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¹ S25: 2010-11-18 Item 9.2 (Whole)

² S33:2013-08-13 Item 9.2

³ Edited, re-numbered and Glossary and Roles added

⁴ S53: 2020-03-26 (Full review)

⁵ S55: 2020-12-02 Terms of this policy e.g., Library. Librarian, etc. amended by Item 8.2.7 of Senate 55 following approval of IIE027 version 3.

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| POLICY ANNEXURES | Annexure A: Information Centre Protocol Annexure B: Information Centre Staff Code of Conduct |
| RELATED PROCEDURES | None |

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GLOSSARY AND ROLES

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| Brand Operations Manager | A brand staff member responsible for operational matters at the Brand. |
| CAT | Central Academic Team of The Independent Institute of Education (The IIE) responsible for several of the regulatory, quality, compliance and policy matters for The IIE. |
| DALRO | The Dramatic, Artistic and Literary Rights Organisation. |
| Dissertations and Theses | Postgraduate manuscripts of completed research. |
| DVDs | Digital Video Disks. |
| The IIE Head: Library and Information Services | The IIE CAT Head of Library and Information Services responsible for information services to Brands and CAT. |
| EBook | Electronic version of print book. |
| EBSCO Subscription Service | EbscoHOST is an online research database, accessible via the information centre ⁶ website and annually renewable. |
| EbscoHOST EBook Collection | An online collection of full-text academic e-textbooks. |
| Head of Programme (HoP) | An academic – normally, but not always, located within the CAT – responsible for academic leadership for one or more programmes within a faculty. |
| IIESpace | The name of the open-access institutional research repository. |
| IR | Institutional Repository. |
| Jutastat | An online subscription to law resources such as statutes and case law. |
| LIASA | Library and Information Association of South Africa. |
| LibMS | Library Management System. |
| Information Centres Manager⁷ | The Information Centres Manager is responsible for the management of the campus information centres of a brand. |
| Prescribed textbooks | The set of textbooks that is essential for students to use in each programme. |
| Professionally qualified Information Specialist⁸ | As per the stipulation of LIASA, a professional information specialist (librarian) holds a B. Degree in Library and Information Science or equivalent. |
| Recommended textbooks | Materials which are required reading and materials for coursework and assignments. |

⁶ S55: 2020-12-02 item 8.2.7 (previously library)

⁷ S55: 2020-12-02 item 8.2.7 (previously National Librarian)

⁸ S55: 2020-12-02 item 8.2.7 (previously librarian)

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| Teaching and Learning Committee | A sub-committee of Senate that considers matters related to The IIE's teaching and learning strategy, assessment and examinations, student support and admissions as well as libraries and information services. |
| The IIE | The Independent Institute of Education. |

1 INTRODUCTION

- (1) Information Centre facilities are indispensable features of the education landscape. These facilities are the basis for student development and support and hence for information literacy. Information literacy is a key driver for effective teaching and learning and is vital for student success.
- (2) This policy provides the context for information centre management at The Independent Institute of Education (The IIE).

2 GOVERNANCE

- (1) Information Centre and information service matters are dealt with by the Teaching and Learning Committee, which reports to the Senate⁹ to ensure the maintenance of a holistic teaching and learning strategy that is appropriately resourced and supported.

3 INFORMATION SOURCES COLLECTION DEVELOPMENT

3.1 Background

- (1) The Information Centre aims to develop and improve resources and services in support of the instructional, research and programme needs of students and lecturers. No information centre can house all the resources that will be needed.¹⁰ A key strategy within the Information Centre is to facilitate access to sources not held in the Information Centre, by making use of selected electronic database subscriptions and open-access databases, as well as other sources such as inter- information centre loans. The objective is to promote the information literacy of users so that they can access all needed resources.

3.2 Purpose

- (1) The purpose of the policy is:
 - a) to ensure a coordinated and general framework for a cooperative collection development process;
 - b) to support the teaching, learning, and research functions by acquiring and maintaining a quality, relevant, and well-balanced collection of resources in a variety of formats for a diverse community of learning; and

⁹ S33: 2013-08-13 Item 9.2

¹⁰ S41: 2016-05-19 Item 7.2.2

- c) to ensure sufficient access to networked information.¹¹

3.3 Scope

- (1) The policy covers the following collections:
- a) Reference collection – prescribed and recommended books, as well as reference material such as dictionaries, ¹²academic encyclopaedia, and atlases.
 - b) Main collection – additional reading material.
 - c) Periodicals collection – journals, magazines, and newspapers.
 - d) Electronic information databases – online journals, videos, and eBooks.
 - e) Student research output in the form of dissertations or theses¹³.

