



Institute of Business Management

Standard Operating Procedures

(SOP) for IoBM Library



INSTITUTE OF BUSINESS MANAGEMENT (IoBM)

STANDARD OPERATION PROCEDURE (SOP) FOR IOBM LIBRARY

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MISSION

The IoBM Library is committed to support the Institution's mission to cultivate excellence in learning and teaching that encourages intellectual, personal, and social growth of students, faculty, staff and the community. In keeping with this mission, the Library provides convenient and effective access to quality library services, collections, and information in a variety of formats. The IoBM library aims to be an inspiring center of education by supporting the Institution's academic and research activities.

INTRODUCTION

This document contains the standard operating procedures (SOPs) that shall govern the operations of the Institute of Business Management (IoBM) Library.

RESPONSIBILITY

The IoBM Librarian has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose and for providing the information from which the documentation for its processes and activities can be compiled and for initiation action to keep them up to date. All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

LIBRARIAN-I
SR.ASSISTANT LIBRARIAN
LIBRARY OFFICER
ASSISTANT OFFICER-II
ASSISTANT OFFICER-II
ASSISTANT OFFICER
LIBRARY ASSISTANT-II
LIBRARY ASSISTANT
LIBRARY ASSISTANT
LIBRARY ASSISTANT

PROCESSES

Overview

The library is charged with the responsibility of providing students and staff access to an extensive range of information resources by carrying out the basic functions of: acquiring, processing, organizing, preserving and dissemination of information within the Mission and Vision of the Institute of Business Management.

The core activities of the Library Department are:

- (i) Collection development
- (ii) Organization of information materials
- (iii) Weeding of obsolete books
- (iv) Management of short loan circulation
- (v) Management of long loan circulation
- (vi) Management of reference circulation
- (vii) Registration of new library members
- (viii) Management of computer resource in library
- (ix) Preservation of books

1. Acquisition for Library Resources

1.1 Book Recommendation

- i. Faculty and HODs will send details of required book(s) on prescribed form or on email
- ii. list of journals will be shared with Faculty/ HODs for their feedback for renewal, or addition of journals for concerned departments.

1.2 Email to Vendors

- i. Send email to vendor for Quotations

1.3 Comparative statement

- i. Recheck the quoted amount on catalogue /publisher website.
- ii. Recheck vendors conversion rates with GOP library rates published for each quarter on national library website
- iii. Prepare Comparative statement or compare the quotations and select the lowest quoted vendor for each item.(min 3 Quotations required if total amount is up to PKR 10,000).

1.4 Approval

- i. Signature of faculty & concerned department HOD is required on recommendation form

- ii. Sign by Librarian.
- iii. Sign by Rector.
- iv. President IoBM approval .

1.5 Confirm Order

- i. Send Confirm order email to the selected vendor(s).
- ii. Send each item bibliographical details to the vendor.
- iii. Ask the vendor to provide a properly stamped original invoice along with price verification.
- iv. Ordered Items must be received within time mentioned on quotations
- v. Send reminders to vendor if order is not complete within time which is usually 4-6 weeks for import books
- vi. Local books and instock items must reach the library within a week.

1.6 Receiving items/Order

- i. Receive original invoice with the purchased order and compare the Quotation with Invoice.
- ii. Receive and check the item dispatched by the vendor. This step includes checking the following:
 - Physical condition of books.
 - Ensuring correct quantity as per invoice.
 - Original Invoice and quotation
 - 20% Price verification documents for import books (Price verification from publisher site or stamped & signed import documents).

1.7 ROP (Release of Payment)

- i. Purchase officer or Asst. Librarian will Prepare ROP
 - a. ROP (on light blue paper)
 - b. ROP Summary (in case of multiple invoices)
 - c. Original invoices (provide accession Accession No range from Accession Register Or OPALS software of the book(s)/ Items.
 - d. Price verification documents for import books
 - e. Comparative statement (when amount is up to 10,000)
 - f. Original quotation
 - g. Recommendation Form
 - h. Other vendor quotations (Copies)
 - i. Emails to vendor: for Quotations and confirm order
- ii. Check & sign by Asst. Librarian or Library purchase officer.
- iii. Review and sign by Librarian.

- iv. Copy ROP for library records.
- v. Send original ROP to president office/ maintain ROP receiving.
- vi. From the president office, ROP is sent to accounts /finance for payment.

