HENSARD UNIVERSITY

TORU-ORUA, SAGBAMA,
BAYELSA STATE, NIGERIA



LIBRARY HANDBOOK

Your Guide to Information,
Resources and Library Services



KNOWLEDGE FAITH SERVICE EXCELLENCE



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LIBRARY HANDBOOK

(A GUIDE TO EFFECTIVE SERVICE DELIVERY)

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CHAPTER ONE

INTRODUCTION

1.1 Overview of HU Library

The Library of HENSARD University is an essential component of the University's academic framework, established to support teaching, learning, and research activities. As a knowledge-driven institution, HENSARD University recognizes the library as the intellectual backbone that facilitates access to information in both print and digital formats.

HENSARD University was established in 2023 and is located in Toru-Orua, Sagbama Local Government Area of Bayelsa State. It is the first private university in Bayelsa State, founded by the Henry Seriake Dickson Foundation and licensed by the Federal Government of Nigeria. The establishment of the University reflects a commitment to expanding access to quality higher education and promoting academic excellence within the region and beyond.

In line with the University's vision, the Library is designed to meet international standards by integrating modern information technologies with traditional library services. It houses a growing collection of print resources, including books, journals, and reference materials, alongside a well-developed e-library system. The e-library provides seamless access to a wide range of academic databases, electronic books, and scholarly journals, supported by reliable internet connectivity. This hybrid approach ensures that users can conveniently access relevant information resources anytime and from anywhere.

1.2 Purpose of the Handbook

This Handbook is designed to serve as a guide for all users of the HENSARD University Library. It provides comprehensive information on the Library's resources, services, policies, and operational procedures. The Handbook aims to:

- Familiarize users with the structure and functions of the Library
- Provide guidelines for accessing and utilizing library resources effectively
- Outline rules and regulations governing the use of the Library
- Promote responsible and ethical use of information resources

By adhering to the provisions of this Handbook, users can maximize the benefits of the Library while maintaining an environment conducive to study and research.

1.3 Mission and Vision of the Library

Vision:
To be a leading academic library that provides innovative, accessible, and user-centered information services in support of teaching, learning, and research.

Mission:
To acquire, organize, preserve, and provide access to relevant information resources in both print and electronic formats, while delivering efficient and effective services that meet the academic and research needs of the University community.

1.4 Objectives of the Library

The objectives of the HENSARD University Library include:

- To support the academic programmes of the University through the provision of relevant information resources
- To facilitate research and scholarly communication
- To promote information literacy and lifelong learning skills among users
- To provide access to global information resources through digital technologies
- To create a conducive environment for study and intellectual development

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CHAPTER TWO

LIBRARY SYSTEM AND STRUCTURE

2.1 Overview of the Library System

The HENSARD University Library operates as a coordinated system comprising a central library and specialized faculty-based libraries. This structure is designed to effectively support the diverse academic and research needs of the University community across different disciplines.

The Library system adopts a hybrid model that integrates both physical collections and digital resources. Through this approach, users are able to access information materials within designated library spaces as well as remotely via the e-library platform. The system ensures equitable access to resources while promoting efficiency, specialization, and ease of use.

2.2 The Main Library

The Main Library serves as the central administrative and academic hub of the HENSARD University Library system. It provides general information resources that support all faculties and departments within the University.

The Main Library houses core collections such as textbooks, reference materials, general reading resources, and multidisciplinary journals. It also accommodates key operational units including circulation, reference services, technical services, and reader services.

In addition to serving as the administrative center, the Main Library offers a conducive environment for quiet study, research, and academic engagement for all categories of users.

2.3 Faculty-Based Libraries

In order to provide specialized information resources tailored to specific academic disciplines, the HENSARD University Library system includes the following faculty-based libraries:

2.3.1 Law Library

The Law Library is dedicated to supporting the academic and research needs of students and staff in the field of law. It houses legal texts, law reports, statutes, case law materials, legal journals, and other relevant resources. The Library is structured to facilitate legal research and provide access to both local and international legal information sources.

2.3.2 Medical Library

The Medical Library provides specialized resources in the health and medical sciences. Its collections include medical textbooks, clinical reference materials, journals, and electronic databases relevant to medicine and allied health disciplines. The Library supports evidence-based learning, clinical research, and professional development.

2.3.3 Engineering Library

The Engineering Library caters to the information needs of students and researchers in engineering and related fields. It contains technical books, manuals, standards, design resources, and engineering journals. The Library supports innovation, technical research, and practical problem-solving.