3.4 General Collection Principles

- (1) Relevance and cost-effectiveness are key guiding principles for the development of collections:
- a) Relevance is determined by the direct relation between the materials and the teaching programmes.
 - b) Materials should provide for prescribed and additional/extension reading.
 - c) Relevance includes the range of formats, authority of the author and publisher, accessibility and appropriateness for the target student group, etc.
 - d) Cost-effectiveness is assessed through consideration of the life span of material and price.
 - e) Availability on electronic databases to which The IIE subscribes.¹⁴
- (2) Range of information sources: Students need to be able to access print and online information sources so that they develop familiarity with both. Collection development will seek to achieve balance in this regard and select resources in the most appropriate form for the content covered and the learning that needs to be addressed.
- (3) Additional materials that promote reading and general intellectual development may be added to collections, but not at the expense of key academic sources.
- (4) Multiple copies: The ratios as outlined in the policy need to be followed to ensure student access to key texts.

¹¹ S33: 2013-08-13 Item 9.2

¹² S41: 2016-05-19 Item 7.2.2

¹³ S33: 2013-08-13 Item 9.2

¹⁴ S33: 2013-08-13 Item 9.2

- (5) Procurement: Prescribed and recommended texts must be available by the start of the teaching semester.
- (6) New qualifications: The prescribed and recommended books for a new qualification or an additional qualification on a campus must be secured before teaching starts on that campus – this can be done ¹⁵semester by semester¹⁶.

3.4.1 Prescribed Books ¹⁷

- (1) This is the set of textbooks that is essential for students to use in each programme. Students are expected to have their own copy of any prescribed book. The Information Centre needs to keep a copy, or copies of each prescribed book in the reserve or short-loan section of the Information Centre for reference purposes. Students are only allowed to use these in the study areas or on overnight loan as per arrangement with the Information Specialist.¹⁸
 - a) One copy for every 50 students in the module¹⁹ (1:50) must be purchased for campuses where bulk purchases are done by the institution on behalf of students, to a maximum of three copies.
 - b) One copy for every 15 students in the programme (1:15) must be purchased for campuses where students have to source their own books, to a maximum of seven copies.
 - c) In instances where unlimited user access to eBooks is available from the Information Centre website, the ratio for a prescribed book could be adjusted to 1:75, with a minimum of two printed copies.
 - d) Information Centres may avail eBooks as part of the Information Centre Service and subscription databases. These books may have user access restrictions.²⁰

3.4.2 Recommended Books

- (1) Recommended texts consist of materials that are **required reading** ²¹and materials for coursework and assignments. These are used to supplement the prescribed book in broadening the student's knowledge of a particular subject area. A copy or copies of these must be kept in the reserve or short-loan section of the Information Centre. These are also used in the Information Centre only, although they can be loaned out overnight when the need arises.

¹⁵ S41: 2016-05-19 Item 7.2.2

¹⁶ S33: 2013-08-13 Item 9.2

¹⁷ S13: 2007-11-23 Item 5.2

¹⁸ S53: 2020-03-26 Item 8.2.1

¹⁹ S53: 2020-03-26 Item 8.2.1

²⁰ S53: 2020-03-26 Item 8.2.1

²¹ S41: 2016-05-19 Item 7.2.2

- (2) One copy for every 25 students (1:25) per module²² must be bought, to a maximum of three copies.

3.4.3 Lecturer Copies

- (1) Lecturer copies are not included or catered for in the ratios and are for additional acquisitions as per campus need.

3.5 Donations

- (1) Donations will be accepted if they support the current teaching and research needs of the Institute and will thus be assessed against collection development criteria and needs.
- (2) Donations must be *bona fide* with no conditions, reservations or special requests from the donor, supplier or organisation.²³

3.6 Procurement Services²⁴

- (1) The aim of the Information Centre is to ensure students and staff have access to material when they need it. The following procedures must be followed to ensure appropriate collection development:
- a) The IIE Head: Library and Information Services organises faculty exhibitions before mid-April each year.
 - b) The Head of Programme (HoP) responsible for each module is required to present prescribed and recommended readings to the relevant Faculty Board by the end of August of the preceding academic year, in the prescribed format.
 - c) The IIE Head: Library and Information Services ensures that the prices of prescribed and recommended books accompany the lists to the relevant Faculty Board meetings.
 - d) Once the lists have been approved by the Faculty Boards, it is the responsibility of the Information Centres Manager within each brand, working with the ²⁵Brand Operations Manager, to begin the procurement of information centre copies and student textbook copies as per the usual brand processes.
 - e) It is the responsibility of the Information Centres Manager to ensure that all information centres have the required prescribed and recommended books before teaching starts in a subsequent year, and to ensure that additional copies are procured if enrolments so require.

