



National Open University of Nigeria

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1.0 Introduction

1.1 Background Information

The National Open University of Nigeria (NOUN) Library is an integral part of the university's academic and research ecosystem. The library aims to provide quality resources, services and facilities to support the teaching, learning, and research activities of the university community. This policy document outlines the vision, mission, objectives, core values, policy alignment, scope, key focus areas and references for the NOUN Library.

A simple definition of Library policy is a manual for running and managing a library. It keeps standards up and prevents irregularities. It is used to evaluate how successful a library's systems and services are, as well as, how well it carries out its duties and achieves its goals. The NOUN Library's policy was developed in the framework of serving the university's teaching, learning, research and community service responsibilities. The policy covers issues such as the acquisition of resources, operations, resource management, staffing and funding among others.

1.2 Vision, Mission, and Core Values of the University

- The vision of the National Open University of Nigeria is to be a world-class institution for open and distance learning.
- Its mission is to provide functional, flexible, accessible and affordable education that meets the needs of students, employers and society at large.
- The core values of the university include excellence, innovation, integrity, inclusiveness, and social responsibility.

1.3 Mission Statement of NOUN Library

The mission is to transform library processes to deliver effective, unrestricted, flexible services to clientele with cutting-edge digital technologies.

1.4 Vision Statement of NOUN Library

To be a global leader in the provision of cost-effective, accessible, and high-quality e-resources and services for learning as well as teaching and research that will empower creativity while addressing communal, regional and global challenges.

1.5 Purpose

1.5.1 Justification of the Need for a Library Policy

The implementation of this policy aims to streamline the operations and services provided by the library. By doing so, it ensures quality and consistency in the library's activities for all members of the staff, students, and stakeholders involved.

1.5.2 Rationale

To ensure the delivery of effective and efficient services while safeguarding the resources of the library.

1.5.3 Aims and Objectives

The aims and objectives of the library policy are as follows:

- To ensure the provision of quality resources and services to support teaching, learning and research.
- To promote information literacy and lifelong learning skills among students and staff.
- To facilitate access to a wide range of print and electronic resources.
- To foster a conducive environment for studying, research and intellectual engagement.
- To enhance collaboration and partnerships with other libraries and institutions.
- To create core values that include accessibility, inclusiveness, innovation, integrity, and responsiveness to clientele needs.
- To establish a central library of quality print and e-resources that will service the zonal, faculty and study centre libraries.
- To encourage and persuade authors and publishers to provide the e-version of their publications for free reading and paid downloads.

- To provide remote access to a broad range of quality e-resources to lecturers, students and researchers.
- To provide facilities in all the zonal, faculty and study centre libraries for easy access to both print and e-resources.
- To improve existing physical libraries and establish more libraries (mostly digital).
- To make access to knowledge flexible and cost-effective.
- To establish an archive/ repository that is rich in internally generated publications.
- To market the resources and services of the library through the various social media handles.
- To provide information literacy and digital literacy skills for maximum access and ensure optimal utilization of both print and e-resources.
- To assist lecturers, enrich their virtual learning environments with a broad range of quality and relevant e-resources, OERs and videos.
- To promote collaborative research among academic librarians.
- To partner and collaborate with other libraries globally.
- To monitor and evaluate all physical and e-resources usage.
- To ensure inclusiveness by extending library services to persons with special needs.
- To improve staff strength in library services.
- To create capacity building for staff for a seamless digital library service delivery.
- To host all NOUN Journals on the library website.
- To provide online reference services.
- To strengthen library physical collections with current, relevant, and quality books.
- To have a robust online database containing e-books, e-journals and other relevant e-resources.

1.6 Our Core Values

- **Accessibility:** To ensure enhanced access to NOUN library resources and services, ensuring that all clientele, regardless of their locations or circumstances, can easily access and benefit from the collections.
- **Collaboration:** NOUN Library believes in the power of collaboration and partnerships. It actively seeks opportunities to collaborate with other institutions, organizations and stakeholders at national and international levels to enhance the quality and breadth of our resources and services.

- **Conducive Environment for Reading and Research:** NOUN Library creates and maintains a highly conducive environment for reading and research within the library premises. It provides comfortable and well-equipped spaces that promote concentration, exploration and collaboration, enabling users to engage in productive scholarly activities.
- **Diversity and Inclusivity:** NOUN Library values and celebrates diversity in the library community, fostering an inclusive environment that respects and embraces individuals from all backgrounds. The library promotes equal access to resources and services, ensuring that every client feels welcomed and supported.
- **Ethical and Responsible Information Management:** NOUN Library upholds the highest ethical standards in managing and providing access to information. It prioritizes privacy, intellectual property rights and responsible use of information resources, fostering a culture of integrity and responsible information stewardship.
- **Excellence:** NOUN Library is dedicated to upholding the highest standards of excellence in all aspects of the library operations. It strives for continuous improvement, embracing innovation and best practices to provide world-class library services.
- **Lifelong Learning:** NOUN Library promotes lifelong learning by providing resources, programmes and services that supports clientele throughout their academic and professional journeys. The library encourages a culture of intellectual curiosity and continuous learning.
- **Professional Development:** NOUN Library invests in the professional development of the library staff, equipping them with the skills and knowledge necessary to deliver exceptional services and stay abreast of emerging trends in the library and information field.
- **Quality and Seamless Service Delivery:** NOUN Library is committed to providing high-quality services to the clientele, delivering them in a seamless and efficient manner. It constantly strives to meet and exceed clientele's expectations, offering exceptional assistance and support throughout their library experience.
- **Robust E-Resource Acquisition:** NOUN Library recognizes the importance of robust electronic resources in supporting research and learning. The library is

dedicated to acquiring and maintaining a comprehensive collection of e-resources, including databases, e-books, journals, and multimedia materials, to meet the evolving needs of library clientele.

- **User-Centred Approach:** The library places the clientele at the centre of their activities. It actively engages with the clientele, listen to their feedback, and tailor its services and resources to meet the evolving needs of the clientele. It is committed to providing personalized and user-friendly experiences.

1.7 Scope of the Library Policy

The library policy covers all aspects related to the management, operations, and services of the NOUN Library. This includes:

- Collection development and management;
- User services and support;
- Information literacy and research skills;
- Library technology and digital initiatives;
- Collaboration and partnerships;
- Library infrastructure;
- Open access.

The National Open University of Nigeria's library comprises the central library at the headquarters, regional libraries and all the study centre libraries as well as the faculty libraries, each with its own functional units for which policies are provided. The central library has the following functional divisions, namely:

- i. Resource Development Division;
- ii. Customer Services Division;
- iii. Resource Processing/Cataloguing and Classification Division;
- iv. Reference and Information Service Division;
- v. Archival/Repository;
- vi. Research and Bibliographic Services Division;
- vii. Information and Communication Technology (ICT)/Media Division.

However, the study centre libraries, as well as the faculty and departmental libraries have integrated sections and units for easy and efficient management and service delivery.

Study Centre Libraries

Being an ODL (Open and Distance Learning) institution, the university operates at various study centres across the country. Each study centre should be equipped with a centre library and be headed by a centre librarian whose duty is to provide necessary library services to the all students, staff and study centre community.

Regional Libraries

The regional libraries operate within their region and coordinate the activities of the centre libraries within their region. Regional libraries shall be headed by a regional/zonal librarian who is responsible to the university librarian.

2.0 Collection Development and Management

2.1 Collection Development

Collection development is regarded as the rational and systematic building of information resources to satisfy the information needs of library clientele in a timely and economical manner. The aim of collection development is to ensure a proportionate and balanced library resources target to meet the organizational information needs of the parent body. Resources should be acquired in all forms and formats to achieve this aim. These include but not limited to the following:

- i. Books related to all programmes run by the university.
- ii. Reference materials (General and Subject-specific).
- iii. Periodicals (journals, newspapers, magazines, etc.)
- iv. Audio-visuals.
- v. Electronic resources (e-books, e-journals, online databases, etc.)
- vi. Recreational information resources.
- vii. Any information resources that can be used to meet the information needs of the library clientele.

