information of those who use the library and its services. This policy applies to all circulation and library use records, including use of the internet as well as any other personally identifiable information. This policy reflects the values in the Code of Ethics, related to privacy, confidentiality as regulated by the Rwanda Constitution of 2003, revised 2015, Article 22. The PIASS library will continue to do its utmost to safeguard privacy and will not divulge personally identifiable information, requests for information or materials, use of the library's computers or internet access, resources consulted or materials borrowed except to the extent to which it is legally compelled.

Article 33. The library requests email contact information in order to provide information about the library's services and upcoming events as well as reminders that material checked out is about to become due or is overdue. Any library user can decline to receive emails from the library at the time of registration, at a later date by sending an email to library director or by unsubscribing directly. The library is not responsible for the privacy and security practices of non-library websites and email providers accessed from a library workstation or laptop. Computer users should review each site's policies and security practices and take other reasonable precautions.

4. Library code of conduct and enforcement

4.1 Library Code of Conduct

Article 34. The PIASS management has adopted a Library Code of Conduct to help ensure a comfortable and safe environment within the library. This policy is intended to provide clear and reasonable rules to guide behavior while in the library and on library premises.

Unacceptable behavior includes actions in the library or on library premises that interfere with the use of the library by others that creates a risk of injury to oneself or others, inhibits the work of library staff, disrupts the peaceful enjoyment of the library or creates a risk of damage to library, personal or staff property. The library code of conduct is to be observed by everyone in the building or on library grounds. Unacceptable behavior includes, but is not limited to:

- Any activity that constitutes a violation of Rwandan laws especially the penal code of Rwanda
- Damage, defacement, or theft of any library property or material, or any personal property or material.
- Possession, distribution, or use of alcohol in library or at the ground of library.
- Use of tobacco products or cigarette devices.
- Sexual conduct.
- Use of profanity, abusive or threatening language or threatening gestures, bullying or unwanted physical conduct.
- Unreasonable noise levels including shouting, loud talking or disruptive conversation, uncontrolled or repeated ringing of cell phones and loud cell phone conversations.
- Lack of personal hygiene that interferes with the use of and enjoyment of the library by others or interferes with the work of library staff.
- Prolonged sleeping that interferes with the use and enjoyment of the library by others.
- Use of the library restrooms for anything other than their ordinarily intended purpose, it being understood that such purposes do not include bathing, shaving, or washing hair.
- Use of personal electronic equipment at a volume that disturbs others.
- Leaving unattended children or adults who are in need of supervision.
- Removing or not wearing footwear within the library building.
- Consumption of food except in designated areas or at authorized library functions. After event, it is required to clean the area promptly after eating.
- Covered drinks such as water or coffee are allowed anywhere in the building. Care should be taken not to place drinks near keyboards or in other locations where spills are likely to occur.

4.2 Cell Phones

Article 35. The use of cell phones in the library tends to be disruptive. Anyone carrying a cell phone is encouraged to set it to vibrate when in the building, to answer calls in a quiet voice and to keep calls within the library very brief. In the reading room area, no calls (callings or receiving calls) are allowed. When receiving a call one should move to a more public area such as the front or back entrance to the building to talk.

4.3 Enforcement

Article 36. The PIASS Management authorizes library staff to suspend the library privileges for those whose behavior prevents or interferes with the effective use of the library by others. Violation of these rules may be cause for a temporary or permanent prohibition from future use of library facilities. Anyone unable or unwilling to abide by the library code of conduct may be required to leave. Any person who repeatedly violates these rules, or any person who commits a single, serious violation of the rules, in addition to being required to leave the library, may not be allowed to return into the library, and if allowed such right may be conditioned upon him/her agreeing to abide by the code of conduct. Anyone whose privileges have been revoked may have the decision reviewed by the Director of the library. Further appeals may be taken, upon prior written request, to the Library Board of Trustees.

