How to Plant and Grow a Library!
A Manual

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Chapter 1: Why have a library? - Why we wrote this guide

> If we all share, we all benefit together
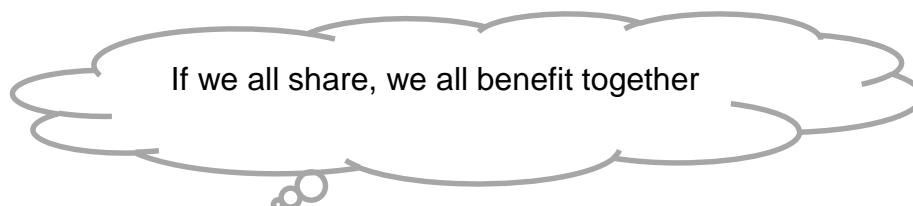
A library is a simple, cheap and effective method of making a small number of learning resources available to the maximum number of people.

This guide is based on a small hospital library set up at the Makeni Government Hospital in Sierra Leone.

It was found in Makeni that there were significant learning resources that were not being used because people worried that if they were made available, they would be taken and not returned.

A library allows these resources to be made available to anyone who wishes to use them, either for professional development or simply for general interest. They are borrowed in a controlled manner, and for a limited period, so that a single person does not keep an item and prevent others from using it.

"As we all know, our aim is to improve the knowledge of the hospital staff on the different wards in which they are working". Fatmata M Kamara, Librarian, Makeni Hospital Library

Some lessons we have learnt........

A library only works if the books are looked after and returned on time to allow others to use them. This guide will help you set up a system for this to happen. It also gives you ideas for growing your library if you wish to do so.

Good record keeping is very important. From the records kept it was found that some books were extremely popular, others less so. Additional books in the popular areas were then purchased, including additional copies of the most borrowed items so library members did not have to wait to borrow these items.

Now the library is growing. Once this system was operating it was found that users of the library requested a small reading area so that a reference book could be used for a short period without removing it. In the future the library may be able to provide other facilities, such as photocopying and internet access. As the library develops it may become the focal point for other activities, such as training. A second library was even started in another hospital.

Chapter 2: Did you know?

- Libraries have been around since at least 2000 BCE. They exist in both a restricted form, such as the library linked to an academic institution - open only to members of that institution - and as public libraries, open to all.

- The size of a library can range from a few specialised books to thousands, tens of thousands, or even millions of books in large public libraries. The majority of these are available for borrowing by anyone with the appropriate library card.

- A library's selection of books is called its **collection,** and can include a range of popular fiction, classics, nonfiction and reference works, books of public interest or under public discussion, and subscriptions to popular newspapers and magazines.

- Borrowers may take books home, as long as they return them at a certain time and in good condition.

- If a borrowed book is returned late, the library may charge a small library fine. Small fees, such as fines or printing fees, may also help with the cost of providing library services, though fines and fees do not usually have a significant role in library funding.

- Some libraries offer quiet space for reading, known as reading rooms. This also allows for part of the collection to be for reference only and not to be removed from the library. It also allows people to read quietly if perhaps it is difficult to read at home or they do not wish to take the book out of the library.

- Some libraries now provide access on a computer to e-books and digital or digitized periodicals as well as printed books. Many libraries offer training and support to computer users. If a computer is available in the library people may still need help in learning to use it. For many communities, the library is the only place offering computer classes and information technology learning.

- Libraries can also provide books and other materials for children and other groups, such as large print or Braille materials for the blind, books on tape, young adult literature and other materials for teenagers, or materials in other than the national language.

Librarians and library users may also have creative ideas on how to use the space and resources of the library. Some ideas may include in-person and on-line programs for reader development, language learning, homework help, free lectures and cultural performances, and other community service programs. The library 'story time', in which books are read aloud to children and infants, is often very popular. A program often offered in public libraries is "summer reading" for children, families, and adults. Summer reading usually includes a list of books to read during summer holidays, as well as performances, book discussions or other celebrations of reading and culture.