2.4 The E-Library and Digital Infrastructure

The E-Library is a key component of the HENSARD University Library system, providing users with seamless access to a wide range of electronic resources. It complements the physical libraries by extending access to information beyond the confines of location and time.

The digital infrastructure supports:

- Access to multidisciplinary academic databases
- Availability of e-books and e-journals
- Online reference and research tools
- Reliable and high-speed internet connectivity

Users can access the e-library both on-campus and remotely, enabling continuous learning and research activities.

2.5 Library Units and Functional Sections

Across the Main Library and faculty-based libraries, services are organized into functional units to ensure effective operations. These include:

- **Acquisition Unit:** Responsible for selecting and procuring library materials
- **Cataloguing and Classification Unit:** Organizes materials for easy retrieval
- **Circulation Unit:** Manages lending services and user records
- **Reference and Information Services Unit:** Provides research support and guidance
- **ICT/E-Library Unit:** Manages digital resources and technological systems
- **Reader Services Unit:** Handles user support, orientation, and general assistance

These units work collaboratively across all library branches to maintain consistency and quality in service delivery.

2.6 Organizational Structure of the Library

The HENSARD University Library operates under a centralized administrative structure. The **University Librarian** is responsible for the overall management, coordination, and development of the entire library system, including the Main Library and all faculty-based libraries.

Each faculty library is overseen by professional library staff who report to the University Librarian. This structure ensures effective coordination, standardization of services, and efficient resource management across all library units.

CHAPTER THREE

LIBRARY HOURS AND CONTACT INFORMATION

3.1 Library Hours

The HENSARD University Library operates scheduled hours to support teaching, learning, and research activities. In consideration of the residential nature of the University, the Library provides both daytime and evening access to accommodate students.

The Library operates as follows:

- **Monday – Friday:** 8:00 a.m. – 4:00 p.m. and 7:00 p.m. – 10:00 p.m.
- **Saturday:** 10:00 a.m. – 4:00 p.m.
- **Sunday:** 5:00 p.m. – 8:00 p.m.

These hours apply to the Main Library as well as the Law, Medical, and Engineering Libraries. Hours may be adjusted during examinations, public holidays, or special circumstances. Users are advised to consult official notices for any changes.

3.2 Contact Information

For enquiries, assistance, or further information, users may contact the Library through the following:

- **Email:** librarian@HENSARDuniversity.edu.ng@gmail.com
- **Phone:** +2348023553862

CHAPTER FOUR

MEMBERSHIP AND USER CATEGORIES

4.1 Membership

Membership of the HENSARD University Library is open to all duly registered members of the University community. Access to library resources and services is granted upon proper registration and possession of a valid University identification card.

The Library primarily serves undergraduate students and staff of the University. As the University expands its academic programmes, membership will be extended to postgraduate students in the future.

4.2 User Categories

The Library recognizes the following categories of users:

- **Undergraduate Students:**
  These constitute the primary users of the Library and are entitled to full access to library resources and services upon registration.
- **Academic Staff:**
  Academic staff members have access to both print and electronic resources to support teaching, research, and professional development.
- **Non-Academic Staff:**
  Non-academic staff are permitted to use library facilities and resources in accordance with library policies.
- **Postgraduate Students (Future Provision):**
  Postgraduate students will be granted full access to library resources and specialized services once postgraduate programmes are introduced in the University.
- **External Users (if applicable):**
  External researchers and visitors may be granted limited access to the Library with prior approval from the Library management.

4.3 User Responsibilities

All registered users are expected to:

- Comply with library rules and regulations
- Handle library materials with care
- Present valid identification when required
- Use library resources responsibly and ethically

Failure to adhere to these responsibilities may result in suspension or withdrawal of library privileges.

CHAPTER FIVE

REGISTRATION AND ACCESS TO LIBRARY RESOURCES

5.1 Library Registration

All users are required to register with the HENSARD University Library in order to access its resources and services. Registration is carried out upon presentation of a valid University identification card and completion of the necessary procedures as determined by the Library.

Successful registration grants users access to both the physical library facilities and the e-library platform.

5.2 Access to Physical Library Resources

Registered users are entitled to make use of the Library's physical collections across the Main Library and the Law, Medical, and Engineering Libraries. Access to materials is subject to the Library's circulation policies and regulations.

