

# MUHIMBILI UNIVERSITY OF HEALTH AND ALLIED SCIENCES



## THE DIRECTORATE OF LIBRARY SERVICES



## USER GUIDE AND REGULATIONS

JULY, 2016

## **1. INTRODUCTION**

Welcome to the Muhimbili University of Health and Allied Sciences (MUHAS) and the Directorate of Library Services at MUHAS. MUHAS Library is a leading biomedical and health sciences library in the country. The library has more than 100,000 volumes of materials in different health fields such as pharmacy, medicine, dentistry, nursing, public health and social sciences, traditional medicine, and health allied sciences. These numbers are expected to triple in the next 5 years. The Library accommodates about 600 users at a time and offers both reference and borrowing services. This user guide and regulation intends to guide the use of MUHAS Library by the University community and outsiders.

## **2. MAJOR SECTIONS AND STAFFING SITUATION**

The Directorate of Library Services has five major sections namely Readers Services, Periodical and Documentation, Technical Services, School Libraries and ICT Services. These sections are well managed by a professional team that is comprised of 22 staff with post graduate and undergraduate qualifications (both academic and administrative staff).

The University Library Management and the Senate Library Committee (SLC) are the policy making bodies for the library operations. The Senate Library Committee is comprised of representative staff from different schools, Directorates and Institutes. Others include students and members from outside the university community.

## **3. OPENING HOURS**

a. **Normal Time :**             **8.30am-6.30pm**  
   **7.30 am-10.30pm**

b. **Vacation**

During vacation, the library is opened from **Monday – Saturday (i.e. 8:30am – 06:30pm)**. The closing bell will ring 15 minutes before the closing of the Library and will repeat 5 minutes before closing time. After that the Library shall be closed and anyone found remaining in the Library shall be considered to have contravened these user guide and regulations book thefts and will be punished according to rules.

## **4. ADMISSIONS AND MEMBERSHIP**

- (a) All members of the University are entitled to use the library as readers.
- (b) Members of MUHAS community have to register for membership. Membership forms are available at the Library Issue Desk. Library members are entitled to borrow books and utilize other library services.
- (c) Users who are not from the MUHAS community and who may wish to use the Library may do so after applying for a monthly membership at a small cost of: -
  - Students   Tshs10,000/=
  - Local researchers/scholars   Tshs. 20,000/=
  - Others: (eg. Children of MUHAS staff)   Tshs. 5000/=
  - International scholar/ researcher   USD 20

## **5. LOCATING MATERIALS**

Library materials can be located or be accessed through manual catalogue (information provided in a catalogue card) and Online Public Access Catalogue (OPAC)

(<http://kohasvr.muhas.ac.tz/>). A catalogue card is a brief description of an information item. The Library has already entered all bibliographic records into the library integrated management system, namely KOHA database. The Library catalogues are of two types, author catalogues and subject catalogues. The author catalogues (file) lists books, pamphlets and other documents alphabetically according to author's surnames. In the case where the book has no personal authorship, the authorship will be attributed to title, society, body or institution.

On the other hand, subject catalogues are also used to locate materials in the library. A subject catalogue is an alphabetically arranged file according to the name of the subject and it shows what the library has on a particular subject, and what other documents exist on the subjects.

## **6. LOANS**

A book borrowed from the library must be returned on or before the last date shown on the date label of the book. In case where the returned book is still in need by the same reader, the book can be re-issued (renewed). When a reader returns a book to the Issue Desk, his/her ticket will be returned to him. The reader must make sure that he/she gets back a ticket after returning any library book. Any person found holding books without having them properly issued will be reported to the University Authorities and shall be liable for disciplinary action, including loss of library privileges.

## **7. COLLECTIONS**

### **7.1 General collection**

The general collection consists of information materials in various medical and health fields. Information materials in this section can be borrowed for home reading and be returned after 2 weeks.



**A general collection**

### **7.2 Reference section**

Reference section is located on the ground floor of the library building. The collection provides textbooks with higher demands to support faculty members and students. Given

such a high demand from the majority of students, these books, are for use within the library only, and not to be borrowed for home use.

The reference collection consists of dictionaries, encyclopedias, handbooks manual, atlases, directories, compendium, almanacs and bibliographies etc. These materials are for use within the library only and not for borrowing for home reading. Information service desk is purposely for enquiries regarding use of library.

### **7.3 Special Reserve Collection**

Special reserve is a special collection, stores books, theses and dissertations which are on .High demand. Books from this section are to be used within the allocated reading area at special collection. The books, theses and dissertations are not allowed to be taken outside the special reserve.