Chapter 3: Library Terms used in this Guide

As we work through this guide we use a few terms many times. These have been given Capital letters in the text.

To help you, here is a list of these terms and what we mean by them:

Borrower Card A card pocket issued to each member, displaying the member's name and membership number. This pocket must be presented to the librarian when the member wishes to borrow an item, and is returned to the member when they return the borrowed item to the librarian.

Catalogue An ordered list of all the items in the library

Catalogue Number A unique identifying number for each item in the library

Collection All the books and other items kept in the library

Librarian The person in charge of the library, the system of borrowing, and the maintenance of the collection

Library Consists of the collection, and the system of borrowing

Membership Card Unique identifying card given to each member, including their membership number

Member Any person who has completed a registration form and been given a library card

Record Card A slip of card for each item, showing its title and catalogue number

Record Card Holder A card pocket stuck to the inside cover of each item, into which the record card is placed

Reference Book A book that must not be removed from the library

Registration Form Any person wishing to join the library must enter their contact details on this form and sign the agreement before becoming a member

Renew To extend the period of borrowing of an item beyond the return date (this must be requested by the member before the item is due to be returned)

Reserve To hold an item for a member at their request until they can collect it, or until the current borrower returns it

Return Date The specified date by which an item must be returned before a fine is incurred by the member

Shelf Label A label which identifies the category of items on the shelf, e.g. nursing, fiction

Chapter 4: Getting Started: committees and costs

An exciting plan to be shared with others!
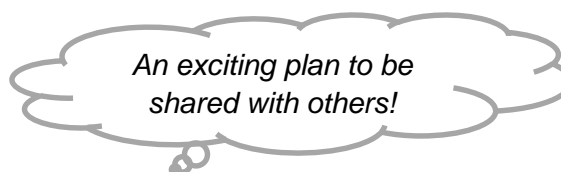
Library Committee

For your library to be a success, it needs to have support from key local stakeholders. These stakeholders can also bring valuable inputs and ideas, which will help your library work to its full potential.

It might be helpful to form a library committee, to provide a forum in which to share ideas, and also to delegate some of the work required to set up and continue the library service. Members of such a committee will often provide their input on a voluntary basis.

Particular roles of your committee might be:

- Setting the local "vision" for the library
- Finding potential new library sites
- Fundraising and obtaining resources for the library
- Advertising the library to new users
- Recruiting and training the librarian
- Supervising the work of the librarian
- Managing the finances of the library
- Looking for new opportunities to expand the library service
- Dealing with any problems that might arise
- Being the interface between the library and local stakeholders
- Forming links with other libraries

Costs

Your committee may decide to appoint a treasurer, to manage the finances of the library and compile financial reports that can be reviewed by other committee members.

There will be some initial start-up costs involved in setting up a library, and thereafter there will be ongoing costs. As a guide to help with planning, we have included a "shopping list" in the Appendix of this guide of some essential and desirable items we recommend budgeting for.

Chapter 5: Obtaining the resources

A Library is not just a collection of books!

Before you can set up your library you will need:

1. **Books and/or other items to lend,**
2. **A secure space to keep them, and**
3. **Some basic furniture.**

Books/ Items

You will need a core collection, which you can later add to. We obtained our books from the hospital, donations, from visitors, and from a charity in the UK.

Secure space

The library will undoubtedly have restricted opening hours, depending on the level of usage and the hours that the librarian is available, and it is important that the library is secure so that books cannot be borrowed without the librarian being aware. This need not be complicated, locking cupboards are adequate.

You will need to find a secure space, which could mean asking the owner of the room to lend you the space to start a library.