5. Internet Use

5.1 Overview

Article 37. Public access to the internet is available to all users of the Library on most library owned computers and via a wireless connection for personal laptops and other wireless devices. The library provides internet access to support and expand the library's role in providing information and educational resources in many formats. The   Library extends its privacy and confidentiality policy to all users of the internet. The following principles and user rights as delineated in the Library to access Electronic Information, Services, and Networks:

- Electronic information, services, and networks provided by libraries should be readily, equally, and equitably accessible to all library users.

- Libraries and librarians should not deny or limit access to information available via electronic resources because of its controversial content or because of personal beliefs or fear of confrontation.
- Information retrieved or utilized electronically should be considered constitutionally protected unless determined otherwise by a court with appropriate jurisdiction.
- Responsibility for a child's use of the internet rests solely with their parents or legal guardians.

5.2 Internet Access

Article 38. The library provides information in print, digital and other formats. As a matter of policy, the library does not restrict access to any resource on the internet for reasons of content. Parents or guardians are responsible for information selected and/or accessed by their children via the internet. Because children who use the internet unsupervised may be exposed to inappropriate or disturbing information and images, parents and guardians are encouraged to discuss the use of the internet in relation to family values and boundaries with their children, and to regulate and monitor their children's use of the internet.

5.3 Internet Use Agreement

Article 39. Anyone making use of the library's internet access is expected to use the internet in a responsible and courteous manner, consistent with the purposes for which it is provided and to follow all rules, regulations and procedures established for its use in Rwanda. Anyone who accesses the library's network must:

- Recognize that public workstations and laptops must be used in a manner that respects the rights of others and therefore should refrain from activity that prevents others from using the internet at the library.
- Not use the internet for any illegal activity or purpose.
- Not violate copyright or any other law.
- Not damage or alter the setup or configuration of the equipment or software used to access the internet at the library.
- Refrain from the deliberate or reckless propagation of computer worms, malware or viruses.
- Refrain from the transmission of threatening, harassing, violent, obscene or abusive language or images using the internet, applications or email.

5.4 Staff Assistance with the Internet and Technology

Article 40. Staff will assist library users with use of the internet and library-supplied technology, including suggestions for effective search strategies. In addition, the library offers a comprehensive program of technology-related training in its Multimedia Educational Centre. Library staff will also provide general assistance with personal electronic devices, particularly those that are used to access library-supplied digital content. Library staff assists library users with connecting a personal device to the wireless network but cannot troubleshoot problems related to a specific wireless device or assist in making changes to a device's network settings and/or hardware configuration. The library cannot guarantee that all devices will work with its wireless access points. All wireless users should have up-to-date virus protection on their laptop computers and wireless devices. The library cannot be responsible for information that is compromised, or for any damage caused to hardware or software. All users are expected to use the library's wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided. Use of the Library's wireless network and its electronic devices are each at the risk of the user. The library disclaims all liability for loss of confidential information or damages.

5.5 Enforcement

Article 41. Violation of the policies and regulations that govern the use of the library's internet resources may result in suspension or loss of the privilege to use library resources. Illegal activity involving the library's internet resources will also be subject to prosecution by the appropriate authorities. The library assumes no responsibility for any damages, direct or indirect, arising from its connections to the internet. The library makes no guarantee, either express or implied, with respect to the quality or content of the information available on the internet. Since not all the information available via the internet is accurate, current or complete, users are encouraged to evaluate the validity of information accessed via the internet. The library reserves the right to ask users to discontinue the display of information and images that cause a disruption or discomfort to others using the library. Users are cautioned that, because security in an electronic environment such as the internet cannot be guaranteed, all transactions, files and communication are vulnerable to unauthorized access and use and, therefore, should be considered public.