²² S53: 2020-03-26 Item 8.2.1

²³ S53: 2020-03-26 Item 8.2.1

²⁴ S33: 2013-08-13 Item 9.2

²⁵ S41: 2016-05-19 Item 7.2.2

- f) It is the responsibility of the Information Centres Manager, working with The IIE Head: Library and Information Services, to ensure that all books are catalogued as soon as they are procured.
- g) When a new programme is added to the campus, it is the responsibility of the Brand Operations Manager, Information Centres Manager, and Information Specialist to ensure that the campus information centre procures all prescribed and recommended texts for that programme before teaching starts.
- h) On receipt of ordered books, payments need to be made to the supplier by campuses. Monthly reports on orders received and payments made must be submitted to the Information Centres Manager.
- i) Within ²⁶48 working hours of receipt of books, Information Specialists must update catalogue records to reflect their holdings.

3.7 Print Journal and Magazine Acquisitions ^{27 28}

- (1) Journals and magazines provide students and staff with current research findings and information in learning areas. Wherever feasible, the journals purchased must adhere to the following principles:
 - a) Recognition and accreditation by the Department of Higher Education and Training.
 - b) Relevance to the SA context and teaching programme.
 - c) Cost-effectiveness.
 - d) Demonstrated usefulness to students and staff.
- (2) Journal subscriptions need to be reassessed every three years to check that the above principles still apply. This is the responsibility of the relevant Head of Programme working with The IIE Head: Library and Information Services. A list should serve at the Faculty Board meetings annually.²⁹
- (3) EBSCO Subscription Services is the current subscribing agency. Original invoices and renewal notices must be submitted to The IIE Head: Library and Information Services for record-keeping. Each brand handles its own print journal subscription payment. A campus that offers a programme must subscribe to the required journals for that programme.

²⁶ S41: 2016-05-19 Item 7.2.2

²⁷ S33: 2013-08-13 Item 9.2 Section 3.7 "Acquisition of Multi-media resources - deleted

²⁸ S53: 2020-03-26 Item 8.2.1

²⁹ S53: 2020-03-26 Item 8.2.1

3.8 Electronic Information and Journal Databases (Online)³⁰

- (1) Electronic databases often provide a cheaper source of much of the information generally available in paper copy journals. If this is the case, the electronic version is generally preferred. Two formats should not be purchased. When databases are evaluated, the following principles need to be considered:
 - a) Search functions;
 - b) User-friendliness;
 - c) Content (are full items or only abstracts available, and relevance of the material to the teaching programmes);
 - d) Display and print functions;
 - e) Hardware and software requirements; and
 - f) Price (including annual subscription).
- (2) Group IT must be consulted with respect to the IT infrastructure demands of a particular resource before a decision is taken to acquire electronic formats of information.
- (3) The current online journal databases that are on all campuses are provided by EbscoHOST, while those campuses offering tuition support for law degrees also subscribe to Jutastat. Electronic books are currently provided through subscription to ³¹EbscoHOST eBook collection and open-access free eBook databases.

3.9 Newspapers

- (1) All campuses should subscribe to at least a local newspaper, and additional papers should only be ordered if they can be shown to represent a range of social, cultural, intellectual and political viewpoints, and also if they provide instruction and research support.
- (2) Records should be maintained of delivery and subscription renewal dates.
- (3) Newspapers should be weeded at least every three months.

³⁰ S53: 2020-03-26 Item 8.2.1

³¹ S41: 2016-05-19 Item 7.2.2

4 STUDENT RESEARCH PROJECTS, DISSERTATIONS AND THESES^{32 33}

- (1) A copy of each dissertation or thesis produced on the campus must be retained for the Information Centre of that campus. It needs to be catalogued so that it is accessible for students on other campuses. ³⁴Electronic copies of all postgraduate research projects with a mark of 65% and higher must also be submitted to The IIE Head: Library and Information Services in PDF and Word format for inclusion into IIESpace, the Institutional Repository (IR). Electronic copies of all completed dissertations must be sent for submission to IIESPACE. Brands must ensure that there are no plagiarism, copyright or trademark infringements before submitting these The IIE Head: Library and Information Services for uploading onto the IR.

