



## National Open University of Nigeria

SOP Title	University Library
SOP No:	NQSA/SOP/TEL/011
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	
Date of Approval:	University Library
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

### Purpose

To Establish Standardised Procedures and Efficient Functioning of NOUN Library

### Activities

1. Office of University Librarian
2. Readers Service Section (RSS)
3. Circulation Service Unit
4. Reference Unit
5. Acquisition Section
6. Serial Section

- 7. Technical Section
- 8. Printing Hub
- 9. Technology Support
- 10. Administrative

**Activities and Actions**

<b>S/N</b>	<b>Activity (Assigned Task)</b>	<b>Steps (Task Description)</b>	<b>Maximum days to complete each step</b>	<b>Action by (Name and ID number)</b>	<b>Evidence of completed Activity (Task)</b>
1	<b>Office of University Librarian</b>	1. In charge of management and administrative running of all NOUN libraries	90days		Official Memos
		2. Responsible to the Vice Chancellor on day to day running of the library	90days		Copies of official reports
		3. Training sessions to educate users on how to effectively use the library's resources, including databases, digital	90days		Link to user education videos via: <a href="https://library.nou.edu.ng">https://library.nou.edu.ng</a>

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		collections, and catalogue systems			
		4. Offering workshops or one-on-one sessions on how to use research tools, citation management software, and specialized databases, as well as promoting information literacy skills	90days		Link to Video on APA 7 <sup>th</sup> edition referencing via: <a href="https://youtu.be/6oHJoJX0dBg">https://youtu.be/6oHJoJX0dBg</a>
		5. Manage the acquisition budget, determining how much can be spent on various types of resources (books, periodicals, electronic databases). They ensure that funds are allocated	90days		Budget showing acquisition of books in the library.

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		effectively to meet the library's collection development goals. Assess and choose books, journals, databases, or other media based on the library's collection development policy and the needs of the community they serve			
		6. Place orders with vendors, publishers, or aggregators. They ensure that the orders comply with institutional procurement policies and negotiate the best prices, especially	90days		List of books sent to the faculties and VC's office

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		for large orders			
		7. Manage the library's acquisition budget, ensuring that expenditure for books, periodicals, and other resources is kept within the library's financial limits	90days		List of request and purchase of books sent to VC's office
		8. Attending to all memos	90days		Actions on memos
		9. Attending Senate meetings	90days		Minutes of senate meetings
		10. Attending at all Board meeting	90days		Minute of meeting
2	<b>Readers Service Section (RSS)</b>	1. Welcome and introduce yourself to the patron	90days		The attendance register.
		2. Helping users locate information by answering queries, providing guidance on using	90days		1. Documented user interaction logs, 2. Feedback forms, 3. Help desk registers, and 4. Visual Records showing

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		the catalogue, and offering recommendations on materials such as books, journals, and digital resources			assistance provided to users in locating information, using the catalogue system, and receiving recommendations on books, journals, and digital resources.
		3. Offer personalized reading suggestions based on patrons' interests, helping readers discover new genres, authors, and resources that suit their preference	90days		1. Records of personalized reading suggestions, 2. User feedback, 3. Recommendation logs, correspondence, and 4. Register entries showing guidance based on patrons' interests
		4. Coordinating borrowing and return of library materials, managing user accounts, and resolve issues related to overdue or reserved materials	90days		1. Borrowing and return logs, 2. User account records, 2. Overdue notices, 3. Reserved material records, and 4. Correspondence showing actions taken to resolve issues related to overdue or reserved library materials
		5. Record	90days		Documentation of recorded

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		recommendations for future reference			recommendations, including logs, reports, and suggestion forms, maintained for future reference and follow-up
3	<b>Circulation Service Unit</b>	1. Manage the process of checking out and returning books, periodicals, and other library materials for users. Ensuring that items are correctly recorded, and the borrowing records are updated.	90days		1. Checkout and return transaction logs, 2. User borrowing records, 3. System-generated receipts, and 4. Daily register entries documenting the accurate recording of borrowed items and updates to user records
		2. Register for library memberships, maintain user accounts, and update patron information like contact details or fines	90days		1. Library membership registration forms, 2. User account records, 3. Updated contact details, and 4. System logs documenting changes to patron information.
		3. Attends to users at the virtual library and	90days		1. Logs of virtual library interactions, 2. User support tickets,