1.8 Payment

- i. Finance department release the payment to vendor on receiving proper documentation i.e and approval from the president
- ii. In case of journals and magazine payment will be made in advance to the vendor.
- iii. Library purchase officer / sr. asst librarian will update the vendor about status to each invoice payment

2. Prepayment for Journals and Magazines

An approved format of undertaking will be signed between the vendor and IoBM, stating that IoBM will pay in advance for journals and magazines and the vendor will be responsible for timely supply of journals and magazine issues throughout the year. In case of non compliance the vendor will be liable to refund the amount.

3. Processing of Books/CD/DVD

- i. Generate the Dewey Decimal Classification Number (DDC) with the latest edition and then enter the details of the book/CD/DVD in the Accession Register.
- ii. Enter the details of the book/CD/DVD in the OPAL library software.
- iii. Library security strip and spine label generated and pasted on the book/CD/DVD.
- iv. Paste due date slip on the book.
- v. Put library stamp on processed books at 4 places for identification as library property and at one place on the CD/DVD.
- vi. The book is placed in the appropriate shelves in the library and the CD/DVD in the Technical section shelf.

4. Procurement of Periodicals/Newspapers

- i. On receipt of verbal/email request from faculty/HOD for introduction of a new Journal/ Magazine/Newspaper, prepare a noting sheet and obtain signature of concerned faculty and Department HOD.

- ii. Obtain approval of concerned faculty/HOD on the approval form and place order with the publisher/Vendor.

5. Processing of Periodicals/Newspapers

- i. On receipt of Journal/ Magazine/newspaper, enter the details in the of each in periodical record keeping sheet and keep track of each volume and issue
- ii. Put the library stamp on the Journal/Magazine/Newspaper and enter the date of receipt.
- iii. Place the Journal/Magazine/Newspaper in the appropriate shelf in the reading room.
- iv. On receipt of bill from Publisher/Vendor/newspaper vendor, forward the ROP along bill to Account section for payment.
- v. Maintain a record of all bills and a summary of receipts throughout the year.

6. Membership of Library and issue of Library cards

- i. The student/ faculty member must first submit a prescribed library membership form along with two recent photographs and a photocopy of the student/ faculty member card to Library counter staff.
- ii. All students/ faculty need the membership card for borrowing library book(s).

7. Procedure for Circulation of Books on Loan

Membership:

The IoBM Library will have the following categories of members:

1. Full time faculty
2. Visiting faculty
3. Students
4. Staff

PRIVILEGES OF MEMBER

Members are allowed to use the Library computers for research and academic purpose. In addition, members may borrow books and other resources for their own use as per the Book Issuance Policy as under:

Category	No. of books	Issuance period
Full Time Faculty	8	6 Weeks

Visiting Faculty	<u>4</u>	4 Weeks
Student	2	1 Week
<u>Staff</u>	<u>2</u>	<u>4 Weeks</u>

Textbooks Issuance

Category	Issuance period
Full Time Faculty	6 Weeks
Visiting Faculty	4 Weeks
Student	Within Library only
<u>Management Staff</u>	Within Library only

All users must return or renew all borrowed items before the due date. At the end of each semester **visiting faculty** will return all the borrowed material to the library to get clearance.

Members are also allowed to use the internet terminals installed in the library up to one hour per day subject to prior permission as per the Library Regulations.

8. Use of Facilities and Premises

Library facilities and premises are available for use to all IoBM students, faculty & management except book landing and reservation of discussion rooms. visitors not allowed the use of the Library premises except at the discretion of the management. The Library staff retains the right to ask unauthorized users to leave the Library premises.

9. Book Issuance Policy

The IoBM Library will issue its resources to members of good standing based on the Book Issuance Schedule. In addition, the following conditions and clauses will apply to the issuance of the Library resources:

Long-Term Loans

IoBM Faculty who are doing their PhD. from IoBM may borrow resources on a long-term basis by special arrangement and giving advance intimation to the Librarian.

Re-issue

Resources borrowed may be re-issued to the members who originally borrowed the resources for the same period. Reference books and **Reserved Items** will not be issued under this condition.

Reserved Items

Faculty wishing to place on reserve for their courses or for use by participants of their courses may make such arrangements with the Librarian. These items will not be issued to other members.

Recalls

The Librarian may, at his or her discretion, recall any Library resource that has been issued to a member by giving at least three working days notice to the borrower. The Library will keep such recalled resources on hold for maximum of two working days—if by the end of this holding period, the resource is still available, it will be given back to the original borrower for the remaining duration of the loan.