2.2 Acquisitions

There are various means and ways that the library can use in sourcing and acquiring information resources. They include:

- i. **Purchase:** This constitutes the major source of resource acquisition in government-owned libraries. In this regard, the purchase of library resources should be carried out in an economical, transparent, and accountable manner. Also, when making a purchase, attention needs to be paid to the existing collection to avoid duplication and the required space to accommodate the new arrival. Purchasing activity should be effectively managed to ensure that the items ordered are the same items received from the vendors and/or publishers. Other considerations when purchasing resources should focus on the currency of the resources, unit price, forms/format of the materials, and number of copies needed. As much as possible, resources should be purchased locally to encourage local content development.
- ii. **Gift/Endowment:** The library may also receive information resources, as gifts or endowments, from individuals or organizations. Such information resources should be evaluated for relevance, currency, and legitimacy. Resources donated to the library should be within the scope of the resources needed but are not available in the collection. Such resources should be labelled with the names of the donor and the date of donation to the library.
- iii. **Inter-Library cooperation:** This is another means through which libraries share their collections with other libraries within their vicinity. In this regard, centre libraries should be encouraged to identify relevant libraries and information centre and fashion out modalities for resource sharing and cooperation. Such organizations should include but not be limited to academic libraries (universities, colleges of education, colleges of health sciences), research/special libraries, and other national and international organisations with state-of-the-art information centres.

2.3 Stakeholders

To ensure balanced and unbiased collection development, the role of critical stakeholders cannot be over-emphasized. These stakeholders play a very crucial role in identifying their information and the resources to be acquired in the library. Broadly speaking, the following stakeholders should be considered when acquiring information resources in the library:

- i. **Departments and Faculties:** Departments and Faculties (D&F) are the bedrock of academic activities in the university. Currently, NOUN has eight (8) faculties with various departments and programmes. D&F are critical stakeholders in identifying

the information resources to be acquired, as they need these resources in developing learning content and programme accreditation. In this regard, D&F should be contacted to provide details of information resources to be included in the library collection. This can be done in a timely and cheap manner using online Google forms (departments and faculties have email addresses and use social media platforms) or any other way the library deems fit. Staff members recommending information resources for acquisition should provide the title of the resources, authors, editors, type of resources (printed or e-copy), place of publication, publishers, year of publication, edition, etc.

- ii. **Students:** Students constitute the bulk of the library clientele and in the case of NOUN, these students are spread across the various study centres (108 as at 2023) in the country. The special nature of instruction in ODL needs to be taken into cognizance since there is separation in time and space between the students and instructors, students tend to visit the libraries to augment their course materials and to also consult recommended textbooks, journals, and other information resources. Students should also be consulted to recommend information resources to be acquired in the centre libraries. Due to their geographical dispersion, recommendations can be collected online via Google Forms since most of the students are on social platforms.
- iii. **Centre Librarians:** These are the custodians of centre libraries and interact with the students and other library users daily. They are in a good position to identify those resources that library users require which are not available in the collection. The centre librarians are to keep track and record these materials and forward them to the acquisition unit of the library.

2.4 Selection criteria

After receiving the recommended resources from the various stakeholders for acquisition, the purchase should be done based on Patron Driven Acquisition (PAD) principles. However, the following items should be pertinent when acquiring resources.

- i. Information resources that are common among all the recommendations of the stakeholders should be given the highest priority.
- ii. Due to the nature of the library clientele and the mode of instructional delivery in the university, electronic/online resources have better chances of meeting the needs of the clientele.

- iii. To encourage local content development, information resources developed and produced locally should also be considered when purchasing resources.
- iv. Several vendors may be contacted for ordering resources to select the ones with good resources and appropriate prices.
- v. As much as possible, resource acquisition should tally with the present and future projections of the programmes run by the university.
- vi. Study Centres Libraries should also be considered to ensure that new arrivals would have space on the shelves.
- vii. Any other consideration by the acquisition unit that will help to ensure balanced and adequate resources.

2.5 Cataloguing and Classification

The essence of cataloguing and classification is to describe and classify library resources using international bibliographic standard tools while making allowance for local user needs. The following procedures should be adopted:

- i. Subject analysis or classification of information resources shall be done using the Library of Congress Classification Scheme or Moy's Classification Scheme for Law Books.
- ii. All subject headings must be established using the Library of Congress List of subject headings or any other relevant subject heading adopted.
- iii. Name Authority File and Subject Authority File shall be maintained for bibliographic verification and consistency.
- iv. Cataloguing-in-Publication data shall be verified before adoption.
- v. Academic librarians shall be responsible for classifying information resources.
- vi. Cataloguing of Library resources shall be done using the current edition of the Anglo-American Cataloguing Rules 2 (AACR2) in operation.
- vii. Resources shall be catalogued using the second level of description of AACR2.
- viii. The contemporary Machine-Readable Cataloguing (MARC) format shall be employed in the resource description process in compliance with existing library system software.
- ix. Both original and copy cataloguing should be done by academic librarians.

- x. Information in the catalogue shall be stored in electronic and manual databases for security.
- xi. Library shall keep a backup for its database that is regularly update.
- xii. The central library shall catalogue and classify resources of faculty, departmental, and centre libraries for uniformity and consistency.
- xiii. The NOUN Library shall use the latest edition of the Library of Congress Classification (LC) in classifying its resources.
- xiv. The NOUN Library shall use its adopted Cutter Table in the classification of library resources to ensure ease of access to its collections.
- xv. The NOUN Library shall provide access to its resources using Online Public Access Catalogue (OPAC) so that its clientele can access its resources and locate materials of interest remotely.

2.6 Weeding Policy

To ensure that information resources continue to be relevant in meeting the needs of the library clientele, weeding/de-selection should be done to provide space for new arrivals and to ensure the currency of the library resources. However, the following criteria should be considered when weeding:

- i. Weeding should be done at regular intervals, preferably every two years.
- ii. Materials to be weeded should be those information resources that are more than ten (10) years old. There are however exceptions to this rule such as historical resources, case studies in law, and so on.
- iii. Newspapers should be bound in volumes or microfilmed for future reference.
- iv. Materials removed from the library collection should be considered for donation to other libraries that need them.
- v. Archival materials weeded from the shelves should be sent to the archives.
- vi. Any other activity that would help in achieving an effective weeding process as recommended by the acquisition unit of the library.

2.7 Preservation

The library aims to extend the lifespan of books through various measures, including repairing and binding worn-out materials, digitizing items that require conservation within copyright

regulations, and promoting proper book-handling practices. The NOUN repository will retain items indefinitely and take appropriate actions as necessary. The university is dedicated to the responsible and sustainable management of items deposited in its Institutional Repository. Submitted items will be assigned a permanent identifier and web address (URL), ensuring continued access. Regular backups of the repository contents will be performed following best practices.

2.8 Access to Electronic and Media Resources

The Central Library shall provide access to electronic resources in forms and formats, and facilities shall be made available at the regional and centre libraries to enable access to these special resources. Relevant online databases shall be subscribed to provide virtual access to enhance teaching, learning, and research.

Since NOUN students and the community operate at a distance, the library shall encourage deliberate policy that promotes the utilization of electronic resources:

- i. The Library ICT policy shall deal with the overall management of electronic resources and services in the library.
- ii. The policy includes:
 - a. All e-resources provided by the library shall be used for personal, instructional, or research needs.
 - b. Users shall not change computer settings or configure and add other programmes without the permission of the library.
 - c. Users can display, download but print, and use not more than (10%) of e-resources.
 - d. Users shall not tamper with, disable, or introduce viruses to the computer hardware and software.
 - e. The use of flash in the library system is prohibited, however, CDs can be used to copy and store not more than 10% of e-resources that are not OER.
 - f. Laptops and other personal computer devices are welcome in the library. Users may connect personal equipment to the wireless network or to ports designated for such use.
 - g. The library's computers shall be used for official and other lawful purposes only.