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		maintains the systems.			3. System maintenance records, and 4. Communication reports documenting assistance provided to users and upkeep of virtual library systems
		4. Notifying patrons of overdue items.	90days		1. Overdue notification records, 2. email or SMS logs, and 3. Copies of reminder notices sent to patrons regarding overdue items.
		5. Ensure that consulted resources are properly reshelved or prepared for circulation again, maintaining an organized and accessible collection	90days		1. Reshelving logs, 2. Inventory checklists, 3. System updates for returned items, and 4. Staff reports documenting the organization and preparation of resources for circulation.
4	<b>Reference Unit</b>	This Unit houses material intended for consultation only and not for circulation (lending out). The Unit's stock both physical and electronic	90days		Record of patron inquiries, including in-person logs, phone call logs, email correspondence, and online chat transcripts, detailing responses to both general



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		<p>resources. Services rendered by the unit are:</p> <ol style="list-style-type: none"> <li>1. Responding to patrons' questions, whether in person, via phone, email, or online platforms. These inquiries range from basic factual questions to more complex research requests</li> </ol>			<p>and research-related questions.</p>
		<ol style="list-style-type: none"> <li>2. Assisting patrons in navigating the library's catalogs, databases, and other resources, teaching them how to locate books, journal articles, e-books, and other materials</li> </ol>	90days		<p>Link to Library orientation videos via:  <a href="https://library.nou.edu.ng">https://library.nou.edu.ng</a></p>
		<ol style="list-style-type: none"> <li>3. Providing in-depth support for</li> </ol>	90days		<ol style="list-style-type: none"> <li>1. The list of acquisition of library resources.</li> </ol>

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		patrons conducting academic or professional research. This may include helping to refine search strategies, recommending databases, or suggesting specific sources.			2. The list of physical books and e-resources sent to the faculties.
		4. Identifying gaps in the reference collection and recommending new acquisitions, such as reference books, digital resources, or databases, to enhance the library's offerings	90days		1. Collection assessment reports, 2. Gap analysis documents, recommendations for new acquisitions, 3. Vendor quotations, and communication records 4. Proposing new reference materials, including books, digital resources, and databases.
5	<b>Acquisition Section</b>	1. Identify and select materials that align with the needs of the	90days		The list of books submitted by faculties

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		institution's academic programs. This involves reviewing faculty recommendations, student requests, course syllabus, and publishers' catalogues			
		2. Receive the library resources ordered, verify that the order is complete, and inspect for any damage or errors. They check against invoices to confirm that the correct items have been delivered	90days		Waybills of received books.
		3. Forward the acquired materials to technical section for further processing of the library's collection.	90days		1. Materials forwarding logs, 2. Cataloging request forms, 3. Metadata integration records, 4. Memo/Letter of communication

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		This involves cataloging the items in the library's system (integrating metadata, classification numbers, etc.) and preparing them for circulation.			between departments, and 5. System updates showing the processing of acquired items in the library's cataloging system.
6	<b>Serial Section</b>	1. Serials Receipt and Checking	90days		1. Delivery logs 2. Receipt forms 3. Inspection reports 4. Communication records with suppliers.
2. Serials Cataloguing and Classification		90days		Library integrated software KOHA	
3. Serials Processing and Labeling		90days		1. Processing logs, 2. Labeling records, 3. Cataloging completion forms, and 4. Preliminary pages of system updates of serials.	
4. Shelving and Maintenance		90days		1, Shelving logs 2. Maintenance records	

