



**KCA UNIVERSITY (KCAU) LIBRARY**  
**CIRCULATION PROCEDURES**

**PREAMBLE**

The primary role of the KCAU Library is to support the varying research and instructional needs of the University's primary community: KCA's faculty, staff, and students. The circulation Procedures of the KCAU exists to facilitate community access to the materials and information contained in the Library's Collection and are based on the University Library Circulation Policy (Policy number (ii) of the Collection Development and Management Policy).

**ELIGIBILITY**

In order to borrow library materials from KCAU main library and its branches, users must register for a Borrower's account with the Library. The account is created with the Library Management System in order to maintain accurate records of materials that are checked out, and to gather library usage data so the library can evaluate and improve collections and services. These accounts are created free of charge when requested by qualified and approved member of the University community. Students undertaking Professional programs will need to provide proof of payment of caution fee (refundable at the end of your course) in order to be eligible to borrow.

**BORROWING PRIVILEGES**

Library patrons or users with Borrower's Account may borrow library resources upon presentation of a valid Student or Staff Identification card.

Borrowing privileges are not transferable and are subject to withdrawal if abused. The borrower is responsible for library material charged out in his/her name until it has been returned in good condition to the library.

## **SUSPENDED ACCOUNTS**

The Library blocks or suspends further circulation transactions, under the following conditions:

- If a borrower has outstanding fines
- If a borrower has presented clearance forms and has been cleared by the University Librarian.
- If a borrower has not returned all items borrowed the previous semester/ trimester.
- If a borrower has not registered for the new semester/ trimester.
- If a borrower has withdrawn their caution fee.
- If a borrower has a pending case to sort out with the Librarian.

## **CHECKING- OUT ITEMS**

Below are the steps undertaken when issuing out a book:

- Using the Online Public Access Catalog, the user search and retrieves desired material from the library collection.
- The user presents his/her ID which acts as the borrower's card to the librarian at the Loans/Return desk together with the item to be checked out.
- Using the Circulation Module of the Library Management System, the Circulation Librarian scans the user's ID card barcode with the barcode reader to gain access to his/her account.
- Once in the user's account, the librarian CHECKS OUT the presented item against the user's account by scanning the item Barcode. Details of the Record retrieved from the system must MATCH with the presented item, if not the transaction should be canceled.
- Depending on the nature of the item and the category of the user, the automated system will automatically set the loan period for the book and set an alert message to the users e-mail account on the checked out item.
- The Librarian then stamps the system generated due date on the Date due Label/slip on the book.
- The Item is then demagnetized and then presented to the user who can now legitimately walk out of the library with it.

## **CHECKING-IN LOANED ITEMS**

- Users/Patron presents the information material to be checked-in to the librarian at the Loans/Return desk.

- Using the Circulation Module of the Library Management System, the librarian scans the item's barcode to CHECK IN the item.
- Details of the records retrieved from the system including the users details are checked against the presented item and if they match a verbal acknowledgement is given to the user on successful return. The librarian then cancels the due date on the returned item.
- The item is then passed through the demagnetizing machine for return Status.
- Returned item is then placed in the sorting bay awaiting collection to be shelved.

Borrowing/Return of Items is open for loan until **five (5) minutes** before the library closing time.

### **Library Hours**

Monday – Friday 7:30am – 8:30pm

Saturday 8:00am – 6:00pm

Sunday 9:00am –5:00pm

Public Holidays – Closed

### **BORROWING/CHECK-OUT CRITERIA**

The lending services criteria are subject to availability and demand of particular resources. The current general criteria are as follows:

	BORROWER CATEGORY	NO.OF ITEMS	LOAN PERIODS		RENEWALS	
			MAINLONG	SHORTLOAN	MAINLONG	SHORTLOAN
1.	Admin. staff	3	30 days	14 days	1	2
2.	Certificate, Diploma& Undergraduate	3	14 days	7 days	1	2
3.	Postgraduate	5	14 days	7 days	1	2
4.	Professional	1	14 days	7 days	1	2
5.	Professors/ Doctors	10	30 days	14 days	1	2
6.	Teaching parttime	3	30 days	14 days	1	2

7.	Teaching staff	5	30 days	14 days	1	2
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When necessary, the library may vary loan conditions and categories in order to meet the needs of particular groups of users, subject to availability of resources.