Users are expected to present valid identification when required and comply with all guidelines governing the use of library facilities.

5.3 Access to E-Library Resources

The HENSARD University Library provides extensive access to electronic resources through its e-library system. All registered users are issued unique database usernames and passwords, which enable them to access subscribed academic databases, e-books, and other digital resources.

These credentials are personal and must not be shared with unauthorized individuals.

5.4 Remote Access to Library Systems

In line with the University's commitment to flexible and technology-driven learning, users can access the e-library remotely from off-campus locations.

The Library operates a cloud-based system that allows users to access key platforms, including:

- The **Koha Integrated Library Management System (ILMS) – OPAC** for searching and locating library materials
- The **eBooks Management System** for accessing digital book collections

This remote access ensures that users can engage in academic work, research, and independent study at any time and from any location.

5.5 User Responsibilities for Access

Users are responsible for:

- Safeguarding their login credentials
- Using e-library resources for academic purposes only
- Complying with licensing agreements and usage policies
- Avoiding unauthorized downloading, sharing, or misuse of digital content

Failure to comply with these responsibilities may result in restriction of access or disciplinary action.

CHAPTER SIX

LIBRARY RULES AND REGULATIONS

6.1 General Conduct

The HENSARD University Library is a place for serious academic work. All users are expected to maintain discipline, respect others, and conduct themselves in a manner that supports a conducive learning environment.

Users must comply with all library rules and follow instructions from library staff at all times.

6.2 Silence and Study Etiquette

- Silence must be maintained in all reading areas.
- Group discussions are only permitted in designated areas.
- Users should avoid any form of noise that may disturb others.

6.3 Use of Mobile Phones and Devices

- Mobile phones must be set to silent mode within the library.
- Phone calls are not allowed in reading areas.
- Use of earpieces or headphones is not permitted.
- Laptops and other devices may be used strictly for academic purposes.

6.4 Food and Drinks Policy

- Eating is not permitted within the library.
- Water is not allowed into the library.

6.5 Use of Library Materials

- Library materials must be handled with care.
- Users must not write on, mark, tear, or damage any library resources.
- Materials must be properly checked out before removal from the library.
- Leave consulted books on the table

6.6 Use of E-Library and Internet Facilities

- Internet and e-library resources must be used for academic and research purposes only.
- Streaming of live videos is strictly prohibited.
- Users must not access inappropriate or non-academic content.

- Downloading or sharing licensed materials without authorization is prohibited.
- Login credentials must not be shared with others.

6.7 Use of Artificial Intelligence Tools

- Users are expected to use artificial intelligence tools responsibly and ethically in academic work.
- AI tools should support learning and research, not replace original thinking.
- All academic work must comply with the University's policies on plagiarism and academic integrity.

6.8 Security and Personal Belongings

- Bags are not allowed into the library and must be kept in designated areas where provided.
- Users are responsible for their personal belongings.
- The Library will not be held liable for loss or theft of personal items.
- All users may be subject to security checks at entry and exit points.

6.9 Dress Code

- Users are expected to dress decently while using the library.
- Indecent dressing is strictly prohibited and may result in denial of access to the library.

6.10 Prohibited Activities

The following actions are strictly prohibited:

- Noise-making and disruptive behavior
- Theft or mutilation of library materials
- Unauthorized removal of library resources
- Vandalism of library property
- Misuse of internet and digital resources

6.11 Disciplinary Measures

Violation of library rules may result in:

- Warning or suspension of library privileges
- Payment for damaged or lost materials
- Referral to appropriate University authorities for further disciplinary action

CHAPTER SEVEN

LIBRARY RESOURCES AND SERVICES

7.1 Overview

The HENSARD University Library provides a wide range of resources and services to support teaching, learning, and research. These resources are available in both print and electronic formats and are accessible through the Main Library and the faculty-based libraries (Law, Medical, and Engineering), as well as the e-library platform.

7.2 Library Resources

7.2.1 Print Resources

The Library maintains a growing collection of print materials, including:

- Textbooks
- Reference materials (dictionaries, encyclopedias, handbooks)
- Academic journals and periodicals
- Theses and research reports
- Newspapers and magazines

These resources are organized systematically to ensure easy access and retrieval.

7.2.2 Electronic Resources

The Library provides access to a wide range of electronic resources through its e-library system. These include:

- E-books
- E-journals
- Academic databases across various disciplines
- Online reference resources

These resources can be accessed both on-campus and remotely using authorized login credentials.