6. Librarians Council

6.1 Purpose and Charge

Article 42. It essential functions are to: provide one-on-one reference and research assistance, prepare and deliver bibliographic instruction, develop library curriculum, serve as liaison to assigned instructional departments, assist teaching faculty with the integration of library research skills into their courses, develop and manage the library's print, non-print and online collection, promote library collections and services, prepare bibliographies and reference guides, assess effectiveness of the library's instructional program, collaboratively make and implement objectives which achieve these outcomes and which are evidence-based, develop an annual work plan for identifying and achieving learning goals, including a time line for completion and assignment of responsibility. This plan should identify any stakeholders who should be consulted or included in the planning process.

6.2 Composition

Article 43. The librarians' council is chaired by the Library Director of the library and it is composed by all librarians of PIASS libraries, and any additional members that the Council deems appropriate. The council elect a reporter who will be responsible for assembling meeting agendas and facilitating the discussions. All Council members fully participate in the discussion. Decisions are made by consensus whenever possible. Librarians Council may discuss and recommend library-wide policies and activities outside the scope of these primary responsibilities, but such recommendations will be referred to the PIASS management for discussion and adoption.

6.3 Meetings

Article 44. The PIASS library will hold regular, scheduled staff meetings:

- The purpose of staff meetings shall be to: share any information, news, projects and ideas affecting the library and its staff, improve the flow of communication within the library, and with the larger college community, assist in the process of shared decision-making within the Library.

- The Library will hold full staff meetings at least once per month, at a time to be arranged at the start of each academic year. All contracted staff are expected to attend. Meetings shall be chaired by the Library Director.

- Any staff member may submit agenda items. Submitted items shall be designated information, discussion, and/or action. Agenda items should be submitted 24 hours in advance.

- Minutes and notes should reflect all decisions made at the meeting. Any meeting of library staff will be open to all library staff. Meeting minutes or notes will be kept for at least five years.

7. Freedom to access Information

Article 45. The selection criteria used by PIASS library must remain broad and flexible in order to provide a collection which supports the wide range of academic and technical programs and diverse backgrounds of its clientele. However, the implementation of the concept of academic freedom in the library involves selecting materials which may not be considered offensive which include profanity, sexual explicitness, and violence and criminal acts. The Library endorses the Rwandan law related to access to information (Law N. 04/2013 of 08/02/2013 relating to access to information, Official Gazette No. 10 of 11 March 2013).

8. Copyright

Article 46. The PIASS library respects the rights of content creators and facilitates compliance with the provisions of the the Government of Rwanda copyright law (Law n° 31/2009 of 26/10/2009 on the protection of intellectual property, revised in 2018) where article 200 of the copyright law stimulates the development of creative works by protecting the author's rights to that work, including the right to receive financial remuneration from the reproduction and distribution of that work. In general Copyright law protects literary works, musical works, dramatic works, choreographic works, artistic works, audiovisual works, sound recordings, and software. Copyright law gives the copyright owner the exclusive right to reproduce, distribute, modify, and publicly display the works. There cannot be any commercial advantage resulting from making a copy and the copy must bear the notice that the material copied has been copyrighted.

Article 47. Exception is made by article 2007 of the copyright law where there is a free reprographic reproduction by libraries and archives that notwithstanding the provisions of article 200 of this Law, any library or archive whose activities do not serve direct or indirect gain may, without the authorization of the author or other owner of copyright, make a few copies of the work by reprographic reproduction:

- where the work reproduced is a published article, other short work or short extract of a work, and where the purpose of the reproduction is to satisfy the request of a natural person, provided that the library or archive is satisfied that the copy will be used solely for the purposes of study, scholarship or private research, the act of reproduction is an isolated case occurring, if repeated, on separate and unrelated occasions, and there is no collective license available;
- where the copy is made in order to preserve and, if necessary, replace a copy, or to replace a copy which has been lost, destroyed or rendered unusable in the permanent collection of another similar library or archive, to have a lost, destroyed or rendered unusable work replaced.

