

LIBRARY

CODE: P027

Section: Academia
Policy Owner: BOG
Procedure Owner: Librarian

POLICIES AND PROCEDURES MANUAL FOR THE INSTITUTE OF TOURISM STUDIES LIBRARY

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Library Mission Statement

The Library's mission is to support the Institute of Tourism Studies' teaching and research programmes by providing adequate scholarly information resources, emerging technologies and user support services. As a customer-oriented and service-driven organisation, the Library is actively committed to teach users how to identify, locate, evaluate, use and synthesise information as the pivotal element of a knowledge-based society which is an asset for the prosperity of Malta's intellectual and economic growth.

To accomplish its mission as the information centre of the I.T.S, the Library strives for excellence to:

- acquire and provide information resources which could be accessed physically and virtually;
- extend the best customer service towards all Library users;
- cater for the current and future teaching and research needs of patrons;

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- ensure the most effective use and dissemination of available information resources;
- maintain a professionally trained Library staff to help promote its services effectively;
- provide a supportive environment which is conducive to innovation and creativity, and which stimulates teaching, learning, study and research;
- provide instruction in information retrieval;
- liaise and collaborate closely with all stakeholders;
- serve as a centre for life-long learning by developing and enhancing the information literacy skills of patrons;
- stimulate continuing professional development, independent and self-directed learning both individually and collaboratively;
- support freedom of expression.

Library Staff

Library Assistant Manager

Office Assistant

Resource Room Aid

Section 2

Donations of Books and Other Material

The Institute of Tourism Studies Library (I.T.S. Library) welcomes gifts of books and other cultural heritage materials that extend and complement existing collections. Gifts of books and other cultural heritage materials have helped strengthen our collections through the years. Since its inception, some of the Library's most important collections began with donations from individuals.

Due to the high cost of processing and storage, however, the Library is not able to accept all in-kind gift offers. Our intention in accepting gifts is that they be added to our collections. Therefore, we make every effort to accept only items appropriate for addition.

Checkout with Student's Valid Library Card

Any registered student attending the I.T.S. Library should fill a form from the circulation desk. Through this form we can provide the student with a Library Card.

Diagram 1:



Permits

Library Users (who have a stipend) can make a Library Card at the Circulation Desk. Erasmus students (who do not get a stipend) can have a Library card against a 50.00Euro fee which is fully refundable at the end of the course. This ensures that any damages/lost books can be paid from that amount – if it applies.

Loan of Items

(1) At any one time authorized Library patrons may have in their possession not more than the number of items specified below:

- (a) a member of the I.T.S Lecturers – (an academic year)
- (b) all Library Patrons 3 (3 weeks)

The Director may adjust these allocations at his discretion.

(2) Without prejudice to the provisions of this regulation, a loan may be renewed for a further period or periods.

(3) The Director may, at his discretion, restrict borrowing to short loans. The period for short loans shall be specified by the Director.

(4) All items required for loan must be presented together with the patron's Library card at the circulation desk.

(5) Patrons may not take any item out of the Library without executing the appropriate loan procedure. In the case of items which are not yet covered by the Library's computerised system, their circulation and renewal shall continue to follow the 'manual borrowing' procedure of the circulation desk.

(6) The stamped date-label indicate when an item is due for return, unless this date is subsequently superseded by a recall notification. It is the responsibility of the borrower to ensure that items on loan are duly returned to the Library.

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(7) Any item on loan may be recalled, if required by another patron, or if required for teaching purposes, or if so requested by the Director. Such items must be returned within one week from notification that the item is required by another patron, unless the date due for the return of that item falls beforehand.

(8) All items must be returned to the Library site from which they were borrowed by the date specified.

(9) Library patrons returning an item shall wait at the circulation desk for the library staff to tell him/her that the book has been returned. Any dumped books left at the circulation desk or any other place without being accounted for will result in negligence from the library patron/s.

(10) Library patrons shall be deemed to be in possession of an item computerised borrowing data have been removed from the Library's files.

(11) A Library item shall not be transferred to another Library patron unless the item is returned and re-issued in the manner prescribed in these regulations.

(12) If a book is retained beyond the loan-period without renewal, or kept beyond a recall deadline, a system of fines shall be applicable. Non-settlement of fines shall lead to a blocking of the patron's borrowing account.

(13) Without prejudice to the provisions of paragraph (16) of this regulation, any item on the open shelves may be borrowed on application to the circulation desk, provided that the item has been catalogued, classified and properly processed before being issued.

(14) Notwithstanding the status of an item, the Director may, at his discretion, designate whether an item should be retained for in-house consultation only. Such items may not be borrowed.