To get started we asked the Management Team to provide a secure room for the library. We prepared a proposal for the Management Team explaining why the library was important. A similar proposal might also help you obtain books and other resources from interested parties. You will find our proposal in the appendix, which you could use for ideas. You might find it helpful to use a similar format, and use the same headings.
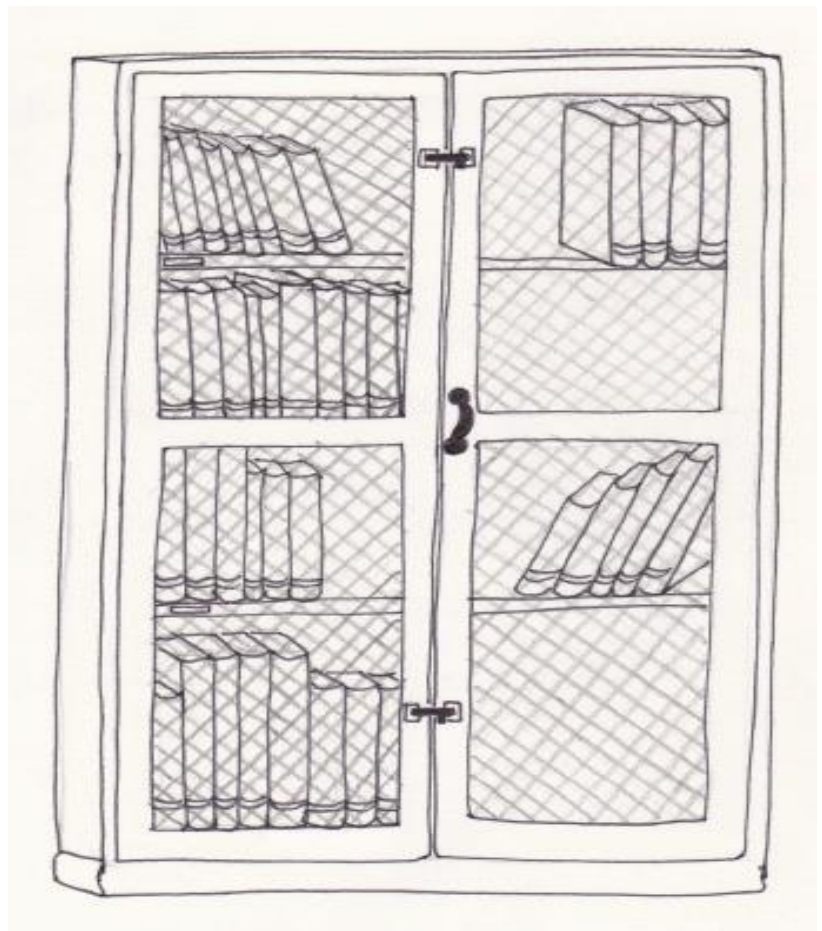
The physical location of your Library is not hugely important. Obviously it must be easily accessible to people who want to use it but it does not have to be a room exclusively used by the Library. A little-used office or a corner of a common room would work well.

Basic furniture

The most important furniture to start with is the shelves, to make sure the books are kept safe and in good condition. The local carpenter who made our shelving cabinets used wire mesh to make sure that people could see, but not take the books when the cabinets were closed. He also put small padlocks on the doors.

Chapter 6: How the Library works: a summary

Quick and easy for the user

This Library system is based on the one used in Great Britain up to the 1980s when computerisation began. It is a simple and totally manual system but it can easily include some degree of computerisation (for example spreadsheets) and also provides a basis for setting up a database, if the facility becomes available. While the record keeping and reporting is more time consuming with a manual system, for a Library of less than a thousand items it is not too difficult.