9. Materials Selection and Collection Development

9.1 Overview and purpose and scope

Article 48. The purpose of this policy is to provide guidance and establish the process used by the library to add items to its collection and evaluate its content and mix over time:

- The library is responsive to the demand for contemporary materials of interest and significance but attempts to balance this demand with the need to preserve materials of permanent value based on Rwandan law related to the access and the use of information. The library provides an extensive collection of print, non-print, and digital content to meet the informational, educational, and leisure-time interests of the community and includes items for all ages, interests, education and reading levels, and many cultural backgrounds.
- The library prioritizes collecting materials that match the educational requirements and research purpose of PIASS, and effectively maintain a budget to enrich its collection. Acquisition policy should be made in accordance with the acquisition philosophy.

- Research and educational materials are generally categorized into books (printed books and E-books) and journals (printed journals and E-journals). Selection of the materials must be done to provide a comprehensive, well-branded collection.

- Materials must be acquired for (1) providing fundamental materials to support PIASS's education and research, and (2) attracting both users within the university and the users of other libraries with its distinctive collections. For fulfilling these purposes, the library establishes a committee, and sets out concrete plans to keep the library's collection comprehensive and well-branded. That includes removing inappropriate materials from its collection.

- The library strives to effectively allocate its budget, re-examine its collection, and avoid duplication of materials. It also monitors materials provided by different forms of media, such as online databases, CD-ROMs, and microforms. The library is to cooperate with internal and external organizations for sharing materials acquisition roles and for users to have interlibrary access.

9.2 Library acquisition committee

Article 49. The library acquisition committee is composed of:

- Director of library
- Head of librarians departments
- Director of Quality Assurance
- Director of research
- Deans
- Masters coordinators
- Students' representative

9.3 Reconsideration of Library Materials

Article 50. The selection of library material must respect the Rwandan law related to access and use of information. Groups or individuals may find library materials that do not support their tastes and views. Staff is available to discuss concerns and identify alternate materials that may be available. If a concern is not satisfied through discussion with staff, a formal, written request for reconsideration of materials may be submitted to the Director of the library. The   Library is not a judicial body. Laws governing obscenity, subversive materials and other questionable matters are subject to interpretation by the courts. Therefore, no

challenged material will be removed solely for the complaint of obscenity or any other category covered by law until a local court of competent jurisdiction has ruled to exclude the material.

9.4 Community Input

Article 51. The library staff welcomes and encourages input from the PIASS community concerning the collection. All PIASS academic staff, library staff and public may participate in the selection of library resources. Collection development staff uses the suggestions for purchase to shape collections that serve the interests and needs of the community. Suggestions for purchase are subject to the same selection criteria as other materials and are not automatically added to the collection. Library users may make suggestions for purchase using the the service desks, phone, or e-mail.

9.5 The Selection Process

Article 52. Materials selection is a discerning and deliberative process, involving general knowledge of the subject and its important literature, familiarity with the library's collection, an awareness of bibliographies on the subject and understanding of the PIASS community's needs and interests. There is no single standard that can be used to evaluate the numerous and varied types of materials included in the library's collection. However, there are some general criteria that selectors use to evaluate regardless of format, including:

- The authority, reputation or significance of the author and/or publisher of the work
- Content of the work including objectivity, accuracy and timeliness of the information
- Social significance
- Suitability of the subject format and style for the intended audience
- Clarity, readability and manner of presentation
- Overall value to the collection
- Suitability for library use
- Evaluation by critics and reviewers
- academic demand for the title
- Scarcity of resources on a particular subject, the importance of the subject to the overall collection, and availability elsewhere
- Potential local use.
- Cost

- Local emphasis or local authorship
- Compliance with current Rwandan laws.

In addition, selectors review data about collection use to make a determination about the need and demand for materials in specific subject areas as well as the number of individual titles, and formats that will be purchased.