- h. The library shall not be responsible for the content from the Internet, used by clientele which contains materials that may be inaccurate or offensive to some individuals and customers.
- i. It is the user's responsibility to acknowledge the source of any published or unpublished e-resources used.
- j. The library shall charge for printing and photocopying of pages done in the library.
- k. Display of socially inappropriate graphic material is prohibited.
- l. Use of databases for commercial purposes, and the mass mailing of full-text articles to list servers or websites is prohibited.
- m. Users shall be prohibited from eating, sleeping at the computer, playing games, watching sports and other entertainment, e-mailing, and shopping online. Scholarly use is always the priority.
- n. Photographing, filming, or recording within and around the library shall be done only with permission from the library authorities.
- o. The library shall organize regular training programmes on the use of ICT resources.
- p. The library shall subscribe to relevant databases and e-resources.
- q. The library shall provide user-friendly online systems, resources, and services for physically challenged clients.
- r. The library shall design, develop, and maintain an active website/page.
- s. The library shall design, develop, and maintain an institutional digital repository.
- t. Serious or repeated violation of the electronic and media resource policy shall result in the offender being denied library services.

2.9 Serials Resources Management

Publications in any format that are serialized are those that are released in a certain number of parts or in a set order to continue indefinitely. The overall management of the serials resources in the library is covered by the serials management policy. The rule will be as follows:

- i. Serials collection shall be open for use to all categories of library users.
- ii. A client may have access to the backseat area with the permission of the Serials Librarian. Serials resources shall be used only within the division.

- iii. No serial resource shall be taken out for photocopying except with the permission of the Serials Librarian.
- iv. Three copies of an issue of a journal title should be acquired irrespective of place of publication.
- v. The library is encouraged to acquire locally published journals.
- vi. Journals acquired shall reflect the courses offered at the university.
- vii. Serials publications shall be selected in collaboration with the library clientele and faculties.
- viii. Complete back sets of serials publications shall be bound.
- ix. Only damaged serials publications shall be weeded out of the library.
- x. Serial publications may be acquired directly from the publisher or through an agent or vendor.
- xi. Serial publications acquired must reflect the languages of instruction in the university.

2.10 Africana Resources Management Policy

Africana is any publication/resource issued on Africa and about Africans, with or without African publishing imprints such as trade publications, scholarly books, government publications as well as journals. Thus:

- i. Selection of Africana resources shall be based on requests from library staff and the faculty/clientele.
- ii. Africana resources shall be acquired through purchase, donations, gifts, exchange, and bequeath.
- iii. At least two copies of each of Africana's publications shall be acquired.
- iv. At least two copies of every course material shall be deposited in the Africana's section of the library.
- v. Soft and hard copies of each of the projects, theses, and dissertations of the postgraduate students at the National Open University of Nigeria shall be deposited in Africana Unit.
- vi. Use of Africana resources shall be restricted to senior staff, postgraduate students, and research fellows.
- vii. Undergraduate students shall use Africana resources with special permission of the Head of Africana Unit.

- viii. Users of Africana resources in the division shall tender their official identification cards before they have access.
- ix. No client shall be allowed into the rare books, theses, and dissertation rooms as they are also reference resources.
- x. Clientele shall be assisted to secure access and utilize Africana resources regardless of location.

2.11 Closed Access Collections

Reserve Collections

- i. The library shall provide book reserve services to monitor excessive use and misuse of limited copies of books required by a large population of customers. The collection shall be consulted within the reserve room only.
- ii. Documents/Africana Collections
- iii. Rare collections such as theses, dissertations, UN publications, and Africana collections shall be housed under closed access and made available to only researchers and other authorized customers. The collections shall be consulted within the designated area only.
- iv. Serials collections
- v. Serials publications shall be in semi-closed access; are not borrowable and can only be photocopied in parts within the library by special permission (without infringing the copyright laws) to ensure their security and preservation.

2.12 Copyright and Intellectual Property Rights

Copyright means an original work of authorship that has been fixed by any tangible medium of expression from which it can be perceived, reproduced, or otherwise communicated, either directly or with the aid of a machine or device.

Intellectual Property refers to the legal rights in and to work as provided by applicable statute, regulation, or judicial decision, including patents, copyright, trademarks, service mark, trade secrets, domain name registration and any other such rights that may be created by law in the future.

- i. The works protected by copyright must be original (not copied). Such works include literary, musical and dramatic works, pantomimes and choreographic works, pictorial, graphic, and sculptural works, motion pictures and other audio-visual works and sound recreating.
- ii. The library shall comply with copyright requirements based on the criterion of copyright fair use” i.e. a taking that is substantial but is permitted by (copyright) law because of overriding public policy e.g. a drama critic, television commentator, news reporter, teacher, or research scholar may freely reproduce portions of the subject to a greater extent (including multiple copies for classroom use) than a person whose use is of a commercial nature and may interfere with sales or other exploitation of the work by the proprietor.
- iii. Copyright law applies to all forms of information including electronic communications. Infringement of the laws includes but is not limited to making unauthorized copies of any copyrighted material (including software, text, image, audio, and video) and displaying or distributing copyrighted materials over computer networks without the author’s permission except as provided in limited form by copyright fair use restrictions. Fair use thus allows for limited reproduction and distribution of published works without permission for such purposes as criticism, news reporting, teaching (including copies for classroom use), scholarship and research.
- iv. All the library’s resources are subject to this.

2.13 Open Educational Resources and Repository

Open Educational Resources are freely available, openly licensed materials and media that are useful for teaching, learning, and assessment. A wide repertoire of OER is available for free use by teachers, instructors, course creators, and students. OER allows us to bring excellent teaching-learning resources into our education system and make effective use of them.

OER policy at the National Open University of Nigeria (NOUN): encourages all its faculty members within the faculties and study centres to produce OER on topics of their interest. The National Open University of Nigeria:

- a. recognises and promotes OER in support of quality teaching and learning, as one tool for using technology to increase equity in access to education.

- b. facilitates collaboration among institutions, governments and organisations in the use of OER.
- c. promotes relevant capacity-strengthening processes for stakeholders.
- d. shapes and promotes new models for OER generation, publication, access and re-use.
- e. encourages and supports government and institutions to establish supportive policy frameworks to introduce practices relating to OER.
- f. ensures that all Master Dissertations and PhD Theses are deposited in the NOUN OER repository.
- g. ensures that all books, book chapters and journal articles published by NOUN staff are deposited in the NOUN OER/Repository.
- h. requires all submissions on items f and g above to be made in electronic format.
- i. requires all textual contents to be in the author's own narrative.
- j. requires all videos/audios in the OER to be original works created by the author on the university premises or in the Learning Content Management studio.
- k. requires all diagrams/images/photographs to be either originally created or recreated by graphics experts of Learning Content Management studio.

3.0 User Services and Support

3.1 Circulation Services

Only registered users are eligible to borrow books. Central, regional and study centre libraries are to maintain clientele registration records, detailing all the required details of each library client. The period and maximum number of books each category of clientele can borrow are as follows: -

SN	TYPE OF USER	NO OF BOOKS	DURATION
1	Undergraduates	2 books	2 weeks
2	Postgraduates	4 books	4 weeks
3.	Staff	6 books	6 weeks

- i. Fines and other Charges to Library Defaulters
 - a. Client of the library who misplaces library materials are responsible for replacement costs at the current rate plus 10% handling fees.

- b. Overdue fines for defaulting clients shall be determined at N200 per day to the number of days. Receipts shall be issued for fines and serial defaulters may be suspended from enjoying circulation services.
- ii. Inter-Library Loans
The library shall assist clients to secure books not available in the library through inter-library loans and other agreed cooperative schemes. Centre libraries may arrange to receive books from other centre libraries when their clients need such materials.
- iii. All library users that are eligible to borrow library materials shall be charged a refundable fee of N20,000 at the point of registration.
- iv. Books of other Libraries: Books of other libraries recovered shall be returned to the owner libraries.
- v. Disengagement from University System.
All staff and students irrespective of their status and levels must get clearance from the library system when disengaging from the university.
- vi. Open Access
When possible, access to library resources must be made through a wide-area network, preferably the Internet. Public records must be freely available and copyright materials must be accessed in accordance with the law.
- vii. Courier Services
There shall be a document delivery service to send books and other materials to/from central, regional and/or centre libraries.
- viii. Public Holidays
The library shall be closed on all public holidays as declared by the Federal Government of Nigeria.