**A special reserve collection**

Readers may borrow special reserve books, theses and dissertation for a maximum of 1 hour per one book. An additional 1-hour can be requested if there is no user waiting for the book. Failure to return a borrowed special reserve book after one hour will result to a disciplinary action.

### **7.3 Periodicals & Electronic Resources (PER)**

The section of Periodicals & Electronic Resources (PER) at MUHAS Library deals with subscriptions of journals and databases to support academic and research activities of MUHAS. The section subscribes to a number of periodicals/journals in various medical fields. These periodicals are available for reading in the library and they are not to be borrowed for home reading.

Currently, the library subscribes to the following databases:

- a) The library has subscribed to about 34 online journals through the joint subscription under the Consortium of Tanzania University Libraries (COTUL).
- b) The library has subscribed to Research for Life Programme, which provides free access to electronic journals in health, environment, social sciences and related fields to developing countries. The Research for Life Programme includes the following databases: Access to Research in Health Programme (HINARI), Access to Global Online

Research in Agriculture (AGORA), Online Access to Research on the Environment (OARE) and Access to Research for Development and Innovation (ARDI).

- i) HINARI provides access to 15,000 journals (in 30 different languages), up to 47,000 e-books, up to 100 other information resources;
  - ii) AGORA provides access to 6,100 journals and up to 5,800 e-books;
  - iii) OARE provides access to 5,710 peer reviewed journals and 1,119 online books and other information resources; and
  - iv) ARDI provides access to around 20,000 journals, books, and reference works.
- c) The library provides access to The Essential Electronic Agriculture Library (TEEAL), a searchable, offline, digital library which contains mainly agriculturally focused reference journals updated annually and delivered by the TEEAL Project Office at Cornell University's Mann Library. TEEAL contains a full-text and searchable database of articles from more than 325 high-quality research journals in agriculture and the related sciences, including health and life sciences.
  - d) The section compiles a list of online databases that provide free access to journals, theses, dissertations and e-books and put it on the library website for awareness and increased readership to MUHAS community. The list of electronic resources is available through the library website address: <http://library.muhas.ac.tz/>
  - e) The library also subscribes to a number of local newspapers such as the Daily news, Mwananchi and Nipashe. Newspapers are placed at the Periodical Section in the library building.
  - f) Through the Current Awareness Services (CAS), the library provide online alerts of new journal titles and interesting scholarly information through the library website, blog and facebook page in order to keep users aware and up to date scholarship publications.
  - g) PER section works closely with the Department of Library ICT to pull out usage data and statistics from the subscribed online journal databases and e-resources such as TEEAL by conducting quarterly assessments of both print and e-resources to determine strength and weakness in the resource usage and provides reports for future implementation and adjustments.

## **8.0 OTHER READING SPACES AT THE LIBRARY**

The expansion of the University teaching and research programmes necessitated the expansion of the University Library in terms of resources (Information resources, ICT facilities, equipment and furniture) and services to support the programmes the University is offering. In that regard, the university conducted a vertical extension of the library (new wing) building, which has 24 hours reading room, discussions rooms, and an ICT computer laboratory

### **8.1 The 24 hours reading hall**

The 24 hours reading hall has the capacity to accommodate 200 users at a time. The hall also provides library users with opportunities to spend more time in the library undertaking their educational and research activities any time. Moreover, library users are prohibited to conduct any kind of discussions that draw attention to other users who using the same room for independent reading. Instead, library users are allowed to use the available discussion rooms as presented in subsequent section.

The Directorate of Library Services will charge the following fees for utilization of Twenty four hours reading hall for various purposes, such as conferences, workshops, meetings. These charges are only applicable to projects or associations with exception to University Meetings or teaching classes.

- 1) 24 hours reading hall: the charges for utilizing the hall for activities related to projects/associations to internal users (MUHAS community) is **200,000/-per day**
- 2) 24 hours reading hall: the charges for utilization of the hall to external users is **250,000/- per day**
- 3) Projector is hired at **50,000/-** per an hour and/or 300,000/- per day
- 4) Fee for the technical ICT Support is **50,000/-** per day
- 5) Fees for using internet is 200,000/- per day

## **8.2 Discussion rooms**

The library has two discussion rooms. Users are required to book a discussion room in advance. A room may not be reserved for less than ten people and will be used for a maximum of six (6) hours per day. Any library user who fails to return the keys for a booked discussion room will be considered to have malice aforethought of vandalizing library holdings. Therefore, a fine of TZS 5000/= shall be paid for every additional day upon the failure to return the key of the discussion room to the library. In addition, disciplinary action may also be taken to any library user failing to return the key of the discussion room to the library.