10. Fine

In order to encourage fair and efficient use of the library resources, fine will be charged for overdue materials, lost and damaged materials from all members as under:

Overdue: In case of default, a fine of **Rs. 50/= per day** will be charged subject to a maximum of 30 days. Thereafter, the user account will be ceased until he/she clears all fine & returns all due items.

Lost or Damage Fine : In case, a book or any library item is lost or damaged by library members the Price of the book (as per library record) plus 10% of lost item cost will be charged as penalty. Publisher rates or list price plus 10% of lost item cost will be charged if the lost item is acquired through gift or means other than purchasing.

in case of a lost membership card a new library card may be issued for a fee of Rs.100/=

Librarian or Sr. Asst Librarian will ensure correct Fine imposition by physically checking due date slips , user cards and software record and accession register.

11. Termination of Membership

An individual's membership to the library will automatically cease to exist in either of the following cases:

- I. Conclusion or expiration of work contract in the case of faculty and staff.
- II. Conclusion of the academic program for students.

In such cases, members must return all resources and surrender their **Library Card** before issuance of clearance certificate by the Librarian.

12. Shelve Management

- I. All the library resources will be arranged as per international standard
- II. Dewey Decimal Scheme is used for classification of library resources.
- III. The library staff will shelf the books on a daily basis.
- IV. The senior staff members will be responsible for rechecking proper shelving of items

13. Use of Library facilities

All the resources can be accessed by all library users during library hours.

- I. In case of studying in the library, the book(s) are to be left on the reading table, which will be shelved by the library staff at the exact place according to classification, standard.
- II. The library staff will follow the international library standards.
- III. The library rules will strictly be followed by all library users.

14. Stock Taking

stock taking in the library should be conducted every three years. This exercise requires 15 days during which the library will be kept closed for the library users. to the auditors that to obtain accuracy and completeness, stocktaking in the library has to be done in one go instead of auditor's recommendation of conducting stock taking in a three year cycle where by total accession number will be divided into three parts, one part for each year.

15. Overall maintenance of Library Building, Materials and Equipments

- I. Taking care of Library building, equipment and materials is the core responsibility to be felt by all library staff. Maintenance of building, equipment and materials is very important and if there is any damage/ loss observed it must be brought to the notice of the works department by putting written/Note through librarian.
- II. After sending a letter/ or email to the concerned department, if no action is seen for a couple of days or weeks then a reminder, of the already sent letter/ email, must be sent having comments from the librarian.
- III. Also continuous follow up should be conducted by phone calls/visiting the concerned office until the problem/matter is solved.
- IV. The inventory record will be maintained for all the outgoing library resources and equipment.

16. Quality Services / User Survey

- I. To provide the quality services and to know the needs of library users, a survey will be conducted, time to time.
- II. The survey will be conducted online and the analysis of the survey will be shared with the management of IoBM.

AMENDMENTS:

SOP shall be reviewed every year, Changes of financial implications if any shall have the concurrence of the IoBM management.

Library Membership Form Rules (printed on backside of membership form)

- Students must fill in a library membership application form in order to become a member.
- Submit the library membership card when borrowing.
- The membership card is not transferable and must be surrendered to the librarian at the end of the program and get a clearance.
- A lost card will be replaced by a new one for a fee of **Rs.100/-**.
- Students can borrow two books for one week.
- Students can use the Textbooks within library premises only.
- There is a fine of Rs.50/- per day for an overdue book.
- Reference books, Journals, Reports cannot be borrowed.
- Briefcases, Handbags, Personal Belongings, Binders, files etc must be left outside the library at owners' responsibility.
- Books can be reissued only once.
- Price of the book plus 10% fine is to be paid by the library members for lost/damaged library items.
- If a library item is taken out through the electronic security door, without getting it issued, he/she will pay a penalty of Rs.1000/- and/ or liable to disciplinary action.
- Photocopy of full book is not allowed.
- Silence must be observed all the time.
- Use of mobile phone is strictly not allowed in the library and there is a penalty of **Rs. 500/-** if a member is found using the mobile.
- Holding meetings and group discussion is allowed only in Cubicles with prior booking.
- A student will be sent to the disciplinary committee if he/she breaks above rules or misbehaves with library staff or fellow students.
- Lockers have been provided for the convenience of the students and all valuables should be kept in the locker at their own risk.
- Library timings are 8:30am to 5:00pm (Monday to Thursday) and 9:00am to 7:00pm (Saturday to Sunday) while Friday is off.