

A'Sharqiyah University Policy Learning Resource Centre Policy

Policy name	Learning Resource Centre Policy		
Policy number	AC0010		
Contact Person	Director of the Learning Resources Centre		
Approval Authority	University Academic Board		
Date first approved	October 9, 2016	Last substantive review	April 18, 2022
Policy Review Cycle	1 to 3 years	Next review	April 2023

1. Definitions

Terms / Abbreviations	Definition
LRC	Learning Resources Centre
ASU community	Students, faculty members, academic support staff, non-academic staff
ASU alumni	Students who have attended or graduated from ASU
Local Community	People who live in the Sharqiyah region, especially Ibra.

2. Purpose

The purpose of LRC policy is to:

2.1. Provide guidelines for LRC staff to manage the information sources and facilities and provide effective and efficient services to fulfill the information and curricular needs of the ASU community (students, faculty, staff, alumni and local community members).

2.2. Provide guidance to LRC users about their rights and responsibilities regarding LRC resources, facilities and services.

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3. Scope

LRC policy applies to all students, faculty members, academic support staff and non-academic staff of A'Sharqiyah University as well as ASU alumni, local community members, and anyone who makes use of the LRC.

4. Policy Statement

4.1.1. LRC Membership:

All registered students; faculty and staff of the A'Sharqiyah University are members of the LRC and are eligible to borrow the materials from the LRC. The alumni of A'Sharqiyah University may also use the LRC.

4.1.2. Identification:

LRC members must present a valid A'Sharqiyah University ID card in order to borrow the materials from the LRC.

4.1.3. Borrowing Privileges:

All registered students, faculty members and staff can borrow books and other information sources from the LRC. The following are the borrowing privileges for different categories of LRC members:

Member Type	Material Type	Loan Limit	Loan Period
Faculty	General LRC Books	2 books	15 days
			One
	Textbooks (listed in module descriptor)	10 books	Semester (120 days)
	Audiovisual (CDs & DVs)	2 items	7 days
	Magazines & Journals (back issues only)	2 items	3 days
Students	General LRC Books	2 books	15 days
	Textbooks (listed in module descriptor)	5 books	15 days
	Audiovisual (CDs & DVs)	2 items	7 days
	Magazines & Journals (back issues only)	2 items	3 days

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Staff	General LRC Books	2 books	15 days
	Textbooks (listed in module descriptor)	2 books	15 days
	Audiovisual (CDs& DVs)	2 items	7 days
	Magazines & Journals(back issues only)	2 items	3 days

4.1.4. Materials not to be Issued:

The following materials are not issued to LRC members:

- Textbook references - 2 copies of each textbook
- Reference books (dictionaries, encyclopedias, handbooks).
- Current Issues of magazines & Journals.
- Daily newspapers.
- Multi-volume sets of books.

These items are available for use within LRC.

4.1.5. Returns of LRC materials:

LRC members should return borrowed LRC materials before or on the due date to avoid any late return fines.

4.1.6. Renewals of LRC materials

- LRC members can renew their borrowed items unless these are not reserved by another member.
- An item cannot be renewed for more than two times.
- LRC materials can be renewed online via the LRC catalogue.
- LRC materials can be renewed via email or by telephone.

4.1.7. Reservation / Hold of LRC material

- LRC members may reserve or place holds on any LRC circulating item.
- LRC members can reserve the LRC items in person, by telephone or via email.
- A member can reserve a maximum of 2 items at any time.
- LRC staff will inform the member by email or telephone when the reserved item is available.
- Reserved material will be held for one week from the date of notification.

4.1.8. Overdue notices

- If an issued item is not returned after 1 day of its due date, the LRC staff will send a reminder to the borrower.
- Reminders of overdue notices will be sent to the borrowers' university e-mail account unless the LRC member has specified another email address.