3.2 Reference and Research Assistance

The policy is on providing reference and information services to the clientele. The services include:

- i. Directing readers to locations of resources in the library or to the catalogue.
- ii. Providing sources of information irrespective of their location.
- iii. Instructing readers on how to exploit and use library resources and services.

- iv. Answering queries from clientele irrespective of their locations.
- v. Handling library's public relations matters.
- vi. Mounting of exhibitions.
- vii. Conducting orientation for new library clientele.

The guidelines for Reference and Research Assistance shall be thus:

- i. All reference resources shall be consulted within the division.
- ii. No reference resources shall be borrowed or taken out of the division.
- iii. Photocopying of reference resources may be allowed with the permission of the Reference Librarian.
- iv. Open reference shelves can be freely searched by all clientele.
- v. The Reference Librarian shall be involved in the selection and acquisition of reference resources.

3.3 Document Delivery

The National Open University of Nigeria Library has established policies for both electronic document delivery services and hard-copy document delivery services.

3.3.1 NOUN Library Electronic Document Delivery Services

- i. Only registered students, faculties and staff are eligible to utilize the document delivery service provided by the NOUN Library. The service is not available to alumni, special borrowers, friends, relatives or spouses of NOUN faculty members, staff or students.
- ii. Document delivery requests will not be processed for clientele who have excessive fines, blocks on their library accounts or an expired student ID.
- iii. All requests must be submitted electronically through the library's integrated management system.
- iv. Electronic document delivery includes journal articles and book chapters sourced from the headquarters library, zonal libraries, centre libraries and faculty libraries. The documents will be delivered electronically via NOUN library platforms. Note that only 10% of any book under copyright law can be scanned on request.

3.3.2 NOUN Library Hard-Copy Document Delivery Services

- i. Registered students, faculty members and staff have access to the document delivery service provided by the NOUN Library. The service is not available to alumni, special borrowers, friends, relatives or spouses of NOUN faculty members, staff or students.
- ii. Document delivery requests will not be processed for clientele who have excessive fines, blocks on their library accounts or an expired student ID.
- iii. All requests must be submitted electronically through the library's integrated management system.
- iv. To request journals and books, clientele can utilize the library document delivery service to have the materials delivered to their study centre libraries. For clientele physically present at the centre/zonal/headquarters library, the requested books must be picked up from the reference librarian. Deliveries to clientele located outside the country are not possible.
- v. The requested material is typically available within 72 hours of the request and will be delivered to the client's study centre libraries. Clientele should consider this time frame when making requests.
- vi. Borrowers are responsible for the cost of document delivery services. To avoid fines, the material must be received by the University Libraries on or before the due date.
- vii. There shall be no document delivery services for course materials.

3.4 Library Orientation

The NOUN library provides information literacy training and the following statements outline our commitment:

- i. All library users are entitled to receive information literacy training from the NOUN library.
- ii. Online and printed support materials are accessible to all library users for their information literacy needs.
- iii. Library orientation sessions are conducted for all undergraduate and postgraduate students at the beginning of their courses to familiarize them with library resources and services.

- iv. Both academic and non-academic staff members receive orientation sessions to introduce them to the library's services and resources when they commence their employment.

3.5 User Feedback and Privacy Protection

1. **Feedback Importance:** The NOUN library shall recognize and value user feedback as a crucial element in enhancing our services. We shall appreciate your input, as it plays a vital role in shaping and improving the quality of our services.
2. **Service Charter:** Our commitment to library clientele is outlined in our comprehensive service charter. This charter shall serve as a guide, detailing our dedication to providing exceptional information literacy training, support, and resources to all library clientele.
3. **Response Time:** We shall strive to provide timely assistance and address any concerns raised by our users. If a response is requested, we shall be committed to making every effort to reply comments and suggestions within one week, ensuring a prompt and effective resolution.
4. **Anonymous Feedback:** Respecting clientele's privacy is of utmost importance. Should any client prefer not to receive a response, they have the option to provide user feedback anonymously. Regardless of whether they choose to remain anonymous or provide personal information, all feedback will be treated with equal importance and used to enhance library services.
5. **Privacy Protection:** The library is committed to protecting the personal information provided by the clientele in accordance with the obligations under the Privacy Act of Section 37 of the 1999 Nigerian Constitution. Any personal data shared will be handled and safeguarded with utmost care, ensuring confidentiality and compliance with applicable privacy laws. For more information on data handling practices, please refer to library privacy policy, which outlines the measures implemented to protect the privacy and rights associated with personal information.

By implementing this User Feedback and Privacy Protection Policy, the NOUN library aims to foster an inclusive and supportive environment where clientele feel valued and their feedback contribute to the continuous improvement of library services. The library appreciates active participation and engagement of clientele in helping us deliver the best possible library experience.

3.6 Public Relations

The goal of public relations services is to build strong relationships with clientele and the wider public so that they are aware of the library's policies, procedures, services and resources.

This policy will ensure that clientele and the public are informed regularly and accurately about the library's operations, policies, resources and services in order to better protect the institution's image and ideals.

3.6.1 The Library's Public Relations Division:

- i. Shall handle any question by and from the customers and the public concerning the library's policies, services and programmes with complete accuracy.
- ii. Shall meet the highest standard of quality of all promotional and informational resources designed to be disseminated to the public.
- iii. Shall promote a good understanding of the library's philosophy, mission objectives and services.
- iv. Shall promote active participation of the public in the different services offered to the university community.
- v. Shall raise public awareness of its system, resources and services as well as promote public relations.
- vi. Shall employ all relevant ICTs including social media for promoting its philosophy, ideals, systems, resources and services as well as for cooperation and collaboration with other information service providers, institutions, agencies and professional bodies.

4.0 Information Literacy and Research Skills

The NOUN Library is dedicated to encouraging information literacy and research abilities among its personnel and library clients. The ability to locate, assess, manage and utilize information from a variety of sources for problem-solving, decision-making and research purposes is known as information literacy. The guiding concepts, objectives and methods for improving information literacy and research abilities within the library community are described in this policy.

The objectives of the NOUN Library's Information Literacy and Research Skills policy are as follows:

- i. Empowerment of Library Staff: Library staff would be equipped with the knowledge, abilities and resources needed to help library clientele enhance their information literacy and research skills. Staff members should be well equipped to assist clientele in efficiently locating and assessing information.
- ii. Lifelong Learning: A culture of lifelong learning will be created among employees and library clientele by fostering continuing professional development in information literacy and research techniques.
- iii. Support for Academic Success: Library clientele, including students, staff and researchers will be supported towards the development of research and information literacy skills necessary for success in the classroom, critical thinking and efficient use of information sources.
- iv. Promotion Digital Literacy: Digital literacy abilities in information literacy and research skills training will be provided for library clientele towards ability to use digital tools and resources wisely.

4.1 Strategies and Implementation

- i. Skills Training: This is meant to develop and present thorough information literacy and research skills training programmes for library staff and users. Search tactics, source assessment, citation management and the ethical use of information resources should all be covered in these programmes.
- ii. Collaboration with Academic Programmes: There is a need to work with academic programmes at NOUN to incorporate information literacy and research skills training into the curriculum, ensuring alignment with the learning objectives and results of the courses.
- iii. Building Resources: A variety of information sources, such as scholarly publications, e-books and other pertinent materials should be curated and made available towards assisting in the development of research and information literacy.
- iv. Support for Instruction: It is important to facilitate practical learning experiences and give advice on how to use library resources effectively, offer individual research sessions, library tours, class sessions and seminars.
- v. Online Tutorials and Guidelines: Interactive online tutorials, guides and other materials should be created to encourage self-directed study of information literacy and research techniques. Users of libraries should have 24/7 access to these materials.

- vi. Working together with the Faculty: There should be collaboration with the faculty in the areas of information literacy and research skills training into certain courses and assignments. Support and materials should be made available to professors so that they can create assignments that place an emphasis on proper citation techniques and critical thinking.
- vii. Assessment and Evaluation: There should be constant evaluation of information literacy and research skills programmes through assessments, questionnaires and comments from library staff and users. Findings should be used to enhance and improve training resources and approaches.