## **9.0 INFORMATION AND COMMUNICATION TECHNOLOGY FACILITIES AND SERVICES**

### **9.1 Library Computer Laboratory**

The library has a computer laboratory located in the second floor next to the 24 hours reading room. The computer room has the capacity to accommodate 250 computers. Students are also allowed to carry on their laptops to access library materials. The room will be connected to the wireless internet connection via the university hotspots in the academic year 2016/2017. All library users have the opportunities to access and use of internet for their educational and research activities within the university.

Library computer facilities are intended to be used for educational purposes only. At the moment, due to limited number of computer, the maximum allocated time for each user is 30 minutes and after that a user is required to give chance to other users. Undesirable use of computers is forbidden. Undesirable use includes:

- a) Accessing inappropriate web sites
- b) Attempting to download un-authorized software or otherwise alter the configuration of the library PCs
- c) Introducing viruses to library ICT computers
- d) Attaching any device without the authorization of the Director of the University Library, or Head of ICT Section
- e) Attempting to gain illegal access into the library system
- f) Watching pornographic materials





*Participants attending training at ICT lab*

## 9.2 Video conference facilities

The Library has a video conference facilities located within the computer laboratory. It accommodates a video conference system, which enables scholars to conduct video conference meetings between MUHAS and other local and international partners. The room is also used for collaborative teaching courses being taught in partnership with other medical universities around world.



*Participants attending training at Video conference room*

The video conference room provides various services including video conference services, internet connection, and venue for training/workshops.

- a) The charge for utilization of the venue for holding a workshop or meeting for activities related to projects/associations for internal users (MUHAS community) is **150,000/-** TZS per day
- b) The charge for utilization of the venue for holding a workshop or meeting for external users is **200,000/-** TZS per day (Non MUHAS Community)
- c) The charge for utilization of the video conference system for activities related to projects/associations to internal users (MUHAS Community) is 80,000/- TZS per hour
- d) The charge for utilization of the video conference system for external users (Non MUHAS Community) is 150,000/- TZS per hour

- e) Fees for technical ICT Support **50,000/-** TZS per day
- f) Projector is hired at **50,000/-** per an hour and/or 300,000/- per day

### **9.3 Photocopy Services**

The library provides photocopy services to its users. Library users who may wish to photocopy materials can do so at a very competitive and non-profit cost of 50 shillings per page. However users must remember that copyright laws protect all books and therefore library users are not allowed to photocopy the whole book.

Only portions (**not more than 15%**) of a book may be photocopied. Photocopy services are available at the Special Reserve Sub-Section, within the Readers Services Section.

### **9.4 Scanning Services**

Scanning services are available at the cost of **Tshs.500** per page.

### **9.5 Printing Services**

The library offers printing services at the cost of **Tshs. 200** per page (black and white).

### **9.6 CD ROM**

CD ROMs on health and allied sciences fields are available at the Reference Sub-Section, within the Readers Services Section. These CD'S are available for use at the library and they are not to be borrowed for home reading.

### **9.7 Computer Room for people with physical challenges**

The library has a computer room at the ground floor to serve users with physical challenges.

### **9.8 Institutional Repository**

The MUHAS institutional repository aims to collect preserve and disseminate electronic copies of research and scholarly works created at MUHAS, and serves as a gateway to disseminate and reach out to similar resources elsewhere. Such publications include journal articles, conference presentations, proceedings, working papers, theses and dissertations. Currently there are 1600 papers which include journal articles published by MUHAS community.

Follow the following link to access the institutional repository: <http://ir.muhas.ac.tz:8080>. All members of MUHAS are invited to contribute their research outputs to the repository.

### **9.9 Online tutorials**

The MUHAS Library Wiki provides access to online tutorials in form of power point presentations prepared by the library in the following modules: information literacy, evidence based practice, web 2.0 tools.

### **9.10 Library blog**



The library uses also social media interactive tools to communicate and share information with the community. To Access the blog, please visit: <http://www.librarymuhas.blogspot.com/>

### **9.11 Library institutional face book page**

The library also uses Facebook to convey message to the community as well as to get feedback from them. It gives MUHAS students and staff 24 - hour's access to an online information and library services. It is accessible through the following website: <https://www.facebook.com/MuhasLibraryServices>

## **10. LIBRARY SECURITIES**

The security of library user's properties is his/her own responsibility. Users are advised not to bring any valuable items with them to the library. Library users are asked to leave all bags, folders, and coats at the Cloak/Bag Deposit Room after removing all valuable items. The library shall not be responsible for any loss of item at the Cloak/Bag Deposit Room or within the library building. To be allowed into the library, a user must show an Identity Card (ID). For users who are not members of the MUHAS community, a membership card must be presented before entering the library.