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4.1.9. Fine on Overdue Items

- If an item is returned after the due date, a fine of 200 baizas per item per day will be charged to the account of the borrower.
- Fines may accumulate to a maximum of OMR 6. At this stage, borrowing privileges will be suspended until the overdue item(s) is returned and the fine is paid.
- The list of students having LRC items overdue for more than 30 days will be sent to the Finance department at the end of every month.
- The list of LRC defaulters will be sent to the Registration department at the end of each semester.
- The Finance department will record these fines in the LRC member's statement of accounts.
- Fines may be waived or adjusted in line with the University Authority Manual.
- Once fines are settled either through payment or waived off, records will be updated accordingly.

4.1.10. Lost & Damaged Books

- The borrowers are responsible for the borrowed materials.
- If a borrowed item(s) is lost or severely damaged and is beyond repair, the member has to replace the item or has to pay the cost of replacing that item.
- A standard processing fee of OMR 3 will be charged to the LRC member in addition to the original price of the lost/damaged item.
- If an item is overdue for more than 90 days, it will be assumed lost and an invoice for the replacement of the item will be issued to the borrower.
- The replacement cost can be refunded if the member finds and returns the item within a period of 3 months. The member must present the receipt to obtain this refund.

4.1.11. LRC Clearance

- An 'LRC Clearance Certificate' is mandatory for students withdrawing or leaving the University.
- The results of students who have not returned LRC items will not be issued unless they get clearance from LRC.
- Faculty and staff leaving the University are also required to obtain LRC clearance to get their final settlement dues.

4.2. Waiving of LRC Fines

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Fines on overdue materials may be waived due to following (but not restricted) reasons:
LRC is closed due to an unscheduled holiday, power failure or any other such reason.

1. Members are unable to come to LRC to return the material due to severe weather, road blockade, heavy rain, windstorm or any other natural hazards.
2. Members are unable to access the LRC system to renew materials or check their account online for a working day or longer due to power failure or scheduled maintenance.
3. Members are unable to return or renew the borrowed material due to personal emergencies such as death, hospitalization, accident, fire or flood that affect the member and/or family.
4. The LRC member is unable to pay the fine due to financial hardships.
5. The member has left the University and his account is inactive for two years or more and that member has outstanding fines.
6. Any other valid/ acceptable reason not mentioned above.

Fines will not be waived for reasons such as:

- Failure to receive an overdue notice
- Lack of knowledge of LRC borrowing and fines policies
- Forgetting due dates
- Failure to renew materials on time.

Note: Medical or other supporting documentation is required to reduce or waive fines.
Without supporting documents, fines are normally not excused or waived.

4.3. Services for Alumni & Community Members

4.3.1. Membership

- ASU alumni and community members need to get an LRC membership card to enter and use the LRC.
- Membership cards for ASU alumni and community members are issued for 1 year and the membership fee for community members is OMR 10.

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- Applicants for membership are required to provide proof of their physical address in Ibra or A'Sharqiyah region for a period of at least three months and a Photo ID such as a Civil Card or Resident Card.
- The Membership card is for the cardholder's personal use only. It may not be transferred to other individuals.
- Alumni and community members are responsible for all materials borrowed on their card.

4.3.2. Services for Alumni and Community Members

4.3.2.1. Borrowing Facility:

Alumni and community members can borrow books and other materials from the LRC.

4.3.2.2. Borrowing Privileges:

The following are the borrowing privileges for alumni and community members:

Material Type	No. of Items	Loan Period	Renewals
Books	1	15 day	Two Renewals maximum
Videos, DVDs	2	3 days	One Renewal maximum
Journals (back issues only)	2	7 days	No Renewal is permitted

4.3.2.3. Materials not to be Issued:

The following materials are not issued to alumni and community LRC members:

- Textbooks
- Reference books (dictionaries, encyclopedias, handbooks, etc.).
- Current Issues of magazines & Journals.
- Daily newspapers.
- Multi-volume sets of books.

These items are available for use within LRC only.

4.3.3. Fines on Overdue Items:

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- A fine of 200 baizas per item per day will be charged for late return items.
- Fines may accumulate to a maximum of OMR 6. At this stage, borrowing privileges will be suspended until the overdue item(s) is returned and the fine is paid.