4.2 Roles and Responsibilities

- i. Information literacy and research skills initiatives should be developed and put into action by the library administration, which should also provide leadership, funding, and assistance. Funding, personnel and other resources should be allocated to allow for efficient programme delivery.
- ii. Library staff should actively participate in programmes that teach information literacy and research techniques, acquire and improve the necessary skills and then put them to use by helping library users. Work together with academic staff and other interested parties to advance information literacy within the institution.
- iii. Information literacy and research techniques should be included in lesson plans, homework assignments and evaluations. Work together with library staff to create efficient teaching methods and materials.

4.3 Compliance and Review

The following efforts should be made towards compliance.

- i. Adherence to Policies: All members of the NOUN Library's staff and users are required to abide by all the institution's policies and guidelines, including those pertaining to the moral use of information sources, proper citation techniques and intellectual property rights.
- ii. Review of the Policy: This policy will be examined on a regular basis to make sure it remains applicable and effective in addressing the changing demands of library users and improvements in information literacy and research abilities.

The NOUN Library is dedicated to giving its employees and users the information literacy and research skills needed to be successful in their academic endeavours, career advancement and lifetime learning. By putting this policy into practice, the NOUN Library hopes to build a culture of information literacy and research excellence while also fostering a supportive and empowered atmosphere for the effective use of information resources.

4.4 Training programmes

The training courses are designed to give library staff the knowledge, abilities, and resources they need to offer superior information literacy instruction, support and services to library clientele.

The following are the objectives of the training programmes:

- i. Improved Personnel Knowledge: The training programmes will make sure that library staff are well-versed in the services, materials, and facilities available at the library.
- ii. Enhanced Service Delivery: The training courses will equip staff to confidently address users' inquiries, offer precise information and direct users to the proper tools and services.
- iii. Improved Collaboration: By enabling staff members to identify and value one another's skills and efforts, the training programmes will promote collaboration.
- iv. Competitiveness: There is the need to maintain a competitive edge in a changing environment. The training courses will address how libraries are constantly evolving and will give staff the knowledge and abilities they need to adopt new methods of communication and fashion.

4.5 Training Programme Framework Design

The NOUN Library will create a thorough framework for training programmes that will encompass a range of library services, such as information literacy, reference services, research support and emerging technologies.

- i. Training Modules: The framework will include flexible training sessions that may be tailored to different staff competence levels and job responsibilities. These

courses will be updated frequently to incorporate new tools, services and best practices.

- ii. **Delivery Methods:** To accommodate different learning styles and preferences, the training programmes will use a combination of in-person workshops, online courses, webinars, self-paced learning materials and peer-to-peer training.
- iii. **Training Timetable:** A schedule for training will be made to make sure that all library staff have access to the required training opportunities. To minimize interruptions to library services, the schedule will take staff availability and operational needs into account.
- iv. **Continuing Education:** By giving staff members access to outside training materials, seminars, workshops and webinars that are pertinent to their jobs and professional development, the NOUN Library will encourage them to engage in continuing professional development.

4.6 Implementation and Evaluation

The library will create an implementation plan for the training programmes that outlines the roles of key stakeholders, deadlines, resource allocation and communication tactics.

4.6.1 Assessment and Evaluation

Ongoing assessment and evaluation will be done to gauge how well the training programmes are working. To determine areas for development and make sure the training has the desired results, feedback from staff and library clientele will be requested.

- i. **Friendly Atmosphere:** The library will provide a supportive environment that motivates staff to actively participate in training programmes, share knowledge and seek out opportunities for continuous learning.
- ii. **Recognition:** Through a variety of channels, including certificates, prizes and career advancement opportunities, the library will acknowledge staff employees' accomplishments and contributions to training programmes.
- iii. **Feedback Structure:** A feedback mechanism will be put in place to enable personnel to offer feedback, recommendations and input on the training programmes, ensuring their continuous improvement and relevance.

4.7 Compliance

- i. Adherence to Policies: All staff members taking part in training programmes must abide by the policies and rules of the NOUN Library, including those pertaining to the use of the library's resources, a code of conduct and data protection.
- ii. Data Privacy: During training programmes, personal information will be collected and handled in compliance with applicable privacy laws and the NOUN Library's Privacy Policy.

By putting this policy into practice, the NOUN Library seeks to offer extensive training programmes that equip employees with the abilities and information required to provide great services and assistance to library clientele.

5.0 Library Technology and Digital Initiatives

The NOUN Library acknowledges the crucial contribution that technology and digital initiatives make to improving information access, extending services and addressing the changing demands of library users. This policy describes the guiding concepts, goals and tactics for the NOUN Library's effective management of library technology and digital activities.

The objectives of the NOUN Policy on Library Technology and Digital Initiatives are as follows:

- i. Technology Infrastructure: Reliable technology infrastructure should be made available and maintained to support digital services, online resources and library operations.
- ii. Accessibility of Digital Resources: Access to digital materials and online collections should be improved upon.
- iii. Safeguard of Digital Materials: There should be implementation of techniques and tactics to safeguard digital materials, such as digitized collections, born-digital resources and institutional repositories.
- iv. Information Security: The privacy, accuracy and accessibility of library data and systems will be preserved by putting in place the necessary security safeguards and adhering to all applicable laws and standards.
- v. Support for Digital Literacy: Library staff and clientele will be provided with the tools, training and assistance they need to improve their knowledge of how to use and navigate digital tools and resources.

- vi. Emerging Technologies: Necessary attention and evaluation will be beamed at developing technologies that are pertinent to library services and consider how they may be applied to improve user experiences, expedite processes and increase access to information.
- vii. Partnerships and Collaboration: Partnerships and collaborations will be encouraged with appropriate parties, such as academic departments, IT services, vendors and consortia, to make use of knowledge and resources for the execution of digital initiatives.

5.1 Strategies and Implementation

- i. The library will ensure peak performance, dependability and periodically evaluate and upgrade the library's technical infrastructure, including hardware, software, networking and server systems.
- ii. Seamless access and discoverability will be enhanced for library users by putting in place reliable systems and workflows for the acquisition, cataloging and discovery of digital materials.
- iii. User-centered design concepts will be deployed to develop user-friendly, accessible digital platforms, applications and interfaces that improve user experiences and speed up information discovery.
- iv. Policies and procedures will be put in place for the long-term preservation and access to digital materials, including the adoption of best practices, the generation of metadata and backup techniques.
- v. The library will create and put into practice information security policies and practices to safeguard library data and systems from unauthorized access, data breaches and other security risks. Review and update security precautions on a regular basis to account for new hazards.
- vi. Digital literacy initiatives such as training courses, workshops and other materials to encourage digital literacy among library users and staff. These should cover subjects including data privacy, internet search, information evaluation and digital citizenship.
- vii. There should be exploration of emerging technologies to keep up with cutting-edge innovations that affect libraries, such as blockchain, virtual reality, machine learning and artificial intelligence. Consider piloting or implementing creative ideas that improve library services and user experiences after assessing their potential uses.

- viii. Partnerships and collaborations that utilize resources, expertise and shared services to design and implement digital projects by working with academic departments, IT services, vendors, consortia, and other libraries. Join pertinent consortiums and professional networks to stay up to date on industry developments and best practices.

5.2 Roles and Responsibilities

- i. Administration of the Library: Assistants should be provided in the development and application of digital and technological initiatives for libraries. Set aside the funds, personnel and training that are required to ensure efficient management of technology and digital services.
- ii. Professional Development: Library personnel participate actively in professional development to improve technical skills and stay up to date on new technologies. Participate in the development, execution and assessment of digital projects to enhance library services.
- iii. IT Services: Efforts should be provided by the library's personnel to maintain, fix and modernize the technological infrastructure. They should support the execution of digital projects and information security measures with technical knowledge and assistance.

5.3 Compliance and Review

- i. Compliance with Policies: The NOUN Library's policies and rules regarding the use of library technology, data privacy, and information security must be followed by all library staff members and users.
- ii. Policy Review: This policy will be routinely examined to make sure it remains applicable and effective in addressing the changing technological environment and changing demands of library users.