7.2.3 Specialized Collections

Each faculty-based library provides specialized materials relevant to its discipline:

- **Law Library:** Legal texts, law reports, statutes, and legal journals
- **Medical Library:** Medical textbooks, clinical resources, and health science journals

- **Engineering Library:** Technical books, manuals, and engineering publications

7.3 Library Services

7.3.1 Circulation Services

The Library provides borrowing, returning, and renewal services for authorized users. Access to materials is subject to established circulation policies.

7.3.2 Reference and Information Services

Professional librarians are available to assist users in locating information, using library resources, and conducting research effectively.

7.3.3 User Education and Information Literacy

The Library organizes orientation programmes and training sessions to help users develop skills in information searching, evaluation, and proper use of resources.

7.3.4 E-Library and ICT Services

The Library provides access to internet-enabled computer systems and digital platforms that support research and academic work.

7.3.5 Current Awareness Services (CAS)

The Library keeps users informed about new arrivals and relevant information resources in their areas of study.

7.3.6 Reprographic Services

Subject to Library policy, users may have access to printing, photocopying, and scanning services.

7.4 Access and Usage

All library resources and services are provided to support academic activities. Users are expected to utilize them responsibly and in accordance with library rules and regulations.

CHAPTER EIGHT

CIRCULATION POLICIES

8.1 Overview

The circulation policy of the HENSARD University Library governs the borrowing, use, and return of library materials. These policies are designed to ensure fair access to resources for all users while maintaining proper management of the Library's collections.

8.2 Borrowing Privileges

Registered users are permitted to borrow library materials subject to the following conditions:

- **Students:** May borrow up to **three (3) book titles** at a time for a period of **two (2) weeks**.
- **Staff:** May borrow up to **three (3) book titles** at a time for a period of **three (3) weeks**.

All borrowed materials must be properly checked out at the circulation desk.

8.3 Loan Periods

Loan periods are determined by user category:

- Undergraduate Students: 2 weeks
- Staff: 3 weeks

Materials must be returned on or before the due date indicated at the time of borrowing.

8.4 Renewal of Loans

Loan renewal is permitted under the following condition:

- Renewal is allowed **only if no other user has requested the borrowed material**.

Where renewal is approved:

- An additional period of **seven (7) days** will be granted.

Requests for renewal must be made before or on the due date.

8.5 Overdue Materials and Fines

Failure to return borrowed materials on or before the due date will attract overdue fines as follows:

- **Students:** $1 per day per book
- **Staff:** $2 per day per book

Fines accumulate daily until the material is returned.

8.6 Responsibilities of Borrowers

Users who borrow library materials are responsible for:

- Returning materials on time
- Paying any applicable fines
- Ensuring borrowed materials are kept in good condition

Borrowers will be held accountable for any loss or damage to library materials in their possession.

8.7 Loss or Damage of Materials

Any user who loses or damages a library item will be required to:

- Replace the item with the same or latest edition, or
- Pay the assessed cost of the material as determined by the Library

Additional administrative charges may apply where necessary.

8.8 Recall of Materials

The Library reserves the right to recall any borrowed material if it is required for academic purposes or by another user. Borrowers must comply with recall notices promptly.

CHAPTER NINE

USE OF ELECTRONIC RESOURCES AND ICT FACILITIES

9.1 Overview

The HENSARD University Library provides access to a wide range of electronic resources and ICT facilities to support teaching, learning, and research. These include academic databases, e-books, e-journals, internet services, and cloud-based library systems.

All users are expected to utilize these resources responsibly and strictly for academic purposes.

9.2 Access to Electronic Resources

Registered users are granted access to electronic resources through the Library's e-library platform. Access is provided via unique usernames and passwords issued to individual users.

Electronic resources available include:

- Academic databases
- E-books and e-journals
- Online reference tools
- Institutional and external research materials

Users may access these resources both on-campus and remotely.

9.3 Use of ICT Facilities

The Library provides ICT facilities, including computer workstations and internet access, to support academic activities. Users are expected to:

- Use ICT facilities for study, research, and academic work only
- Follow all guidelines provided by the Library
- Handle equipment with care and report any faults to library staff

9.4 Acceptable Use Policy

Users must adhere to the following guidelines when using electronic resources and ICT facilities:

- Access must be strictly for educational and research purposes
- Unauthorized downloading, copying, or distribution of licensed materials is prohibited
- Streaming of live videos and access to non-academic content are not permitted
- Users must not attempt to alter, damage, or bypass library systems

9.5 Remote Access and Cloud-Based Systems

The HENSARD University Library operates a cloud-based system that allows users to access resources remotely. Key platforms include:

- The Koha Integrated Library Management System (ILMS) – OPAC
- The eBooks Management System

These platforms enable users to search for materials, access digital content, and conduct research from any location with internet access.