On exiting the library, users are required to pass through a single corridor entry library sanity system and show open any folders, laptops and whatever books they are carrying for inspection and everything going out of the library has been properly issued. Failure to abide by this rule may result in disciplinary action against the user. However be informed that the Closed-circuit Television (CCTV) cameras are on operation in 24/7 in the entire building.

## **11. LIBRARY REGULATIONS**

### **11.1 General library regulations**

Users of the library are requested to observe silence. Idle conversation, loud laughter and other unnecessary noise disturb library users and must therefore be avoided. Discussions are strictly forbidden in the library except in rooms reserved for that purpose. Failure to observe silence will result into dismissal from the library and other disciplinary measures.

- a) Eating, drinking water, smoking, sleeping, sexual acts, display or use of weapons are not allowed in the library.
- b) Improper dressing by library users, such as those users who cover their whole body including their face shall not be allowed to enter the library. This kind of dressing amounts to covering one's identity contrary to library regulations, which require users, be properly identified by showing their identity cards before entering. Further, wearing of long coats, jackets, caps and slippers is not allowed at the library. The library staff reserves the right to inspect any person who raises suspicion.
- c) Abusive language or gestures, harassing or threatening behavior to the library staff and/or users are not acceptable.
- d) Personal hygiene is highly recommended to avoid offending other library users by odor.
- e) Use of mobile phones is strictly forbidden in the library premises. The library users who use mobile phone within the library will be charged **TShs 5000/-** only.

- f) Theft and mutilation of library materials is a criminal offence. Anyone caught attempting to steal, stealing or to have stolen library materials will be reported to relevant University security organs (including the police) and University disciplinary organs for further actions that may include prosecution, barred from using the University library and/or suspension from studies.

### **11.2 Lending regulations**

The library users are required to abide to the above rules knowing that breaking them will result into disciplinary measures:

- a) A proper library card must be presented to the counter whenever library material is called for. This card is **NOT TRANSFERABLE** and torn, dirty and mutilated borrower's card is not honored and should be replaced by a new one with a fee of **Tshs. 3,000/=**.
- b) For any library material drawn upon it, the owner to whom it is made out will be held responsible. If presented by other person, the library card will be seized and the owner will be liable to the fine amounting **Tshs. 2,000/=**.
- c) When returning library materials to the counter make sure that, you get back your borrowing cards. The library will assume no responsibility for exchange or for loss of your library cards after you have left the counter.
- d) Any lost card is to be reported to the library immediately. Lost cards will be replaced at a cost of **Tshs. 3,000/=**.
- e) Replacement for lost books shall be the actual price of a particular book plus 50% of the actual price to cover administrative costs.
- f) Books borrowed from Special Reserve Collection for use within the library must be returned at the issue desk (special reserve collection) after one hour of use.
- g) No reader will be allowed to borrow books from the library's collections without proper identification including borrowing cards.
- h) The library/Director of the library reserves the right of admission.

### **11.3 Fines and penalties**

The following fines and penalties shall be imposed on those who will be breaking these rules and regulations.

- a) A fine of **Tshs. 1000/=** shall be paid for every additional day after the last day of returning a borrowed book to the library. Failure to return the book after the additional fined 7 days will be considered book theft.
- b) The penalty for any act of book theft as defined in section 11.1 (f), it shall be suspension from using library services for the whole semester, together with legal measures including being reported to the police. If repeated, the penalty shall be denial to access the library for 1 academic year. If same or similar mistake is repeated the user shall be denied access to the library for 5 years.

## **12. APPROVAL DETAILS**

- (i) Name of approval body: University Senate
- (ii) Meeting number of the relevant body (e. g. 39th Meeting of the University Senate).
- (iv) Date of the meeting: 12<sup>th</sup> July 2016

### **13. USER GUIDE AND REGULATIONS OWNER**

The owner of this user guide and regulations is the Director of the Directorate of Library Services

### **14. NEXT REVIEW DATE**

The review dates will three years from the date of approval of this library user guide and regulations

### **15. CONTACT**

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Library Online Public Access Catalogue (OPAC): <http://kohasvr.muhas.ac.tz/>

MUHAS repository: <http://ir.muhas.ac.tz:8080>

Library blog: <http://www.librarymuhas.blogspot.com/>

Library facebook page: <https://www.facebook.com/MuhasLibraryServices>

Thank you and please enjoy the library facilities and services.

**The End**

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**Last updated: July, 2016**