9.6 Donations and Gifts

Article 53. Gifts of books and other library materials in good condition are gratefully accepted by the library. The same selection criteria used for the purchase of materials are applied to gifts. The library reserves the right to refuse conditional donations if donations do not meet the selection criteria of library Collection Development Policy. Any accepted donation (including books, journals, free subscriptions, or any other material) will become the property of the library and will be incorporated into the library collection. The library may determine to withdraw, recycle, or reject any portion of a donation according to collection development needs as determined by this policy.

9.7 Collection Maintenance

Article 54. To maintain an up-to-date and useful collection, ongoing evaluation and judicious weeding of the collection by professional staff is necessary. Materials are withdrawn if they have little or no use or have been superseded by a more recent edition or better work on the same subject. Selectors will make replacement decisions about material withdrawn because of loss or physical damage. Replacement will be based upon:

- The number of copies of the title already owned and continued demand.
- Continued value of the title and significance as identified in standard bibliographies.
- Local relevance of the title, author, illustrator or producer.
- Uniqueness to the collection.
- Alternative coverage of the subject or genre in the collection.
- Availability of newer or better materials on the subject.
- Number of copies owned.

Article 55. Information used to make decisions about removing a title from the collection includes:

- Review of statistical information such as circulation reports, collection turnover rates and electronic resource use statistics.

- Visual inspection of materials to determine poor condition.

- Library holdings compared to standard bibliographies and recommended purchase lists.

10. Public Meeting Rooms

10.1 Meeting Rooms

Article 56. The   Library's meeting rooms are used primarily to support library programs and activities. Library sponsored programs and the programs of the library's affiliated organizations are given priority in the reservation of meeting room space. Meeting rooms are also available for rent when not required for library activities, to PIASS boards and commissions, and to non-profit and for profit organizations for their own internal purposes only. Rooms may be rented for events where participants pay to participate (e.g., conferences or seminars) or for social events.

10.2 Meeting Room Availability

Article 57. The library maintains its meeting rooms primarily for library-related programs. These programs may be sponsored or co-sponsored by the library to further its mission. When meeting rooms are not needed for library-related programs, they may be offered for rental provided that a completed and signed Agreement for Use of Library Facilities and Application of Use are submitted to the library and to PIASS management. The library reserves the right to seek references for any applicant seeking to rent the library facility prior to entering into a rental agreement. Meeting rooms are available for use during regular library hours. Monday – Saturday 8:30 a.m – 9:00 p.m. Sunday 8:30 a.m – 6:00 p.m. Rentals requiring use of equipment or room set up are available 30 minutes after library opening hours.

10.3 Meeting Room Reservations

Article 58. Meeting room application forms may be completed and submitted online at services desk, directorate of library, by phone or by e-mail. The Director of library will review reservation requests and respond within two business days. The Director reserves the right to cancel any application. Every applicant will designate a responsible for the

supervision of the use of the assigned library meeting room. This individual, as well as the group, will be responsible for damages and additional cleaning that may be required. The signer of the meeting room application must inform the library's Administrative Office if a meeting is cancelled. In order to receive a refund, notice of cancellation must be received at least three days prior to the scheduled event. The library reserves the right to deny meeting rooms to organizations that repeatedly cancel meetings or repeatedly fail to notify the library of cancellations. Groups may reserve a meeting room for a maximum of one meeting per month and up to three months in advance.

10.4 Meeting Room Fees

Article 59. It is the policy of the PIASS management that the library's public meeting rooms be self-supporting. Fees are intended to cover the library's maintenance and overhead costs. The PIASS management will review meeting room fees on an annual basis.

10.5 Denial of Meeting Room Privileges

Article 60. No group will be permitted use of a meeting room if that use poses a potential disturbance to the normal operation of the library (e.g. excessive noise, a safety hazard or a significant security risk). The Director of library may also deny the use of meeting rooms to groups that violate meeting room policies.