9.6 Security and User Responsibility

Users are responsible for maintaining the security of their access credentials. Accordingly:

- Usernames and passwords must not be shared
- Users must log out after each session, especially on public computers
- Any suspected misuse of accounts should be reported immediately

Violation of these guidelines may result in suspension of access and further disciplinary action.

9.7 Sanctions for Misuse

Any misuse of electronic resources or ICT facilities may attract penalties, including:

- Suspension or withdrawal of access privileges
- Disciplinary action by the University authorities

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CHAPTER TEN

LIBRARY CATALOGUE AND INFORMATION RETRIEVAL

10.1 Overview

The HENSARD University Library provides organized systems to help users locate and access information resources efficiently. These systems ensure that both print and electronic materials can be easily identified and retrieved with ease.

10.2 Library Catalogue (OPAC)

The Library utilizes an **Online Public Access Catalogue (OPAC)** to enable users to search for available resources. The OPAC is part of the Library's cloud-based system and can be accessed both within the Library and remotely.

Through the OPAC, users can:

- Search for materials by title, author, subject, or keyword
- Check the availability status of items
- Identify the specific library (Main, Law, Medical, or Engineering) where materials are located

10.3 Classification System (Library of Congress Classification – LCC)

The HENSARD University Library organizes its collections using the **Library of Congress Classification (LCC)** scheme. This system arranges materials into subject-based categories represented by letters and numbers.

Each library material is assigned a unique **call number**, which reflects its subject area and provides a precise location on the shelves. The LCC system enhances systematic arrangement and easy retrieval of resources, especially in academic and research environments.

10.4 Locating Library Materials

Users can locate materials by:

1. Searching the OPAC to obtain the call number and location of the item
2. Using the call number to identify the correct section and shelf
3. Following library signage or seeking assistance from staff

This process ensures quick and efficient access to required materials.

10.5 Access to Electronic Resources

Electronic resources are accessible through the e-library platform using authorized login credentials. Users can search and retrieve digital materials such as e-books, e-journals, and academic databases from both on-campus and remote locations.

10.6 User Assistance

Library staff is available to assist users in:

- Conducting effective searches using the OPAC
- Understanding the Library of Congress Classification system
- Locating both print and electronic resources

Users are encouraged to seek assistance whenever necessary.

10.7 Information Retrieval Skills

The Library promotes the development of information retrieval skills through user education and orientation programmes. These initiatives help users to:

- Search for information effectively
- Evaluate information sources critically
- Use information ethically in academic work

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CHAPTER ELEVEN

STUDY SPACES AND FACILITIES

11.1 Overview

The HENSARD University Library provides a variety of study spaces and facilities designed to support individual and group learning. These spaces are available across the Main Library and the faculty-based libraries (Law, Medical, and Engineering), ensuring a conducive environment for academic activities.

11.2 Reading Areas

The Library provides general reading areas for quiet study. These areas are designed to accommodate users who require a calm and focused environment for reading and research.

Users are expected to maintain silence and adhere to library rules while using these spaces.

11.3 Silent Study Zones

Dedicated silent study zones are available for users who require complete quietness. Strict silence must be observed in these areas at all times.

11.4 Group Study Areas

Designated spaces may be provided for group discussions and collaborative learning. Users are expected to ensure that discussions do not disrupt others and must comply with library guidelines.

11.5 ICT and Computer Workstations

The Library provides computer workstations with internet access to support research and academic work. These facilities enable users to access the e-library, academic databases, and other digital resources.

Users must handle all equipment with care and use them strictly for academic purposes.

11.6 Faculty-Based Library Facilities

Each faculty-based library (Law, Medical, and Engineering) provides specialized study environments tailored to the needs of its users. These spaces are equipped with relevant resources and facilities to support discipline-specific learning and research.

11.7 Use of Facilities

All library facilities are provided to enhance learning and research. Users are expected to:

- Use facilities responsibly
- Maintain cleanliness and orderliness
- Comply with all library rules and regulations

Misuse of facilities may result in restriction of access or disciplinary action.