5 VENDORS

- (1) The IIE may have preferential arrangements with different service providers depending on the needs of the respective brands. If the best price cannot be achieved through these agreements, other vendors can be used but the following criteria should apply when selecting vendors for any of the resources covered in this policy:
- a) Vendors expect prompt payment and should be paid within 30 days after receiving complete, correct, monthly statements.
 - b) Possible price fluctuations as a result of exchange rate shifts must be agreed upon up front.
 - c) Prospective vendors have to be approved within the brand before an account is opened with them.
 - d) Discount agreements ³⁵must be in line with the ADvTECH group procurement policy.
- (2) These principles apply whenever there is a preferential procurement relationship and in relation to all vendors³⁶.

³² S33: 2013-08-13 Item 9.2

³³ S53: 2020-03-26 Item 8.2.1

³⁴ S41: 2016-05-19 Item 7.2.2

³⁵ S41: 2016-05-19 Item 7.2.2

³⁶ S33: 2013-08-13 Item 9.2

6 INFORMATION SOURCES COLLECTION, MAINTENANCE, DEVELOPMENT, AND MANAGEMENT

6.1 Background

- (1) Collection management needs to ensure a well-maintained collection that maximises the return on the investment made in information resources. Information Centres Managers together with Information Specialists are responsible for managing campus collections.

6.2 Scope

- (1) Collection management covers borrowing management, shelving and weeding of the collection, and taking whatever reasonable, practicable steps within the context to maintain the integrity,³⁷ relevance, and currency of the collection.

7 USERS

- (1) The Information Centre is primarily intended for students and lecturers of The IIE, and thus students registered on a particular campus and IIE distance students will enjoy precedence. Other students registered at any college within the group may also use the Information Centre by prior arrangement with the campus concerned.³⁸
- (2) No access will be granted to users without cards, and they will not be permitted to borrow information centre materials.
- (3) Any user that allows his or her card to be used by anyone else, or who violates any of the Information Centres rules, will be subject to the disciplinary code and may have his or her membership terminated as per the outcomes of the disciplinary process.³⁹
- (4) Staff members are also permitted to use the Information Centre.⁴⁰ Information Centre needs of registered students are to be prioritised for information centre materials purchased according to ratios. Lecturing staff may take out these materials only when students' needs have been met.

³⁷ S41: 2016-05-19 Item 7.2.2

³⁸ S41: 2016-05-19 Item 7.2.2

³⁹ S53: 2020-03-26 Item 8.2.1

⁴⁰ S41: 2016-05-19 Item 7.2.2

8 INFORMATION SOURCES COLLECTION MANAGEMENT PROCESS

- (1) Collection maintenance includes:
- a) Shelving and shelf reading should take place daily and should include a check on the condition of the book, which should be repaired immediately, on campus, if necessary, to avoid further damage.
 - b) Overdue and due books should be monitored daily ⁴¹and automated overdue notices sent out weekly should be checked.
 - c) Regular and systematic weeding should be carried out to remove older, out-of-date and less used material from the collection. This should be done at least every three years. The following should be considered when weeding:
 - i. Publication date;
 - ii. Physical condition of the publication;
 - iii. Frequency of use; and
 - iv. Availability in electronic format.
 - d) Bi-annual stocktaking and loss or damage to important texts should be reported to National and The IIE Head: Library and Information Services.
 - e) Adherence must be given to usual cataloguing and collection management principles.
 - f) Printed journals should be bound on the completion of a volume. These costs are to be borne by campuses. This will increase their durability and make collection management easier.
- (2) Collection development:
- a) Where possible, titles should be available as both print and eCopy.⁴²

9 LENDING PROCEDURES

- (1) Student access to the information sources of libraries is an essential part of the promotion of information and digital literacies, and indeed of higher education.⁴³
- (2) Where the physical layout makes it necessary, books will be kept behind the counter. The collection will be divided into three sets:

⁴¹ S41: 2016-05-19 Item 7.2.2

⁴² S53: 2020-03-26 Item 8.2.1

⁴³ S41: 2016-05-19 Item 7.2.2

- a) Prescribed books, high demand books, (as indicated by lecturers for defined periods of time) and very expensive texts will be part of a short-loan collection that will only be available for use in the Information Centre. High demand books will be removed from this collection when the demand decreases or when the course for which they were needed is over.
 - b) Reference materials such as dictionaries and atlases will only be available for use in the Information Centre.
 - c) Recommended books and other material such as Digital Video Disks (DVDs).
- (3) The status of each book will be recorded using the ⁴⁴Library Management System (LibMS). Short-loan books will be physically marked with a red dot and will be indicated as such on the LibMS.⁴⁵

9.1 Student Loan Periods⁴⁶

- (1) Student loan periods are as follows:
- a) Postgraduate students: Eight items – 14 days;
 - b) Undergraduate students: Three items – seven days;
 - c) Part-time students: Three items – seven days; and
 - d) All loans will be renewable twice consecutively, unless there is a hold on the loaned material by another user.

9.2 Late Returns, Fines and Lost Items

9.2.1 Lecturing Staff⁴⁷

- (1) Lecturing staff are required to return books at the end of the semester in a good condition. Any written notes will be considered damage.
- (2) A replacement fee of the full cost of a book, will be charged for lost and damaged items.

9.2.2 Students

- (1) General/Open collection books: A fine of R10 per day, capped at R500,⁴⁸ can be charged for late book returns⁴⁹. This needs to be calculated and paid when the book is returned. If the student doesnot have the money on the day of return, he/she needs to pay it as soon as possible,

⁴⁴ S41: 2016-05-19 Item 7.2.2. InMagic system changed to Library Management System (LibMS) throughout the policy.

⁴⁵ S15: 2008-05-22 Item 5.6 – delete paragraph “At the end of 2007... for implementation in 2008.”

⁴⁶ S13: 2007-11-23 Item 5.2

⁴⁷ S15: 2008-05-22 Item 5.6

⁴⁸ S53: 2020-03-26 Item 8.2.1

⁴⁹ Each College will annually set its fine rate which must be advertised and applied on all relevant campuses.

in which case the fine would be recorded on the LibMS. The student would then not be allowed to take any books out until settlement of the fine. On payment of the full amount, the student's record on the LibMS would be updated and he/she would again be able to borrow books.

- (2) After not returning a book for 10 working days, the student will be charged the full replacement cost of the book – this will be added to the student account. If a student returns a book after the 10 days, a fine of no more than R500^{50 51} is levied instead.
- (3) No further books may be taken out of the Information Centre if the student has any books outstanding and/or if the student has not settled any fines or paid for any missing books. In order to protect the integrity of the collection, this system will be strictly enforced by the Information Specialists. A student who may not borrow books may still use the Information Centre for reference purposes. Students are required to bring an original receipt from the student fees office for missing books before their record on the LibMS will be amended.

10 SHORT LOAN

- (1) ¹On presentation of their own student card (digital or physical), a student will be given one book at a time to use inside the information centre or study rooms. The issued book will also be recorded on the LibMS. Failure to return the books will result in a fine of R500 per book or an amount equivalent to the current value of the book, which will be automatically processed by the Library Management System on the student account. The book can be kept for up to two hours at a time, to be determined by the Information Specialist based on the demand for the book.
- (2) The book with overdue will be charged R10 per hour and capped at R500.
- (3) If a student returns a book after 2 days, a fine of no more than R500 is levied instead on the student account.
- (4) Students who do not pay overdue fines within 2 days will automatically be blocked from checking out more books on LibMS until the overdue fine has been paid and unblocked by the Information Specialist.

S56: 2021-04-21 Item 8.2.2 Insertion of (1) to (8)