10.6 Audiovisual Equipment

Article 61. The library's meeting rooms are fully equipped to offer technical support for presentations and workshops. Audiovisual equipment is available to be used by outside groups renting meeting space for a fee. Groups may use their own equipment provided the library network and/or audiovisual systems are not compromised or unduly burdened. The library's facilities manager must be consulted before approval is granted for outside equipment to be used. Any library equipment used must be left in the same condition in which it was found. Damage or loss of any library equipment or property will result in a financial liability to the individual and/or group reserving the room.

10.7 Additional Meeting Space

10.7.1 Study Rooms

Article 62. The study rooms must be available without charge daily on a first-come, first-served basis.

10.7.2 Designated Quiet Spaces

Article 63. The library offers designated quiet spaces, in which library users are encouraged to silence devices and limit conversation: Quiet Room.

10.7.3 Parent-child room

Article 64. The library avail parent-child room. It is a space for child care including breast feeding and baby changing. The parent-and-child room is equipped with a desk, telephone, access to internet, couch, toys and games.

10.7.5 Room Reservation Guidelines

Article 65. Rooms reservation guidelines are:

- The library's study rooms are intended to support academic pursuits, foster inclusivity, and be safe spaces for work and creativity. Usage is not to exceed capacity. Study rooms are available to students, faculty, staff, and any library users subscribed. Priority use of the rooms will be given to students. Each room has room capacity posted outside and inside and all library users must respect occupancy limits. Check room descriptions to confirm the room to be reserved meets the needs for space and equipment available by reading the room descriptions.
- In order to provide equal access to the study rooms and to protect the rooms, individuals or groups may reserve a study room for one hour of study time per group on the day required and users can reserve study group rooms one day in advance. Individuals or groups can request an additional hour of time if there is space available.
- Individual study rooms, quiet-study room or parent-child room may be reserved in person or by calling the Information Desk, by phone or e-mail.
- A reservation is made by filling out the library study room reservation form. All requested information must be filled out including the names of the users on the

reservation, date and time of the reservation, as well as a call back number and email address.

- Rooms may be reserved by a group for a maximum of 4 hours per day. If there is no pending reservation, a group is allowed to stay in the room.

- If a group does not claim a reservation within 10 minutes of scheduled reservation, it will be forfeited.

- Library users must leave the study room promptly when their reservation ends. If there is no pending reservation, a group is allowed to stay in the room on an informal basis until the next reservation.

- The library staff will schedule and confirm the booking through email or phone.

- Cancellations are preferred, but not required. To cancel a reservation can be done by E-mail or phone call.

- When a study room is not reserved, drop-in use is permitted for groups on a first-come, first-served basis. The group members must inform library staff of the occupancy and they will respect the same rules of occupancy as stated above.

10.8 Multimedia Educational Centre

Article 66. The Multimedia Educational Centre is a high-tech classroom where library staff and other invited instructors can offer classes and sessions to educate the library community on the use of technology. The classes cover a wide range of topics, such as computer fundamentals, internet basics, electronic communication, the library catalogue, subscription databases and internet searching. The Multimedia Educational Centre also serves as a lab for new technologies. The Multimedia Educational Centre computers are available for individual use when classes or group sessions are not being held.

10.8.2 Configuration

Article 67. Computers in the Multimedia Educational Centre are configured to provide a specific suite of applications intended to meet the needs of typical computer users. Certain applications may only be available on a limited number of computers. Users are not allowed to reconfigure, modify, set-up, or install files in the computers located in the Multimedia Educational Centre.

10.8.3 Food and Drink in Multimedia Educational Centre

Article 68. Food and drink are not allowed in the Multimedia Educational Centre. Unopened containers of food, cans or cups will not be allowed unless they are stored in a book bag, purse or briefcase and kept out of sight. Computer users with food or drink will be required to leave the Multimedia Educational Centre. Violation of any of these policies could result in loss of the Multimedia Educational Centre privileges. Technical Assistance Staff may be available to offer assistance when the Multimedia Educational Centre is open for general computing. Librarians and technical staff are trained to provide basic help to computer users. This includes start-up and use of computer applications, help with printing, restarting computers, and general information about the internet and other software applications. Non-copyrighted works may be scanned.