(15) Registered students of the Institute must return any Library items still in their possession upon termination of their course of studies. The Institute may preclude students who do not abide by this regulation from graduating.

Custody of Items

(1) Library patrons who borrow or consult an item are responsible for its safekeeping. Mutilation of items is seriously offensive.

(2) It shall be strictly forbidden to make or erase any mark in any printed item, make tracings or turn down the leaves.

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(3) Library patrons may not use ink while using items in such parts of the Library as designated by the Chief Executive Officer (CEO).

(4) Any reproduction of Library material, in whatever manner, is subject to the provisions of copyright law and the permission of the CEO.

(5) Library patrons shall be required to make good to the satisfaction of the CEO any loss or damage which they may cause to any Library property including borrowed items.

(6) Library patrons shall be held liable for any damages caused through misuse of the Library's electronic services, systems and equipment.

Authority: Exceptions may be made by desk supervisor, but the - must-have-library-card policy should be enforced as much as possible.

Closing Procedures for the Library

Closing:

- Make sure all patrons have left the library.
- Secure all doors leading in to the library from outside.
- Hand the library keys to the security in charge.

Collection Development

- A Collection Development Policy Statement is going to be implemented in 2020/2022 and reviewed and revised thereafter.

The Resource Room (Computer Room)

Lab Usage:

- All students using the Library Lab will need to check in with a valid library card before entering the Lab.
- Violations of the computer use policy will be made known to an immediate supervisor or librarian.
- Food, drink, and mobile phone policies are enforced.

Printing and Print Station:

Printing can only be done against a receipt. This can be obtained from the Accounts Section. Patrons must ask in advance if they are printing in black & white or in full colour.

- Black Prints - 10c per copy
- Colour - 30c per copy

Computer Use

When using the library's computer systems, all users are required to abide by the rules of this Policy and use the system in an ethical and lawful manner.

- All users must read, understand, and comply with the terms outlined in this Policy. By using any of these systems, users agree that they will comply with these policies.
- Electronic communications (such as e-mail and voice mail) are mainly for district-related activities. While at times conducting personal business from our facilities may be unavoidable, such uses shall be kept to a minimum.
- Many of the computing systems provide access to outside networks, both public and private, which furnish electronic mail, information services, bulletin boards, conferences, etc. Users are advised that they may encounter material that may be considered offensive or objectionable in nature or content. The Resource Room does not assume responsibility for the contents of any of these outside networks.
- The user agrees to comply with the acceptable use guidelines for whichever outside networks or services they may access through these systems. The user agrees to follow proper etiquette on outside networks.

PROHIBITED USES

Use of all of the Institute's computer systems for any of the following purposes is strictly prohibited:

- COPYRIGHT INFRINGEMENT
- DEFAMATION - LIBEL/SLANDER
- OBSCENE MATERIAL
- COMMERCIAL USE
- DOWNLOADING PROGRAMS

An individual's computer use privileges may be suspended immediately upon the discovery of a possible violation of these privileges and may result in disciplinary action.

CONFIDENTIALITY

The Institute of Tourism Studies reserves the right to access all information stored in all computers.

The system has the ability to read your mail: your own account, and the system administrator account. All reasonable attempts have been made to ensure the privacy of your accounts and your electronic mail; this is no guarantee that your accounts or your electronic mail is private.

CONDUCT OF RULES

According to the I.T.S. Library, students are expected to conduct themselves as adults whenever they are on campus.

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Any student will be subject to discipline who, in any way:

- Prevents other students from pursuing their authorized curricular and co-curricular activities
- Interferes with or disrupts faculty and administrators who are fulfilling their professional responsibilities
- Prevents classified employees from fulfilling their prescribed duties
- Disrupts presentation by authorized guests; or deliberately endangers the safety of persons, or the security of college property.

To this end, the following activities are specifically prohibited in the library:

- Attempting to take any item from the library without checking it out
 - Defacing library material
 - Consuming food and drink. Food and drink are a hazard to library materials and equipment and the spilling of such can create a slip and fall hazard and/or a pest problem.
 - Smoking.
 - Using mobile phones, pagers, personal music devices. These devices must be silenced upon entering the library as noises from these devices can impede the study and research of others.
 - Loud talking and socializing. No talking is allowed in the library at any time. Quiet talking and collaborative study are allowed in special designated areas.
 - Using library computers for purposes prohibited in the District's computer use agreement. Prohibited activities include, but are not limited to chatting, conducting business (either buying or selling), gaming, and/or visiting obscene or pornographic websites.
 - Verbal or physical abuse of other students, faculty or staff
 - Sexual misconduct
 - Disruptive or unsafe behavior, such as running, fighting or throwing things
 - Photography via camera or cellular telephone (unless with the Head of Academia's permission)
 - Playing card games
 - Sitting on furniture other than chairs
 - Public displays of affection
 - Any activity that prevents other's use of the library for its designated purpose
 - Soliciting other patrons for commercial, religious, or political purposes
- Defying reasonable requests from staff or faculty to desist in an activity

Consequences:

- First offense is a verbal warning from the library staff.
- Second offense will result in a request for the patron to leave the library.
- Third and subsequent offenses will result in a Disruptive Student Report - being sent to the Chief Operating Officer - Academia.
- Extremely egregious actions may result in the immediate banning of a student from the library, with the assistance of Campus Security, if needed.