The NOUN Library is dedicated to utilizing technology and digital initiatives to improve access, promote information discovery and offer cutting-edge services to library users. By putting this policy into practice, the NOUN Library hopes to establish a digitally inclusive environment that empowers users and supports their information requirements in the digital era.

6.0 Collaboration and Partnerships

Cooperation with other libraries, consortia and professional organizations

In the spirit of collaboration, cooperation and consortium building, the NOUN Library shall maintain the following policy.

- i. The library shall collaborate and cooperate with other relevant agencies, organizations, institutions, and credible individuals in the provision of Library resources and media services.
- ii. The library collaboration, cooperation and consortium building shall take such form as inter-library loans, cooperative buying plans for library resources or supplies, expanded continuing education opportunities, shared cataloging, development of areas of specialty in different but related libraries, shared research or statistics, reference backup and many others.
- iii. Whenever possible, reciprocal arrangements shall be made with these other libraries so that the combined resources of the entire library community shall be used to satisfy the information needs of our clientele.
- iv. The library shall support planning for and participation in networks of cooperating libraries to share resources and technology, exchange information and shall avoid unnecessary duplication of library resources. The library shall make available resources from other libraries through existing inter-library loan systems.
- v. National Open University of Nigeria library shall be open to staff of other libraries and shall encourage formal and informal continuing education of its staff through field trips, seminars, conferences, and workshops at other library facilities.
- vi. Inter-library loan shall be a service provided by the National Open University of Nigeria library to assist staff and students with their research needs. Librarians shall locate and acquire, whenever possible, requested resources that are not available in the library through inter-library loans and other agreed cooperative and collaborative schemes in time with the guidelines of this policy.
- vii. National Open University of Nigeria library shall be open to staff of other libraries and shall encourage formal and informal continuing education of its staff through field trips, seminars, conferences, and workshops at other library facilities.
- viii. Inter-library loan shall be a service provided by the National Open University of Nigeria library to assist staff and students with their research needs. Librarians shall locate and acquire, whenever possible, requested resources that are not available in the library through inter-library loans and other agreed cooperative and collaborative schemes in time with the guidelines of this policy.

- ix. National Open University of Nigeria library librarians shall also be responsible for the lending of resources available by the library to other institutions when the request falls within the guidelines stated here. The conditions of these services are based on the inter-library loan policies and the International Copyright Law.
- x. National Open University of Nigeria library shall provide inter-library loan services for all registered students and staff. It shall be the responsibility of the user to return resources borrowed from the library on or before the date they are due. A late fee shall be assessed for resources not returned after a one-day grace period.
- xi. It shall be the responsibility of the user to pay for resources that are returned damaged or not returned at all. This includes the cost of the resources as well as the cost of processing.
- xii. If the user has lost any borrowed resources or owes fines or fees, he or she shall not be eligible for an inter-Library loan until such charges have been paid and/or the lost resources have been returned.
- xiii. National Open University of Nigeria Alumni shall NOT be eligible to request for inter-library loan resources through the library.
- xiv. The following library resources shall NOT be available through inter-library loan:
 - a. Reference resources
 - b. Rare and non-circulating information resources
 - c. Serials (photocopies of specific articles shall not be requested)
 - d. Audio-visual resources
 - e. E-Publications and media.
 - f. Computer software
 - g. Bulky or fragile resources which are difficult to ship (i.e., multi-volume sets)
- xv. The borrowing library shall be responsible for complying with copyright law and guidelines. Therefore, the library shall adhere to the “5 in 5” rule. Within one calendar year, a library shall not borrow more than 5 articles published within 5 years from the user’s request date from the same journal title (not issued). If this limit is reached, any additional requests from that title will be denied.
- xvi. Inter-library loan requests shall be on loan for the period specified by the lending library. The lending library shall also specify the status of renewals. The lending library shall have the right to recall inter-library loan resources at any time. By using the National Open University of Nigeria library inter-library loan services, all

clients shall be expected to respect and abide by the lending library's due date and renewal policies.

- xvii. Photocopies of journal articles shall become the property of the requester and therefore, no checkout or renewal procedure shall be necessary.
- xviii. A client that does not renew or return a borrowed resource by the due date shall be charged a fine per day until the borrowed resource shall be returned. After 30 days the resource shall be declared lost, and the client shall be charged the cost of the resource and processing fees as shall be assessed by the lending library. A client who fails to pick up a requested resource within 7 days from e-mail notification shall be charged per day.
- xix. Clients shall be notified by e-mail the day after the arrival of the requested resource. If the resource is not picked up after three working days, the requester shall be notified by phone that the resource has arrived. If not picked up after one week of e-mail notification, the item shall be returned to their lending library and the requester shall be charged a fine.
- xx. If a client shall repeatedly disregard the National Open University of Nigeria library inter-library loan policy, his or her inter-library loan privileges shall be withdrawn at the discretion of the library. Some actions which shall result in suspension of privileges include failure to pick up requested resources, failure to return resources on time and failure to pay any assessed fees and fines.

6.1 Participation in National and International Library Initiatives.

The NOUN Library understands the value of actively participating in national and international library initiatives to foster collaboration, knowledge sharing, and the development of library services. This policy sets forth the guiding principles, goals, and tactics for implementing such projects and cultivating fruitful collaborations with pertinent parties.

The objectives of the NOUN Policy on Participation in National and International Library Initiatives are as follows:

- i. Collaboration: Encourage cooperation with regional, national and worldwide associations, groups and institutions that are involved in libraries in order to share knowledge, discuss best practices and come up with solutions to problems that are shared by all.

- ii. **Knowledge Sharing:** Promoting knowledge exchange will help the library community develop and improve its services and procedures on both a national and worldwide scale by allowing for the exchange of information, experiences and resources.
- iii. **Advocacy:** The library should engage in community development, education, information access and cultural involvement at the national and international levels. It should also take part in advocacy initiatives to increase public awareness of the value of libraries.
- iv. **Capacity Building:** NOUN Library supports capacity-building initiatives by actively taking part in training courses, workshops, conferences and other opportunities for professional growth hosted by regional, national and international library networks.
- v. **Standards and Policies:** To assure conformity with changing socioeconomic, technical and information landscape trends, NOUN Library participates in the development and assessment of national and international library standards, guidelines and policies.
- vi. **Innovation and Research:** To improve library services, technology and user experiences, it is important to encourage and take part in collaborative research projects and initiatives that advance knowledge and innovation in the field of libraries.

6.2 Strategies and Implementation

- i. **Active Membership:** Library personnel should actively participate in pertinent national and international library associations, organizations, and networks by joining, going to conferences and giving back to working groups, committees and task forces.
- ii. **Collaboration Agreements:** Formal collaboration agreements or partnerships should be signed with libraries, institutions and organizations at the national and international levels to promote teamwork on projects, knowledge sharing, resource sharing and research collaborations.
- iii. **Platforms for Knowledge Exchange:** The Library should create and take part in online communities of practice, fora and platforms that allow library professionals at the national and international levels to share ideas, issues and best practices.
- iv. **Training and Professional Development:** The Library supports and promotes library staff members attendance of national and international conferences, workshops,

seminars and training programmes to develop their networks, professional skills and expertise.

- v. **Advocacy and Outreach:** NOUN Library takes part in national and international advocacy campaigns to promote the importance of libraries, increase public knowledge of their services and promote legislation in support of their objectives.
- vi. **Research Collaboration:** This is encouraged among library staff, academic institutions and other pertinent partners to carry out investigations, share findings and enhance the library profession.
- vii. **Improved Standards:** NOUN Library participates in the development, revision and dissemination of national and international library standards, policies and guidelines to make sure they reflect the needs and goals of the library community.

6.3 Roles and Responsibilities

- i. **Library Administration:** NOUN Library provides support, resources and direction to library employees so they can take part in local, national and international library activities. Allocate the resources, such as money and staff time that are required to promote cooperation and employee involvement.
- ii. **Library Staff:** Staff members at libraries should participate actively in regional, national and worldwide networks, conferences and cooperative projects. They participate actively in meetings, working groups and initiatives to develop the library profession while sharing knowledge and experiences.
- iii. **Professional Organizations:** NOUN Library works together with national library associations, professional groups and consortiums to make it easier for library personnel to get involved in local, national and international library activities. Create venues and chances for professional development, networking and knowledge exchange.