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					3. Shelf arrangement documents 4. Inspection reports on shelf organization
		5. Weeding and Withdrawal	90days		1. Weeding reports 2. Withdrawal forms 3. Inventory reports 4. Communication regarding discarded materials
		6. Serials Database Management			1. Database update logs 2. System backup records 3. Catalog management reports 4. User access logs for serials database and Check library OPAC
7	<b>Technical Section</b>	1. Receipt of new materials	90days		The list of library resources acquired
		2. Check items against purchase orders and ensure proper documentation of the acquisition	90days		The Library OPAC
		3. Stamp, barcode, and affix call numbers and	90days		The Library integrated management software (KOHA)

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		spine labels to all new materials before they are transferred to the circulation or reference sections			Visit the technical room
		4. Ensure that all new library materials are catalogued using standardized classification systems such as the Library of Congress Classification (LCC)	90days		1. Cataloging records, 2. Classification logs, 3. Metadata integration documents, 4. System entries showing the use of standardized classification systems such as the Library of Congress Classification (LCC), and 5. Cataloging guidelines Check the spine label of the library resource
		5. Verify bibliographic data, subject headings, and call numbers for accuracy before final entry into the library management system (LMS)	90days		Check KOHA
		<b>Cataloguing</b>	90days		1. Bibliographic records in the

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		1. Creating a detailed bibliographic record of the material. Key elements include: <ul style="list-style-type: none"> <li>• Title and Statement of Responsibility: The title of the work and the author(s)</li> </ul>			library system, 2. Cataloging forms, metadata entry logs, and 3. System-generated catalog entries showing the inclusion of key elements such as title and statement of responsibility (author(s)) Check KOHA
		<ul style="list-style-type: none"> <li>• Edition: The edition of the item, if applicable</li> </ul>	90days		1. Cataloging records, 2. System-generated entries, 3. Metadata logs, and 4. Cataloging forms that document the edition details of library materials
		<ul style="list-style-type: none"> <li>• Publication Information: Information about the publisher, place of publication, and date</li> </ul>	90days		1. Bibliographic records, 2. Cataloging forms, 3. Metadata entry logs, and 4. System-generated catalog entries that include publisher details, place of publication, and publication date.
		<ul style="list-style-type: none"> <li>• Physical Description: Information on</li> </ul>	90days		1. Cataloging records, 2. Metadata entry logs, and 3. System-generated catalog entries that document the

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		format, size, number of pages, etc			format, size, and page count of library materials
		<ul style="list-style-type: none"> <li>ISBN/ISSN: The International Standard Book Number or Serial Number, if available.</li> </ul>	90days		<ol style="list-style-type: none"> <li>Cataloging records,</li> <li>Metadata entry logs, and</li> <li>System-generated catalog entries that include the ISBN (for books) or ISSN (for serials) Check the physical book</li> </ol>
		<ol style="list-style-type: none"> <li>Assigning subject headings to describe the content or topics of the item. The library typically uses controlled vocabularies such as the Library of Congress Subject Headings (LCSH). Such as: A for general work, K for law and S for agriculture</li> </ol>	90days		<ol style="list-style-type: none"> <li>Cataloging records,</li> <li>Subject heading assignment logs,</li> <li>Metadata entry forms, and</li> <li>System-generated catalog entries documenting the use of controlled vocabularies like Library of Congress Subject Headings (LCSH), Check Library of Congress Subject Headings</li> </ol>
		<ol style="list-style-type: none"> <li>Labelling the physical materials (books, DVDs, etc.) with call numbers,</li> </ol>	90days		<ol style="list-style-type: none"> <li>Labeling records, and</li> <li>Inventory logs document,</li> <li>The application of call numbers, barcodes, RFID tags, and protective covers to</li> </ol>



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		barcodes, RFID tags, and protective covers, if necessary			physical materials such as books and DVDs Check spine of the books
		4. Inputting bibliographic information into the KOHA software used by the library system	90days		Check KOHA
		5. Ensuring the catalogued information is reflected in the Online Public Access Catalogue (OPAC) for users to access and search	90days		Link to Public Online Public Access Catalogue (OPAC)
		<b>Classification</b> 1. Start by analysing the title, table of contents, introduction, and summary of the	90days		Check preliminary pages of the book