Summary of the Library System (explained in more detail in the following chapters):

1. Each item in the **Library**, be it a book, magazine, CD, is given a **Catalogue Number**.
2. A **Record Card** placed inside the book records this number and some basic information on the book.
3. Each person wishing to use the Library fills in a **Registration Form** to become a **Member** of the Library and is assigned a small card pocket, called a **Borrower Card**. One card allows the Member to borrow one item for a specified period of time.
4. When the item is borrowed, the Borrower Card is handed over by the Member
5. The Record Card from inside the book is inserted into the Borrower Card
6. The Borrower Card containing the item's Record Card is then filed by the **Librarian**
7. The **Return Date** is stamped in the item and it is handed to the Member
8. When the item is returned, the Record Card is replaced into the item which is then returned to the shelves
9. The empty Borrower Card is returned to the Member who is then free to borrow another item

If the item is not returned by the Return Date the Librarian has a record of who has borrowed the item and can contact them to remind them to return the item by looking at their Registration Form.

To help you, all the Library systems are illustrated with flow charts. You can find these in Chapter 19.

Chapter 7: Setting up the Library

Start small!

The most important thing about your Library is the system we have just described. The next few chapters will show you how to use this system in more detail, to not only help you operate your Library but also to grow and expand it in the future.

We have already talked about obtaining: 1) the items, 2) a secure space, and 3) basic furniture. The contents of the Library need to be secure, and the items easy to access, so book shelves with locking doors are ideal. The Librarian needs a desk and a locking cupboard or filing cabinet for their records. A table and chairs for Members to use while looking at the books or to use a book for reference purposes is nice but is not essential, certainly in the early days.

Trays

You will need to find or make a set of trays for storing the Borrower Cards, and Record Cards relating to borrowed items. They will need to be the width of a Borrower Card, about 2.5" (7cm) and up to about 12" (30cm) long. Traditionally these trays were made of wood but this is not necessary, stiff cardboard from packaging or a suitable sized plastic container will work fine. There is a template for a cardboard tray in Chapter 20.

The number of trays you will need will depend on the loan period and the number of days a week the Library is open. If an item can be borrowed for 2 weeks and the Library is open 3 days a week then you will need 7 trays. You will also need an additional tray for overdue items. All this will be explained later in the chapter, 'Using the Library'.
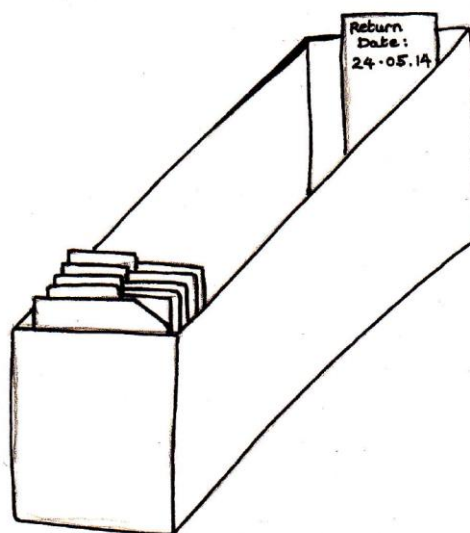
<u>Templates for library materials</u>

To set up your Library system, you will need to find or make:

- **Record Cards**
- **Record Card Holders**
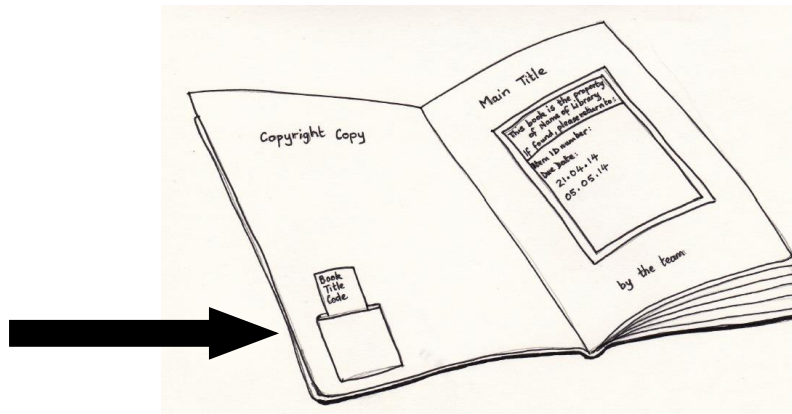
- **Membership Cards**
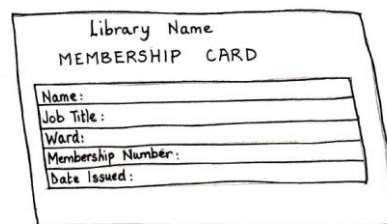
- **Borrower Cards**
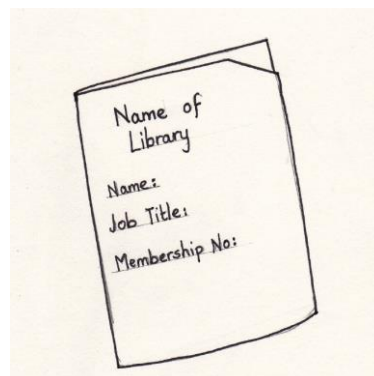
Templates for these can be found in the Chapter 20 of this book, and are easy to make from thin card.

<u>Other useful items</u>

- An adjustable date stamp
- 'Property of the Library' stamp
- Glue, pens, paper, card, laminator

Chapter 8: Cataloguing

Getting organised…

The Catalogue is the basic record of the contents of the Library. It centralises all the information on the contents of the Library and its organisation and makes tasks such as replacing items easier.

Even if your initial Collection is small, it is worth spending time cataloguing it. This provides a complete record of all the items you have, and makes it easier for the Members and the Librarian.

A copy of the initial Collection of the Makeni Hospital Library is in the Appendix, a small section is shown here.

ANAESTHESIA Title of item	Library Code	Author or Publisher	Year of Edition
Anaesthesia 3: Resource Vol 3 2007	A/001	AAGBI	2007
Continuing Ed. in Anaesthesia	A/002A	Oxford University P.	2007
Continuing Ed. in Anaesthesia	A/002B	Oxford University P.	2007
Obstetric Anaesthesia	A/003A	Oxford University P.	2010
Obstetric Handbook for Anaes.	A/004	Datta	1992
Obstetric Anaesthesia	A/003B	Oxford University P	2010
Primary Anaesthesia	A/005	King	1986
Anaesthesia 3: Resource Vol 3 2007	A/006	AAGBI	2007

FICTION Title of item	Library Code	Author or Publisher	Year of Edition
Changeling	F/001	Phillipa Gregory	1993
Little Manfred	F/002	M. Morpurgo	2008
Stormbreaker	F/003	Anthony Horowitz	2012
The Worst Thing	F/004	Jaqueline Wilson	2009
War Horse	F/005	M. Morpurgo	2013
	F/006	Mary H Clarke	1995
	F/007	Kate Kerrigan	2001
		R.J. Pallacio	1998

Firstly, divide your Collection into broad logical sections. Examples for a medical Library might be Nursing, Midwifery, Paediatrics, Community Health and Fiction.

These section titles will become the Shelf Labels to help the Members find what they are looking for, so they should be logical and easy to understand. There is bound to be some overlap in subject areas, so don't try to categorise in too much detail or it can get very complicated and difficult to use.

If you are unsure of the categories to use, don't be afraid to ask for help. For example, in a hospital Library it would be a good idea to get the help of a medically trained person at this stage to ensure the books are allocated to the best section.

Use lined paper ruled into columns, starting a new sheet for each section to record your Catalogue. If a computer is available, a spreadsheet works well for this.

Allocate each book a Catalogue Number, so the first book in the Nursing collection would be, say… N001. If the Library is ever fully computerised, this number would be the primary key to reference the book in a database. There is no need to have the books in any particular order, although if you have more than one copy of a book it makes sense to put them next to each other on the shelf. Each item must uniquely identifiable (to make sure that it is not missing), however if there is more than one copy of the same book, give each copy the same Catalogue Number and identify each copy with a additional letter (i.e. N001a, N001b, N001c…..etc).