- (5) Automated overdue notices for short loans will be sent to the users daily with an amount of overdue fine. Three automated letters will be sent to students as follows:
- a) First letter: Reminder to return the book and pay a fine of R500
 - b) Second letter: Reminder to return the book and pay a fine of R500.
 - c) Third letter: Reminder to return the book and pay a fine of R500 and inform the student that he/she has been blocked from borrowing books until the return of the book and payment of a fine. This letter will automatically be sent to the Finance Department email address and Information Specialist for billing.
- (6) After not returning a book for 3 working days, the student can be charged the full replacement cost of the book – this will be added to the student account. The LibMS will run a Process Long Overdue report that will automatically bill the user, remove the item from the student's current charges and mark the item as Lost. A separate notice will be created informing the student that this has been done and he/she is liable for the full replacement cost.
- (7) Automated overdue reports will be sent directly to the Information Specialists' email addresses every day per campus. Information Specialists will engage students with overdue and ask them to return the book and pay the fines at the Finance Office.
- (8) Students will submit a receipt from the Finance Office to the Information Specialist and will be unblocked from LibMS to continue borrowing books.
(Overdue fines will be used to buy additional short loans for the books. These must be ring-fenced for anticipated losses).
- (9) In cases where there is a genuine need, e.g., during exam time, books in this collection can be lent out on an overnight basis, in the last hour of information centre operation, on a given day, but must be returned early the following morning. These loans must be recorded on the LibMS. Only students who have a clear record in terms of other loans may borrow books overnight.

10.1 Inter-Information Centre Loans⁵²

- (1) To further support staff and students with additional reading material, The IIE Information Centre subscribes to the SABINET (South African Bibliographic Network) Inter-Library Loan System. With this arrangement, resources that are not available from an IIE information centre can be accessed by lecturers and students.

⁵⁰ This amount to be determined on the basis of 10 times the daily fine rate whatever that is agreed to be.

⁵¹ S53: 2020-03-26 Item 8.2.1

⁵² S15: 2008-05-22 Item 5.6

In addition, resources can be shared between IIE Information Centres if required.⁵³ The Brand may consider charging a minimal delivery fee to cover expenditure.

11 PHOTOCOPYING, PRINTING, COMPUTERS STUDY AREA

11.1 Photocopying

- (1) The facilities for electronic copying are to be managed by the Information Specialist. It is their responsibility to display warnings against copyright violations which will be provided by The IIE: Head of Library and Information Services. Any violation of the copyright legislation is the responsibility of the user, but it should be noted that case law precedents suggest that Information Specialists are expected to provide some reasonable oversight and monitoring of the use of copying technology in libraries.
- (2) Information Specialists also have to manage the on-campus transactional applications for DALRO's approval of multiple copying. National offices are responsible for the coordination of these applications and for communicating the process to campuses. Particulars of applications used are to be included in the Standard Format Report.⁵⁴
- (3) Copying and printing charges are determined on campuses and displayed.

11.2 Computers

- (1) Computers are made available exclusively for information centres users and their use is subject to the usual student and IT codes, and a ratio (number of students to number of computers) of at least 1:50⁵⁵ is applicable. In particular, any use of the computers for anything other than immediate academic needs is prohibited – this includes e-mail, internet surfing not appropriate to assignments, and the playing of computer games. Any attempt to obtain unauthorised access to any network or to access, download or display any offensive material will be handled as a serious violation and may include a report to the police.
- (2) No student should use a machine for more than the time allocated to him or her if other students are waiting – Information Specialists will control this.

⁵³ S33: 2013-08-13 Item 9.2

⁵⁴ LC7: 2009-03-31 Item 4.2 and T&L18: 2009-05-26

⁵⁵ S53: 2020-03-26 Item 8.2.1

12 STUDY AREA

- (1) Information Centres' facilities, such as study space, are vital in any information centre, and the Information Centre must ensure that sufficient space is provided to meet the needs of students. A minimum ratio (number of registered students on the campus to number of seats) 1:45 applies for information centre (study) space.⁵⁶

13 INFORMATION LITERACY

- (1) It is the responsibility of Information Specialists to ensure that regular and adequate user information literacy sessions are provided. Students have a right to sufficient information and digital literacy training during the course of their studies to ensure that they are able to function independently in an information technology environment. Any other computer literacy requirements will not be the responsibility of information centre staff.⁵⁷
- (2) It is the responsibility of The IIE Head: Library and Information Services, working with Information Centres Managers, to ensure that Information Specialists are equipped to do this. Costs associated with the skills development of staff are borne by campuses.

14 INFORMATION CENTRE STAFFING

- (1) Information Centres must be managed and administrated by a professionally skilled Information Specialist. A professional Information Specialist has at least a Bachelor's degree in Information Science or equivalent as recognised by the professional body LIASA (Library and Information Association of South Africa).
- (2) Information Centres should at all times be adequately staffed.
- (3) Information Centres should never be left unstaffed, unattended, or left in the care of staff who are not equipped to offer academic teaching and learning support.
- (4) Arrangements with information centre staff in terms of hours, breaks, and leave should always be within the ambit of applicable staff regulations, conditions of service, and labour law legislation.