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		material in order to understand the subject matter.			
		2. Choose an Appropriate Classification Scheme (Library of Congress)	90days		Library of Congress Classification Scheme
		3. Assign a Classification Number using Classification Scheme	90days		1. Cataloging records, 2. Classification assignment logs, 3. Metadata entry forms, and system-generated catalog entries showing the use of a classification scheme to assign a classification number to library materials Check the spine label
		4. Assign Cutter Numbers using Cutter- Table	90days		1. Cataloging records, 2. Cutter number assignment logs, 3. Metadata entry forms, and 4. System-generated catalog entries documenting the use of the Cutter Table to assign Cutter numbers to library

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					materials Check the spine label
		5. Label the Material	90days		1. Labeling records, 2. Item labeling logs, photos of labeled materials, and 3. System entries confirming the proper labeling of library materials with identification codes and classification numbers Check the spine label
		6. Entering the classification details into the library's KOHA software	Daily		Check the KOHA platform
8	<b>Printing Hub</b>	1. Providing Printing Services	90days		Check the Printing hub logbook for evidence
		2. Assisting with Document Preparation	90days		1. Document preparation logs, 2. Task assignment 3. Records, photographs of

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					the preparation process, and 4. Communication records showing assistance provided in preparing documents for filing or distribution Ask library patrons
		3. Supporting Library Events and Programs	90days		The printing hub logbook
9	<b>Technology Support</b>	1. Maintaining Library Technology Infrastructure	90days		Check the technical unit logbook for evidence on the following: Ensure that all technological resources in the library, including computers, printers, scanners, and other electronic equipment, are fully operational and up to date
		2. Providing Technical Assistance to Users	90days		Check virtual library. Help library patrons with technology-related issues, such as using library computers, accessing digital resources, troubleshooting

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					connectivity problems
		3. Managing Library Software Systems	90days		Check repository and KOHA. Install, configure, and maintain library software, integrated library systems (ILS), electronic databases, and digital repositories
		4. Maintaining the Library Website and Digital Platforms	90days		Link to library website. Support library's online presence by managing the library website, and digital platforms
10	<b>Administrative</b>	<b>Head of Administration</b> 1. Secretary to all meetings in the library	90days		Written Minutes of all meetings
		2. Writing minutes of meetings	90days		Written memos
		3. Writing reports	90days		Written reports
		4. Writing letters and memos	90days		Written memos

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		5. Supervising all registry staff in the library	90days		Written queries
		6. Assisting the University Librarian in the day-to-day administration of the library	90days		List of Activities carried out
		<b>Secretariat</b> 1. Typing of documents	90days		Typed document records
		2. Drafting of Memo	90days		Drafted memos
		3. Attending to visitors	90days		List of Visitors file
		4. Keeping the University Librarian Itinerary	90days		Incoming notices of meetings
		5. Circulation of notice of meeting	90days		Memo received
		6. Supervision of Clerical officers	90days		1. Supervision logs, 2. Task assignment records, 3. Meeting minutes, and 4. Communication records 5. Documenting the oversight and guidance provided to clerical officers

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		<b>Administrative Officer</b> 1. Drafting Memos	90days		Memo
		2. Drafting office event or exercise report	90days		List of events and memo
		3. Assisting the head of admin in taking and developing Meeting Minutes	90days		Developing of minutes of meetings
		4. Overseeing document records	90days		1. List of filing system records, 2. Inspection reports,
		5. Assisting the head of admin prepare Meeting Agenda	90days		Meeting agenda
		<b>Clerical</b> 1. Photocopying	90days		Check acknowledgement copy
		2. Receipt of memos	90days		List of incoming mails/memos
		3. Dispatching of memos	90days		List of outgoing mails/memos
		4. Keeping of files records	90days		List of Files

## Team of Developers

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