Authority: If the COO - Academia is available, staff should inform him of the issue. If he is not available, approach the one of the Academic Managers.

Damaged Items Returned by Patron:

- Cost of items(s) returned and declared damaged will be billed to patrons who are responsible for the price of the items(s). A copy in good condition of the same item may be accepted.
- The Library will notify the student and direct him/her to pay fines in order to clear their record.
- Damaged items left in one of the book drops or left without the damage notification by the patron will be assessed. Information about charges will be added to their record and (Notification of Item Returned Damaged) will be mailed out to the patron.

All damaged items left will be held for 30 days and the responsible patron notified by mail.

Patrons may keep the damaged item. All unclaimed items will be thrown away after 30 days.

Academics and Staff: Check outs, Fines and Lost Item

Checkout:

- Academics must have a current library card to check out library materials.
- Full-time academics have extended library accounts.
- Adjunct faculty library accounts are renewed each term.
- Non-academic staff accounts are renewed by semester.
- All accounts must be cleared by term or upon renewal

An academic member may receive extended circulation dates upon request. Requests extended circulation periods, such as for the duration of a term, must be authorized by the Collection librarian and /or the COO -Academia.

Fines:

Charges (fines) for overdue items:

Regular Loan- Three (3) weeks (Undergraduate) - €1.16 per book per week

Short Loan- Per Day - €0.58 per book per day

- Regular Loan are to be taken out for a three weeks period of time, if there are no booking on that particular book it can be renewed for two more times thereafter.
- Short Loan Books are to be taken out after 15:00PM and must be returned the following day before 09:00AM.

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- Patrons will be notified via an e-mail letter for overdue items.
- Patrons with late fines or outstanding materials will be sent a final notice at the end of the school term. If there has been no resolution or response, they will be referred to Director of Studies/ CEO. A note will be added to their library record indicating they have been referred to the Director of Studies/CEO and a block will be put on their library account.
- Non academics and staff member will be sent to Collections and they will not have their library privileges blocked due to past due charges on their records unless they remain unpaid at the end of the semester.

Lost and Found

While the library is not responsible for lost or stolen personal items, we do accept and store found items in a secure a location as possible.

- Student workers should deposit found items to library staff immediately for storage.
- All requests to check for lost items should be referred to library staff.
- Sensitive items such as wallets and personal IT equipment are stored for one day and then taken to the Security Guard Officials.
- All other items are forwarded to Security Guard Officials once a week and students should be directed there next.

Over-due Notices and Billing

Overdue notices are sent on a weekly basis (to students) plus last notice for return of books is sent out monthly (to students). In case the book is not returned after the 1st notice another notice (last notice for overdue books) will be sent one month after the overdue date.

In case a student fails to return the book/s the final notice will be passed on to the Accounts Sections and the cost of books and library fine for overdue period will be deducted from the student/s stipend. Upon registration of book loan/s the student shall sign a declaration of consent allowing the Institute of Tourism Studies to deduct such amount in case default.

Privacy and Confidentiality

Privacy

- Patrons have the right to read, examine, and research any topic or idea without fear that their actions are being monitored, scrutinized, discussed, or reported.
- The only exception is the viewing of pornography and, in this case, the patron will be asked to leave. In the case of a patron viewing child pornography, District Police will be called.

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Confidentiality

- Library staff will not give out any personal information about a patron to anyone else.
- The name of a student who has a book out will not be given.
- The total fines owed by another student, even if they are the parent or spouse, will not be revealed.
- The last time a library card was used will not be told.

Authority: Call District police in the event the Director of Studies/ CEO is not available for pornography issues and the Office of Instruction for Confidentiality issues.

Reference Materials

- Reference materials do not circulate.
- Exceptions will only be made on rare occasions when there are extenuating circumstances.
- The permission of the Librarian is required.
- The loan period is limited to one 24-hour period during the week and one 48 hour period over a weekend during the course of a semester. No loans made when the campus is closed.
- Materials for which there is a heavy demand will not be circulated under any circumstances. Irreplaceable materials will not circulate.
- No more than 2 books on a given subject will be circulated.
- Book sets will never be broken up.