6.4 Compliance and Review

- i. **Adherence to Policies:** The NOUN Library's policies and procedures for professional conduct, ethics and confidentiality must be followed by all library staff members taking part in national and international library activities.
- ii. **Policy Review:** This policy will be periodically examined to ensure its applicability and effectiveness in assisting the NOUN Library's participation in national and worldwide library projects.

The NOUN Library is dedicated to actively taking part in national and international library projects that support teamwork, knowledge sharing, and innovation in the library industry. By putting this policy into practice, the NOUN Library hopes to promote the library profession and improve services for its customers and the larger library community.

7.0 Library Infrastructure

The NOUN Library is aware of how important infrastructure is in providing its clientele with high-quality library services. This policy describes the guiding concepts, goals, and tactics for creating, maintaining, and enhancing the NOUN Library system's infrastructure for libraries.

7.1 Policy Objectives

The objectives of the NOUN Library Policy on Library Infrastructure are as follows:

- i. **Accessibility:** This is to ensure that library infrastructure is created and maintained to allow fair access to all users, including those with disabilities, by adhering to the necessary accessibility standards and guidelines.
- ii. **Functional Design:** To create library spaces with areas for study, research, collaboration, information retrieval and technology access in order to accommodate the wide range of needs of library clientele.
- iii. **Technological Integration:** To adopt relevant and current technology into library infrastructure to improve information retrieval, access and clientele services while keeping up with developments in digital resources and interactive learning settings.
- iv. **Safety and Security:** To keep the environment in the library secure and safe by taking the proper precautions, such as installing surveillance systems, following emergency response procedures and following applicable safety regulations.
- v. **Space Optimization:** To make the best use of the available space in the library by using efficient planning techniques that consider the changing demands of clientele, the expansion of the collection, technology needs and the evolution of library services.
- vi. **Sustainability:** To encourage the use of eco-friendly materials, energy-efficient construction methods and other environmentally sound procedures in the construction and maintenance of library infrastructure.

7.2 Strategies and Implementation

- i. Needs Assessment: To conduct routine needs analyses to determine the infrastructural requirements while taking user input, technological improvements, service trends and changing library needs into account.
- ii. Collaboration in Planning: To ensure that library infrastructure projects are in line with clientele needs and industry best practices, involving relevant stakeholders such as library staff, clienteles, architects, and facility management professionals in the planning and design phases.
- iii. Design Standards: To establish design standards and guidelines that take into account elements including space allocation, accessibility, technology integration, environmental sustainability, safety and security measures for library infrastructure projects.
- iv. Integration of technology: To improve clientele experiences and support digital resources and services, library facilities should integrate technology infrastructure such as network connectivity, digital access points, interactive displays and self-service systems.
- v. Space Optimization: To consider user preferences and changing service requirements while developing flexible furniture arrangements, multifunctional spaces and creative storage solutions to continually assess and maximize the use of library space.
- vi. Upkeep and Maintenance: To create a methodical maintenance programme to assure the continued maintenance, repair and reconstruction of library infrastructure, considering concerns like structural integrity, equipment cares and aesthetic improvements.
- vii. Sustainability Practices: To include sustainable design ideas and practices in library infrastructure projects, such as eco-friendly building materials, water conservation techniques, energy-efficient lighting, and waste management plans.
- viii. Monitoring and Assessment: To continually review the efficacy and efficiency of library infrastructure activities, gathering user input and conducting performance evaluations to guide efforts at continual improvement.

7.3 Roles and Responsibilities

- i. Library Administration: To provide direction, assistance and resources for the creation, upkeep, and development of library infrastructure. To guarantee the

efficient execution of infrastructure projects, allocate suitable budgets and interact with pertinent stakeholders.

- ii. **Library Staff:** Staff members at the library should work with the facility management and library administration teams to plan and create the infrastructure for the libraries. To help decision-makers, offer feedback and insights based on user requirements and experiences.
- iii. **Architects and other Design Specialists:** To work collaboratively with library administration and staff to convert library requirements into practical and visually acceptable solutions, including best practices in library design and technological integration.
- iv. **Facility Management:** To manage the upkeep, repair and remodeling of the building's infrastructure while monitoring safety regulations, carrying out routine inspections and immediately resolving facility-related concerns.

7.4 Compliance and Review

- i. **Adherence to Policy:** All library personnel and stakeholders involved in library infrastructure projects must abide by all applicable policies, directives and standards relating to library design, safety, accessibility, and sustainability.
- ii. **Policy Review:** This policy will be examined on a regular basis to make sure it reflects modern best practices, new trends, technology improvements and the changing needs of the NOUN Library system.

The NOUN Library is committed to creating and keeping up a library infrastructure that enables the provision of top-notch library services. With the implementation of this policy, the NOUN Library hopes to offer a welcoming, useful and technologically advanced library environment that caters to the requirements of its varied user community and encourages constructive research and learning environment.

7.5 Security policy

The security of the library's resources, building and systems is as important as acquiring them. Without adequate security facilities put in place to safeguard the library's contents, building, premises and staff, valuables and services will certainly be in jeopardy. All serious security breaches shall be reported to the appropriate authorities for necessary action.

Library security policy covers among others, areas, and threats such as:

- i. Entrance

Both the entrance and exit of the library should be well secured using human, mechanical and electronic devices to ensure that only bona fide customers and authorized materials and resources are allowed in. Also, all materials going out of the library must be legitimately borrowed or authorized.

ii. Photocopying

There shall be photocopying services within the library to ensure that customers photocopy parts of documents (without infringing copyright laws) to ensure their security and preservation.

iii. Destruction

Destruction of Library resources may be due to fire, water (flood), insects, rodents, etc. The library shall be well equipped with functional fire extinguishers and maintain periodic checking of electric wire connections, fumigation and temperature regulation (through air-conditioners), especially in areas where sensitive materials are kept. It shall ensure that all water taps are closed, prohibit eating in the library, keep the surroundings clean, monitor and control roof/mechanism leakage, and install devices to prevent misuse and manhandling of Library systems and resources by both the customers and staff.

iv. Mutilation and theft

Most libraries lose a considerable number of resources through mutilation and outright theft. In addition to the installation of devices at the library's entry and exit, Library collection should be bar-coded, and surveillance cameras installed at strategic locations within the library to check all forms of Library abuses.

v. Assault

Assault, particularly against Library staff does occur. There shall be a code of conduct for both the library staff and customers. Violent behaviour from readers and staff shall be promptly reported to the University's security personnel who shall be permanently on stand-by in the library.

vi. Media equipment

These shall be housed in closed access under suitable temperatures and made available to only authorized customers.

vii. Insurance

The library building and other vital equipment/facilities and resources shall be insured.

8.0 Open Access

The NOUN Library is aware of the value of open access in fostering the exchange of knowledge and fostering international research collaboration. The concepts, goals, and tactics for promoting open access within the network of NOUN Libraries are described in this policy.

The objectives of the NOUN Library Policy on Open Access are as follows:

- i. **Promote Open Access:** Encourage NOUN researchers and academics to publish their scholarly works in open-access forms such as journal articles, to increase their visibility, usability and influence.
- ii. **Support Open Access Initiatives:** Work together with key stakeholders, including publishers, researchers, and academic associations, to promote and support open access programmes, policies, and infrastructure development.
- iii. **Sensitise the Public:** Educate NOUN researchers, faculty, and students about the advantages of open access, such as greater visibility, improved citation impact, and more extensive distribution of research findings.
- iv. **Compliance with Funding Regulations:** Assist NOUN researchers in adhering to funding agency requirements for open access publication mandates, making sure that research outputs supported by external grants fulfil the relevant open access criteria.
- v. **Repository Development:** Create and uphold an institutional repository to give NOUN scholars a place to deposit and disseminate their academic products in open access formats, subject to copyright and licensing considerations.
- vi. **Partnering & Collaboration:** Work together with organizations, consortia, and national and international open access initiatives to promote knowledge, best practices, and resource sharing in the field of open access.