4.3.4. Lost & Damaged Books:

- The borrowers are responsible for the borrowed materials.
- If a borrowed item(s) is lost or severely damaged and is beyond repair, the member has to replace the item or have to pay the cost of replacing that item.
- A standard processing fee of OMR 3 will be charged from the member in addition to the original price of the lost/damaged item.
- The replacement cost can be refunded if the member finds and returns the item within a period of 1 month. The LRC member must present the receipt to obtain this refund.

4.3.5. LRC Collection

Alumni and community members can freely use books, journals and other materials available in the LRC.

4.3.6. Use of Computers & the Internet

They can use LRC computers and the Internet free of charge.

4.3.7. LRC Catalogue

They can access the LRC catalogue (OPAC) freely on campus and off campus.

4.3.8. Photocopying & printing

They can print and photocopy using the self-service copiers and printers. Please note that in order to print/photocopy they need to purchase the print/copy card.

4.3.9. Access to Electronic Resources

Alumni and community members can access free electronic resources at any time but can access the licensed databases inside the ASU campus only due to the licensing restrictions.

4.3.10. Reference Services

LRC staff shall provide assistance in locating appropriate collections and other services in using LRC materials.

4.3.11. Inter-Library Loans

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Alumni and community members are not eligible to use the inter-library loan services provided by the ASU LRC.

4.3.4. LRC Discipline for Alumni and Community Members

Alumni and community members must conform to all LRC and University regulations, policies and procedures.

4.4. Purchasing of LRC Materials

4.4.1. Purchasing ratio & Criteria:

The number of copies of an item to be purchased varies with the purpose and usage of the requested item. Followings are the criteria for purchasing of different LRC items:

4.4.1.1. General LRC Books:

- LRC will purchase one copy of each requested book.
- More copies of heavily used books can be added to the LRC collection.

4.4.1.2. Textbooks:

- LRC will purchase maximum 10 copies of the books listed as essential readings or core text in the course descriptor.
- LRC will retain 2 copies of each textbook as reference in the LRC.

4.4.1.3. Suggested and Supplementary Books:

If a book is listed in a module's descriptor as a suggested or supplementary reading, minimum 1 copy per 20 students will be purchased.

4.4.1.4. Electronic books:

LRC will procure the soft copies of mostly used textbooks and LRC books. LRC will prefer to purchase the electronic copies rather than leasing.

4.4.1.5. Journals & Magazines

LRC will subscribe to all the journals and magazines recommended in the course descriptors. Preference will be given to online access journals.

4.4.1.6. Newspapers

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LRC will subscribe TO and provide access to soft copies of local Arabic and English daily newspapers.

4.4.1.7. Audiovisuals

The LRC will purchase only one copy of requested CD or DVD.

4.4.2. Authority to purchase:

- The LRC Director is authorized to purchase core textbooks, recommended books and other LRC items within the limits of the sanctioned available budget.
- The bulk of LRC purchases will be approved by Vice Chancellor.

4.4.3. LRC Requisitions

- LRC will procure textbooks and related materials four times a year; October, January, April and June.
- Faculty and staff will send their requests using the online 'Requisition Form' available through LRC website.
- Students will submit their requirements to the Director of LRC or they can enter their requirements in the 'Suggestion Register' kept in the LRC. LRC staff will compile the list of books suggested by the students at the end of every month and will submit it to the Director of LRC.

4.4.4. Purchase Procedure

- For general LRC books and materials, students, faculty and staff will send their requirements to the Director LRC.
- For textbooks, the Director LRC will coordinate with the LRC Committee members to finalize the list of textbooks needed.
- The Dean(s)/Director will approve the list of textbooks to be purchased.
- LRC staff will check the books already available in the LRC to avoid any duplication.
- The Director of LRC will prepare the final list for procurement.
- The Director of LRC will get the approval from VC/AVC for the purchase.
- The Director of LRC will send the approved list to the Procurement department for purchase.