⁵⁶ S33: 2013-08-13 Item 9.2

⁵⁷ S41: 2016-05-19 Item 7.2.2

ANNEXURE A: INFORMATION CENTRE PROTOCOL⁵⁸

INFORMATION CENTRE PROTOCOL

(In terms of Section 10.4 (k) of the Safety, Student Conduct and Discipline Policy)

1 Information Service

- (1) All institutional information centres render the following basic information services and information support services:
 - a) Assist all information centre users with reference interviews and help with any other information enquiries by utilising all available print and electronic information sources.
 - b) Assistance with CV compilations and job-seeking.
 - c) Facilitate and provide information centre orientation sessions and training workshops.
 - d) Offer inter-information centre loan services and facilities for material not available in the information centre.
 - e) Request, obtain, and administer copyright permissions processes from DALRO.

2 Obligations

- (1) Users must observe at all times the conditions relating to the use of the Information Centre materials.
- (2) Users must accept, in writing, liability for the replacement/repair cost in respect of any loss/damage caused to information centre property.

3 Information Centre Rules

- (1) Information Centre rules and copyright notices need to be displayed in a prominent place in each information centre. Information about opening days and times, as well as borrowing rules must be displayed in the Information Centre. It is the responsibility of the Information Specialist to update and make these publicly available.
- (2) A valid student card must be produced at all times in order to make use of the resources in the Information Centre. Students are not allowed to use other information centre users' identity cards.

⁵⁸ S28: 2011-11-22 Item 8.7

- (3) Terms and conditions relating to borrowing of information centre materials must be observed at all times.
- (4) Food and drink may not be consumed inside the Information Centre. This is necessary in order to provide a healthy, clean, and pleasant environment for everyone.
- (5) Students are not allowed to use or answer the Information Centre's telephones and may only use cell phones in silent mode in the Information Centre.
- (6) Smoking is not allowed in the Information Centre.
- (7) Animals, other than guide dogs, are not allowed inside the Information Centre.
- (8) Students may not damage information centre material, furniture or equipment and may not move furniture around. A notice must be displayed in the Information Centre to inform students on responsible information centre conduct.
- (9) Students are not allowed to leave any possessions unattended.
- (10) Students are not to put up any notice without the prior approval of the Information Specialist in charge.
- (11) Students are not allowed behind staff workstations or any other restricted areas without permission.
- (12) Any student who fails to comply with any of the above may have his/her borrowing privileges revoked and be denied entry to the Information Centre.
- (13) Students and staff are obliged to sign an agreement that they accept liability for the cost of damage to or loss of information centre cards and material.⁵⁹

⁵⁹ S19: 2009-03-31 Item 8.3

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ANNEXURE B: INFORMATION CENTRE STAFF CODE OF CONDUCT

- (1) In terms of The IIE and ADVTECH Code of Conduct and Disciplinary Policy, Information Centre Staff is expected to:
 - a) uphold and adhere to all elements of Information Centre Protocol (Annexure A of this Policy);
 - b) communicate and uphold a positive image of the organisation, as well as the profession at all times;
 - c) always behave in a professional manner, displaying loyalty to colleagues, students and the organisation. This is mandatory;
 - d) deal with all conflict situations in a professional manner;
 - e) attend all applicable functions, staff meetings, training sessions and seminars. Staff are required to arrive on time and stay for the duration;
 - f) maintain the privileges of the working environment, punctuality is essential;
 - g) complete all required administrative duties timeously and must at all times reflect the organisation's high professional standards. Promptness is essential, as is meeting all deadlines;
 - h) observe responsible, pro-active and productive conduct at all times. Surfing the web other than in the line of duty, streaming videos, long and excessive personal calls are not allowed. Not adhering to the Information Centre policy and regulations is not acceptable;
 - i) uphold a service orientation at all times, where students and lecturers are our clients and all interaction should be to follow up and follow through to answer all information needs on a high academic standard;
 - j) maintain the good condition and tidiness of information centre spaces and counters as well as safekeeping of equipment and fixtures provided at their workstations; and
 - k) reflect the organisation's high professional standards pertaining to appearance and grooming.

- (2) Information Specialists are the custodians of information centre and information spaces and services. All conduct should be to uphold and improve this position.