8.1 Strategies and Implementation

- i. **Awareness and Education:** Organize workshops, training sessions, and awareness campaigns to inform researchers, academic staff members, and students about the tenets and advantages of open-access publication as well as how to adhere to open-access regulations.
- ii. **Repository Development and Management:** Establish and manage an institutional repository that offers NOUN researchers a place to deposit and share their scholarly

results in open-access formats. Put policies and procedures in place to make sure that metadata, licensing, and copyright standards are being followed.

- iii. **Support for Compliance:** Provide NOUN researchers with advice and assistance in observing the open access standards imposed by funding organizations, including assistance with manuscript deposits, embargo periods, and licensing concerns.
- iv. **Open Access Advocacy:** Take part in advocacy campaigns to advance open access both within and outside the NOUN community, emphasizing the advantages of open access publication and promoting laws that uphold open access principles.
- v. **Partnering & Collaboration:** Work together to advance open access projects by collaborating with local, regional, national, and international open access initiatives, groups, and consortia.
- vi. **Monitoring and Evaluation** Encourage feedback from researchers and stakeholders to guide efforts toward ongoing development. Regularly monitor and assess the success and impact of open-access projects within the NOUN Library system.

8.2 Roles and Responsibilities

- i. **Library administration:** Assist with the development and execution of open access programmes within the NOUN Library system by providing leadership, resources, and support. To guarantee the accomplishment of open-access projects, allocate suitable budgets, and interact with pertinent stakeholders.
- ii. **Library Staff:** Repository at libraries should work with researchers and library management to promote open access, offer advice on publishing in this format, oversee the institutional repository, and encourage adherence to open access regulations.
- iii. **Faculty and researchers:** Adopt open access principles, abide by funding agency open access criteria, and contribute to the institutional repository by posting their scholarly results in open access forms whenever it is practical.
- iv. **Funding Organizations:** Work together with funding organizations to make sure that all standards for open access are met and assist researchers in doing so.

8.3 Compliance and Review

- i. **Compliance with Policies:** All library personnel, researchers, and other parties engaging in open-access efforts are required to abide by all applicable policies, rules and legal obligations relating to copyright, licensing, and open-access publishing.

- ii. **Policy Review:** This policy will be periodically examined to ensure that it is in line with developing open access trends, best practices, funding agency regulations and the changing needs of the NOUN Library system.

The NOUN Library is dedicated to advancing open access to hasten the diffusion of knowledge and encourage academic cooperation. The NOUN Library hopes to improve global research and scholarship by putting this concept into practice, as well as to promote the open access movement and make scholarly outputs more widely accessible.

9.0 Policy Implementation and Review

To guarantee that library services are in line with the changing demands of the NOUN community, the NOUN Library understands the significance of good policy implementation and regular policy review. This policy describes the guiding ideas, goals, and tactics for putting into practice and revising library regulations at the NOUN Library system.

The objectives of the NOUN Library Policy on Policy Implementation and Review are as follows:

- i. **Effective Policy Implementation:** To ensure that library policies are applied consistently and successfully throughout the NOUN Library network, upholding the rights of all library users to fairness, openness and information.
- ii. **Compliance and Enforcement:** To create processes and tools to track adherence to library policies, deal with policy infractions and impose appropriate sanctions when called for.
- iii. **Continuous Improvement:** To review and analyse library policies on a regular basis to determine their applicability, effectiveness, and compatibility with the NOUN Library system's mission, goals and values.
- v. **Engagement of Stakeholders:** Encourage a diverse and inclusive approach to policy implementation and evaluation by seeking out the opinions and suggestions of library personnel, researchers, faculty, students and other stakeholders.
- vi. **Documentation and Communication:** Ensure that all library policies are properly written, available to the public, and efficiently distributed to all users of the facility via the appropriate channels, such as the library's website, intranet and physical signage.

9.1 Strategies and Implementation

- i. **Procedures for Implementing Library Rules:** Create clear procedures and guidelines, including roles and duties, communication plans and training programmes to make that staff employees are knowledgeable about and capable of enforcing the policies.
- ii. **Compliance Inspection:** To identify areas for improvement and resolve any instances of non-compliance, establish systems to monitor compliance with library policies, such as recurring audits, user surveys and feedback mechanisms.
- iii. **Enforcement Measures:** In line with the seriousness and frequency of the violation, specify a range of enforcement procedures to address policy violations, such as warnings, suspensions and other suitable disciplinary actions.
- iv. **Plan for Policy Review:** Establish a routine policy review schedule that takes into consideration the changing needs of the NOUN community, modifications to laws and regulations, developments in technology, and best practices for library services.
- v. **Stakeholder Engagement:** Encourage participation from all stakeholders during the implementation and review of the policy, including library personnel, researchers, academics, students, and others. Surveys, focus groups, committee meetings, or other appropriate ways to get opinions can be used for this.
- vii. **Communication and Documentation:** Use standardized templates and formats to ensure that library policies are communicated and documented clearly and understandably. Use a variety of channels to distribute policy updates, revisions, and new policies, such as the library's website, intranet, staff meetings, and signage around the building.

9.2 Roles and Responsibilities

- i. **Administration of the library:** Take the initiative and make resources available to aid in the efficient application and evaluation of policies. Ensure that policies are followed uniformly throughout the NOUN Library system by allocating suitable budgets, designating accountable employees, and monitoring the performance of those staff members.
- ii. **Library Staff:** Staff members at the library should become familiar with the policies, take an active role in putting them into practice, and notify the proper

authorities of any infractions or potential for improvement. Help users understand and abide by library policies while assisting with their enforcement.

- iii. Researchers, faculty members, and students: Comply with library policies and actively participate in the policy review procedure by offering comments, recommendations, and proposals for enhancement. Make sure they are aware of the rules that apply to how they utilize the resources and services provided by the library.

9.3 Compliance and Review

- i. Compliance with Policies: All users, researchers, faculty, and library staff must abide by the policies of the library that are pertinent to their positions and duties. Failure to comply could lead to the relevant sanctions listed in the enforcement measures.
- ii. Policy Review: In accordance with a defined timetable, the NOUN Library will review its policies on a regular basis. As part of the policy review process, stakeholders will be consulted, the efficacy of the policy will be evaluated, and changes to laws and regulations will be considered.

To ensure the delivery of high-quality library services and materials to the NOUN community, the NOUN Library is committed to effective policy implementation and regular policy revision. The NOUN Library hopes to advance uniformity, openness, and ongoing development in the application and evaluation by enacting this policy. This policy may be reviewed after every five (5) years to ensure the library and its services reflect all the spheres of changes in both the university and the outside world.

10.0 Sanctions for Violating this Policy

10.1 Students

- i. Verbal Warning: A verbal warning will be issued for minor violations as an initial response to non-compliance.
- ii. Written Warning: A written warning will be given for more serious violations and serves as an official notice.
- iii. Probation: Placing a student on probation means that they are under close monitoring, and further violations will result to more severe sanctions.
- iv. Suspension: Temporary removal from the institution or library access for a specified period.

- v. Expulsion from the library: Student will be permanently stopped from using the NOUN library

10.2 Staff

- i. Verbal Warning: A verbal warning will be issued as an initial response to minor non-compliance.
- ii. Written Warning: A written warning serves as an official notice for more serious violations.
- iii. Suspension: Temporary suspension from work or access to certain resources.
- iv. Termination: Employment will be terminated for repeated or severe non-compliance.
- v. Legal Action: If non-compliance involves criminal activities, the matter will be referred to law enforcement.

10.3 Potential Criminal Penalties

- i. Fines: Individuals may face fines based on the severity of the non-compliance.
- ii. Imprisonment: Serious criminal activities may lead to imprisonment.
- iii. Replacement: Individuals will be obligated to replace any book or equipment damaged during their visit to the library.

11.0 Policy Alignment

The library policy aligns with the overall vision, mission, and core values of the National Open University of Nigeria. It supports the university's commitment to improved access to education, providing quality education and research opportunities through the provision of comprehensive.

12.0 Team of Developers

1. Dr. Angela Ebele Okpala – Developer/Reviewer
2. Prof. Bamidele Ogunleye – Reviewer
3. Dr. Ume Eucheria – Reviewer
4. Dr. Adetola Akanbiemu – Reviewer

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