Courtesy notices (reminders) will be e-mailed to you when items are due. To this end, ensure you provide correct e-mail addresses at the time of registration.

### **RENEWALS/LOAN EXTENSION**

Borrowed Items may be renewed on or before the due date. This may be done through: i.

User's online self-service

- ii. E-mail requests to the Library
- iii. Face to Face Request through the library circulation desk.

### **Online Self Service**

To renew/ extend loaned items, borrowers should follow the following steps:

1. Visit the library online public access catalogue (OPAC) <http://opac.library.kca.ac.ke/>.
2. On OPAC home page, Log-in to your account. The student/ staff University ID number without the slash (/) is the username e.g. 1700540 and password is their national ID number after successful Log-in, OPAC will display a list of items that are currently checked out with the user's account including details on items Title, Author, Date due and Renew Options.
3. Tick (  ) against the items you wish to Renew on the Renew Column and then Click Renew. If you desire to renew all the loaned items, then click on renew all.
4. The system will automatically generate a new date(s) when the item(s) is supposed to be returned.

### **E-mail Renewal Requests**

Users can write email with details on items they wish to have renewed. Details on Title, Author and Call numbers of the item(s) MUST be quoted. Such request will be disregarded if the item cited is already overdue and so such mails should be written on or before the due dates.

### **Face to Face Request**

Where the first instance of online self service is not possible, the user can visit the library circulation desk with identification Card and have the librarian extend the loan period.

**NB:** The system will not renew an item in the following three circumstances:

- i. If another library user has placed it on hold it.

- ii. The item is already overdue
- iii. The user has exhausted the Renew chances under the same item (Some items can be renewed once and others twice)

## **RECALLS**

In some circumstances, the library may recall an item that is currently on loan. This will only apply in situations where another library user has reserved the item, or requires it immediately.

## **RESERVATIONS/HOLDS.**

If an item the user requires is already on loan to another user, one may place a reservation/hold on it. To do this, follows the following steps:

- i. Login to your OPAC account on <http://opac.library.kca.ac.ke/>
- ii. On OPAC Search for items Box, Type the title of the item you wish to Hold.
- iii. After the item is retrieved, click on the Hold option on the right side of the displayed page and then following on confirmation prompting by the system.

When the item is returned, you will receive an e-mail informing you that your reservation has been filled and that you should pick up the item from the Loan/Return desk at the library. Reserved items will be held at the return/loan desk for a maximum **period of 48 hours** after which it will be re-shelved or circulated to the next waiting customer.

## **RETURNING ITEMS.**

The borrower is responsible for ensuring items are returned or renewed on or before the due date.

Borrowed Items should be returned directly to the Loan/Return desk. At the main campus library, borrowers can also return books through the **book chute** located on the right side of the main entrance of the library.

## **OVERDUE NOTICES AND FINES.**

The library operates on the basis of fair sharing of materials. When items are not returned to the library by the date they are due, a fine is imposed at the rate of **Ksh. 5 per item per overdue day.** Fines should be paid at the Loan/Return desk and official receipt issued.

Contested fines must be resolved with the librarian before payment can be made. Overdue, recall and availability notices are sent by *e-mail or phone call*.

**NB**: It is the responsibility of the user to keep the library informed of any changes in contact details.

#### **REPLACEMENT.**

Library users WILL be required to make good the cost of any damage to or loss of, items on loan to them. If an item lost was part of a set, the member may be required to pay the cost of a new set if this is the only way to replace the lost part.

When an item on loan is lost, the borrower will be required to purchase a similar item. However, for the case of lost CD-ROMS, undergraduate projects and other items where it is difficult or not possible to acquire exact replacements, a borrower will be required to seek guidance from the University Librarian.

#### **FURTHER INFORMATION.**

For further information and questions regarding KCAU Library Services: **Contact information.**

**Call** - 020-8070408

**OR**

**E-mail:**

Librarian@kca.ac.ke / library@kca.ac.ke