11. Posting Public Notices

Article 69. The PIASS library has determined that certain information and public notices may be posted in the library, subject to the provisions of this policy. The purpose of this policy is to establish guidelines by which such information and notices will be posted and to ensure that the guidelines are applied consistently and in the best interests of library users. Signs or posters must be posted on the reserved places in the library for this purpose. Signs and posters put on the door, windows or library walls are not accepted. Signs or posters to be posted must be in line with the PIASS community events and in accordance with this policy. The Director of the may make an exception to this posting policy if the sign or poster is related to an event or service sponsored or co-sponsored by the library or otherwise contributing to its mission.

12. Library Programs

Article 70. The library sponsors a wide variety of public programs and partners with other nonprofit organizations to develop co-sponsored public programs to fulfill its mission and promote the enjoyment of reading, greater cultural understanding, lifelong learning and civic engagement. The library's investment in public programs recognizes that people learn in many different ways and that diverse programming enables the library to reach new audiences. Programs represent the wide range of ideas and views contained in the library's collection, respond to a topical issue or popular trend and are planned to meet the expressed and anticipated needs of the community. Opinions expressed during programs at library do

not necessarily reflect the views of the library, its staff, or supporters. The library staff uses the following criteria when planning programs:

1. Relevance to community needs and interests
2. Presentation quality
3. Treatment of content for intended audience
4. Presenter background, reputation and qualifications in the content area
5. Connection to other community programs, exhibitions or events
6. Relation to library collections, resources, other library-sponsored programs. Library programs must be non-commercial, and solicitations for business will not be permitted.

13. Books exhibition

Article 71. As book discussion is core to the mission of the library. The book discussion is open to the public. The library staff will share information with the community when the event is planned to happen. Exhibits Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs. Presenters or performers will not be excluded from consideration because of their origin, backgrounds, views or because of potential controversy. Sale of products at library programs is not allowed except for the following:

- Writers, performers and artists may sell their own work at library programs.
- Third-party vendors invited by the library to sell the work of the writer, performer or artist that is the subject of that particular library program.
- The Friends of the library may sell items at library programs they sponsor.

14. Sponsorship

Article 72. The   Library encourages individuals, businesses and community organizations to become sponsors of library programs, services and events. These sponsorships help the library to maintain or increase its service to the community. They also deepen the library's relationships with local supporters and create opportunities for sponsors to raise their profiles and enhance their images within the community in return for funding and/or services in-kind that are provided to the library.

Article 73. Decisions on sponsorships will be made on a case-by-case basis. The   Library reserves the right to refuse any sponsorship it deems inappropriate, inconsistent or unsuitable to the library's mission, goals, policies or best interests; it may cancel any sponsorship at any time. The following principles shall be considered as appropriate when evaluating potential sponsorships:

- Demonstrated evidence that the sponsorship will further the library's mission, goals and objectives but not drive the library's agenda or priorities.
- Sensitivity to the local community and social climate in selecting sponsors that have the potential to enhance the library's image in the community.

Article 74. The   Library requires that the following conditions be met as part of any sponsorship arrangements:

- The sponsor has no expectation of influencing the policies and practices of the library, such as materials selection, purchasing, staff advice and recommendations.
- The library will not enter into an agreement whereby sponsorship conditions result in preferential treatment for a specific sector of the community.
- A letter of agreement outlining the terms of the sponsorship shall be signed by both the sponsor and the library's Executive Director.
- Sponsors understand that such sponsorships do not imply endorsement by the library of their products or services.

Approved by PIASS Council at Huye on 25-May-2022

Chairman of PIASS Council