11.8 Maintenance and Safety

The Library ensures regular maintenance of its facilities to provide a safe and comfortable environment. Users are encouraged to report any faults or damages to library staff promptly.

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CHAPTER TWELVE

RESEARCH AND ACADEMIC SUPPORT SERVICES

12.1 Overview

The HENSARD University Library provides research and academic support services aimed at enhancing the quality of teaching, learning, and scholarly work. These services are designed to equip users with the skills and tools required for effective research and academic success.

12.2 Reference and Research Assistance

Professional librarians are available to assist users in locating relevant information resources, developing research strategies, and utilizing library tools effectively. Users may seek guidance on:

- Identifying appropriate information sources
- Conducting literature searches
- Using library databases and catalogues

12.3 User Education and Information Literacy

The Library organizes orientation programmes and training sessions to develop users' information literacy skills. These programmes are designed to help users:

- Locate information efficiently
- Evaluate sources critically
- Use information responsibly and ethically

12.4 Academic Writing Support

The Library provides basic support for academic writing by guiding users on:

- Structuring academic work
- Proper citation and referencing styles (e.g., APA, MLA)
- Avoiding plagiarism

Users are encouraged to consult library staff for assistance in improving the quality of their academic work.

12.5 Access to Research Resources

The Library provides access to a wide range of research materials, including:

- Academic databases
- E-books and e-journals
- Reference materials and specialized collections

These resources support coursework, assignments, and independent research.

12.6 Plagiarism Awareness and Ethical Use of Information

The Library promotes academic integrity by educating users on the importance of originality in scholarly work. Users are expected to:

- Properly acknowledge all sources of information
- Avoid plagiarism in any form
- Use information in accordance with ethical and academic standards

12.7 Research Support Services (Future Provision)

As the University expands its academic programmes, the Library will introduce more advanced research support services, including specialized support for postgraduate studies and faculty research.

12.8 User Support Services

Library staff are available to provide continuous support to users through help desks and enquiry services. Users are encouraged to seek assistance whenever needed to enhance their academic experience.

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CHAPTER THIRTEEN

LIBRARY STAFF AND USER SUPPORT SERVICES

13.1 Overview

The HENSARD University Library is staffed by qualified and dedicated personnel committed to providing efficient and user-centered services. Library staff play a key role in ensuring that users are able to access and utilize library resources effectively.

13.2 Library Staff Structure

The Library operates under a structured system headed by the **University Librarian**, who is responsible for the overall administration, management, and development of the Library.

The University Librarian is supported by:

- Professional Librarians
- Para-professional Staff
- Technical and ICT Personnel

These staff members are assigned to various units within the Main Library and faculty-based libraries (Law, Medical, and Engineering) to ensure smooth operation and service delivery.

13.3 Roles and Responsibilities of Library Staff

Library staff are responsible for:

- Assisting users in locating and accessing information resources
- Managing circulation services (borrowing, returning, and renewals)
- Organizing and maintaining library collections
- Providing reference and research support
- Managing electronic resources and ICT facilities

13.4 User Support Services

The Library provides user support services to enhance the overall user experience. These include:

- **Help Desk Services:** For general enquiries and assistance
- **Reference Services:** For research and information support
- **Technical Support:** For assistance with e-library access and ICT facilities

Users are encouraged to approach library staff whenever they require assistance.

13.5 User–Staff Relationship

Users are expected to interact with library staff in a respectful and courteous manner. Similarly, library staff are committed to providing prompt, professional, and helpful services to all users.

13.6 Service Delivery Commitment

The HENSARD University Library is committed to continuous improvement in service delivery. Staff are dedicated to ensuring that users receive timely assistance and have a positive experience while using the Library.

CHAPTER FOURTEEN

COPYRIGHT, FAIR USE, AND INTELLECTUAL PROPERTY

14.1 Overview

The HENSARD University Library is committed to promoting respect for copyright laws and intellectual property rights. Users are expected to comply with all legal and ethical standards governing the use of information resources.

14.2 Copyright

Copyright is a legal protection granted to authors and creators of original works. Library users must respect the rights of authors, publishers, and other content providers when using library materials.

Unauthorized reproduction, distribution, or use of copyrighted materials is strictly prohibited.

14.3 Fair Use

Fair use permits limited use of copyrighted materials for purposes such as:

- Research
- Private study
- Criticism and review
- Teaching and academic work

Such use must be reasonable, non-commercial, and properly acknowledged.