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- The Procurement department will purchase the material in accordance with University procurement policy.
- The Procurement department will verify the items and quantities received and will send to the LRC department.
- LRC staff will process the materials and physically prepare them for their use.

4.5. LRC Internship for Students

4.5.1. Number of Internships

LRC may offer a maximum of 2 student internships depending upon the needs and each student may work for 5 hours/per week.

4.5.2. Eligibility Criteria

Only ASU students enrolled in a bachelor's degree or diploma programme with a good academic record are eligible to apply for the LRC internship. Needy students with good academic record will be given the preference.

4.5.3. Duration of Internship

Students can avail LRC internship for a period of one semester during the Fall and Spring semesters only. It can be extended to another semester if the Director of LRC is satisfied with performance of the internee.

4.5.4. Procedure for Appointing the Interns

1. LRC will advertise internship opportunities available through the Students Affairs Department twice a year:
October 1st For Fall semester
December 15 For Spring semester
2. Interested students will submit the complete Internship Request Form to the Students Affairs Department. The Form must be recommended by the Director Registration.
3. Students Affairs department will scrutinize the applications and will shortlist the candidates for interview and send the list to the Director of LRC.
4. The Director of LRC and the Director of HR will interview and select the internee and will send to the VC for final approval.

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5. A waiting list of maximum 3 candidates will also be prepared for future needs.

4.5.5. Stipend & Payment Procedure

- The internee will be paid OMR 3 per hour.
- A student internee can work maximum 2 hours a day or 5 hours per week.
- Director LRC will maintain the internees' attendance record and will recommend the payments of internee to Director Finance at the end of each month.

4.5.6. Duties of Student Interns

1. Interns will work only during the regular working hours of the LRC in the presence of permanent LRC staff.
2. Interns will help the LRC staff to compile the lists of overdue books and issue overdue notices to borrowers.
3. Interns will assist students and faculty in finding LRC materials.
4. Interns will assist the users in printing and photocopying.
5. Interns will physically prepare the LRC materials for circulation; stamp the books, paste spine labels and cover with plastic tape.
6. Internees will shelf and arrange the LRC books, newspapers and magazines.
7. Interns will not to be given passwords, keys or card access to the LRC's facilities and records.
8. Student interns cannot perform duties on circulation desk for issuance and return of LRC materials.
9. They will help LRC staff to maintain discipline within the LRC.

4.5.7. Discipline & Expectations from Interns

- Interns are expected to maintain the confidentiality with all sensitive LRC and University information which they may encounter during the internship.
- Interns are expected to behave in a professional manner during the working hours.
- Use of University phones should be avoided for personal calls unless permission is granted.
- Interns are expected to be punctual and complete all assignments on time.
- Interns will follow the University dress code during the internship hours.

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- Interns must respect the LRC rules and regulations.

4.5.8. Dismissal

- Interns who do not perform satisfactorily or who do not follow the University policies will be dismissed. An intern's term of service may be terminated at any time and without prior notice.
- If an internee wants to quit form the internship he/she has to notify to the Director LRC one week in advance.

5. Key Stakeholders

Key stakeholders include students, faculty members, academic support staff, non-academic staff, ASU alumni and members of the local community.

6. Procedures and Guidance

LRC procedures and rules and regulations are documented separately as LRC procedures.

7. References

None

8. General provisions

- Everything that is not provided for in this policy/procedure is subject to the relevant Omani law and the internal regulation of the university
- Any violation or breach of one of the provisions of this policy/procedure makes those responsible accountable in accordance with the provisions of the relevant Omani law and the internal regulations of the university.
- Any exception from this policy/procedure upon application shall have no effect against the university or others unless it has been approved by the Vice Chancellor or Board of Directors as the case may be.

9. Revision History

Version	Author/Reviewer	Revision(s) made and justification	Date
II	Director of LRC	The policy was re-written to improve English Language expression and readability.	April 18, 2022