Specialized Requests over the Phone

- Consumer Information: No attempt will be made to interpret ratings nor will the librarian recommend a brand of product or relate personal preference or experience - any advice given to the patrons shall avoid any type of bias and will be solely based on already published reviews .
- Homework: With complex college assignment questions, callers may be asked to come into the library for personal assistance and/or do their own research.

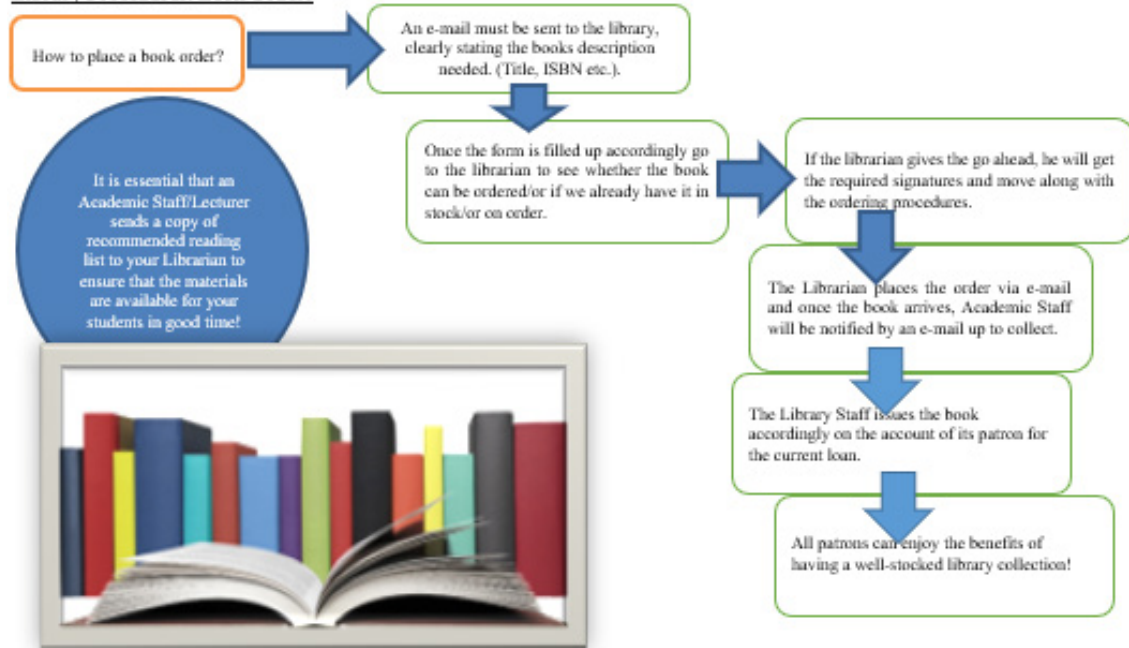
It is beyond the scope of library service to provide assistance on the following:

- "Will you check this page in my workbook?"
- Preparation of Bibliographies

Mail requests for information

- It is the library's policy to respond to all reference inquiries received by mail.
- These requests fall under the same guidelines as in-house and telephone requests for information.

Library Procedures: Book Orders



Ordering Books

Reading list material:

- Academics should send their reading lists to the library for checking purposes well before the start of an Academic year.
- Library Staff will check that material on the list is in stock and will notify academic staff of any problems (by e-mail or by phone).

Steps:

- Make sure to send an e-mail with your requests.
- Fill in all basic information (Title, Author, Edition, ISBNs) and hand it back to the librarian (or library staff)
- The librarian checks with the book supplier/s if he can get the book/s and if we have it in stock or not.
- The librarian (will get the approval of Director of Studies (or) Director of Corporate Services).
- A Local Purchase Order (LPO) is issued from the Procurement Office
- When the book/s arrive, the librarian checks the stock accordingly
- The Librarian hands the Local Purchase Order (LPO) to the Accounts Section; so that the supplier gets paid.
- The book is processed according to cataloguing regulations (AACR2)
- The book is shelved accordingly in its shelf mark.

Online Catalogue:

To check the Online Catalogue, please make use of this hyperlink: <https://www.maltalibraries.gov.mt/iguana/www.main.cls?v=c97386a2-914a-40c2-bd8d-df4c273175e6&searchProfile=NL>

Scroll down to: **Search the Public Libraries Catalogue**

Once you input the book title or author make sure that there is a copy listed as 'Institute of Tourism Studies'.

Students who are already members of the Malta Public Library are encouraged to use the same membership card.



E-Journals:

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