14.4 Use of Library Resources

Users are expected to:

- Use library materials in accordance with copyright laws
- Avoid excessive copying or downloading of resources
- Comply with licensing agreements governing electronic resources

Violation of these conditions may result in loss of access to library resources.

14.5 Plagiarism and Academic Integrity

Plagiarism involves presenting another person's work or ideas as one's own without proper acknowledgment. It is a serious academic offence.

Users must:

- Properly cite all sources of information
- Acknowledge the contributions of other authors
- Submit original academic work

14.6 Use of Digital and Electronic Resources

Electronic resources provided by the Library are subject to licensing agreements. Users must not:

- Share access credentials
- Distribute downloaded materials to unauthorized persons
- Use resources for commercial purposes

14.7 Intellectual Property Rights

The Library recognizes and respects intellectual property rights within the University community. Users are encouraged to:

- Protect their own academic work
- Respect the intellectual contributions of others
- Use information responsibly and ethically

14.8 Sanctions for Violations

Any violation of copyright, fair use, or intellectual property policies may result in:

- Suspension of library privileges
- Disciplinary action by the University
- Legal consequences where applicable

CHAPTER FIFTEEN

FEEDBACK, COMPLAINTS, AND SUGGESTIONS

15.1 Overview

The HENSARD University Library is committed to continuous improvement in the quality of its resources and services. Feedback from users is highly valued and plays an important role in enhancing library operations and user satisfaction.

15.2 Feedback Mechanisms

Users are encouraged to provide feedback on library services, resources, and facilities. Feedback may be submitted through:

- Direct communication with library staff
- Written submissions where applicable
- Official communication channels provided by the Library

15.3 Complaints

Users who experience challenges or are dissatisfied with any aspect of the Library's services may lodge a complaint. All complaints will be treated with seriousness, confidentiality, and fairness.

Complaints should clearly state the issue and may be directed to library staff or the appropriate authority within the Library.

15.4 Suggestions

The Library welcomes suggestions aimed at improving its services, resources, and facilities. Users are encouraged to make constructive suggestions that can contribute to the development of the Library.

15.5 Response and Resolution

The Library is committed to responding to feedback and resolving complaints promptly. Appropriate actions will be taken to address valid concerns and improve service delivery.

15.6 User Responsibility

Users are expected to provide feedback and complaints in a respectful and constructive manner. Misuse of feedback channels may not be entertained.

CHAPTER SIXTEEN

CONCLUSION

16.1 Summary

The HENSARD University Library remains a vital component of the University's academic system, providing access to quality information resources and services that support teaching, learning, and research. Through its Main Library, faculty-based libraries (Law, Medical, and Engineering), and robust e-library platform, the Library ensures that users have access to both physical and digital resources.

16.2 Commitment to Excellence

The Library is committed to continuous improvement in its services, resources, and facilities in order to meet the evolving needs of the University community. By integrating modern technologies with traditional library practices, the Library strives to provide efficient, accessible, and user-centered services.

16.3 User Responsibility

Users are encouraged to make effective use of the Library's resources while adhering to its rules and regulations. Responsible use of library facilities and materials contributes to maintaining an environment that is conducive to academic excellence.

16.4 Final Note

The success of the HENSARD University Library depends on the cooperation between users and library staff. By working together, the Library will continue to serve as a center for knowledge, innovation, and academic growth.

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CHAPTER SEVENTEEN

17.1 Introduction

This section provides supplementary information to guide users in the effective use of the HENSARD University Library.

17.2 Library Registration Form (Sample)

- Name of User
- Matriculation/Staff Number
- Department/Unit
- Phone Number
- Email Address
- Signature and Date

17.3 Quick Guide to Using the E-Library

- Log in using your assigned username and password
- Access the OPAC to search for materials
- Use the eBooks Management System to read digital books
- Explore subscribed academic databases for research
- Log out after use

17.4 Basic Guide to Using the Library Catalogue

- Search by title, author, subject, or keyword
- Note the call number and location
- Use the call number to locate materials on the shelf
- Seek assistance from library staff if needed

17.5 Glossary of Terms

- **OPAC:** Online Public Access Catalogue used to search for library materials
- **Call Number:** A unique code used to identify and locate a book on the shelf
- **E-Library:** A digital platform providing access to electronic resources
- **Database:** A collection of organized academic information
- **Circulation:** The process of borrowing and returning library materials