Write the Catalogue Number in the first column of your Catalogue. Then enter the title, author, publisher, source of the book, cost, the date it was put into the Library and its condition (new, good, used etc.) and any other information you may feel relevant or useful.

It may also be helpful to have a code describing the condition of the book. So if a new book is acquired in November 2013 and has a condition code of N (new) is then returned in January 2014 covered in coffee stains, at the discretion of the Librarian a charge may be made towards replacing the book. The Catalogue would then need to be updated with a code of U (used), say, so that the next borrower is not penalised.

If you have other paperwork associated with an item that you think may be useful in the future, for example a delivery note or invoice, write the Catalogue Number on it and file it in Catalogue Number order. You may be able to use this for ordering new or replacement items.

That's it – done! Now you are ready to get started preparing the books!

Record Keeping tip!

The Catalogue is the starting-point for your record keeping. It allows you to keep track of the whole Collection.

Chapter 9: Preparing the Books and other Items

Getting ready for action…
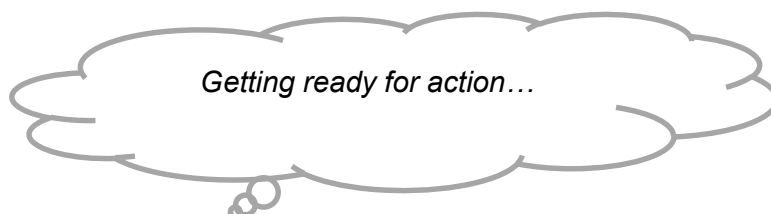
Each item needs to be labelled with its Catalogue Number and have a Record Card Holder made and stuck inside. It will also need a sheet for stamping Return Dates stuck in.
If the item is not a book, for example a magazine or a CD, simply find a suitable position to fix the labels etc.

Chapter 19 gives a template for a Record Card Holder. A medium weight card, about 240 grm/sqm, is ideal for this. Trace around the template, cut out the card, fold it as indicated and glue the folded edges to the inside of the front cover of the book to form a pocket. The Record Card will slip into this pocket. It is helpful to write the Catalogue Number of the item on the Record Card Holder. Alternatively these can be printed out if you have a printer that can handle card.

Stick a sheet of paper, roughly 6 inches (15 cm) square to the front page of the book, facing the Record Card Holder. This is where the Return Date will be stamped. It is helpful to have this sheet ruled into 3 or 4 vertical columns so that the most recent date is very clear but this is not essential.

Write the Catalogue Number of the book on a piece of paper approximately 1" by 0.5" (2.5cm x 1 cm). If you have access to a spreadsheet this is ideal but if not simply rule a sheet of paper to the appropriate size, write in the Catalogue Numbers you require and cut them all out. Stick the Catalogue Number securely to the spine of the book at the bottom with clear sticky tape. The Catalogue Number needs to be clearly visible so that the Librarian can put the book back on the shelf in the right place without having to open the book to look at the Record Card.

Use the 'Property of the Library' stamp (or write the initials of the Library) on the first page of the book, above the date stamp sheet and also on the date stamp sheet. You may also like to use the stamp on an inside page, say, always at the bottom of page 27. Books are precious and you don't want there to be any doubt about the ones that belong to the Library!

Using the template from Chapter 20, cut a Record Card for each book from light to medium weight card, about 210 grm/sqm. The Record Card must fit securely but not too tightly in both the Record Card Holder in the book and into the Member's Borrower Card which you will make later (see the Chapter: Enrolling the Members).

Write onto the Record Card the Catalogue Number of the book, the title and any other information that you feel may be helpful, such as the author (particularly for fiction) or publisher and the replacement value.

Slip the Record card into the Record Card Holder and the item is ready to go!
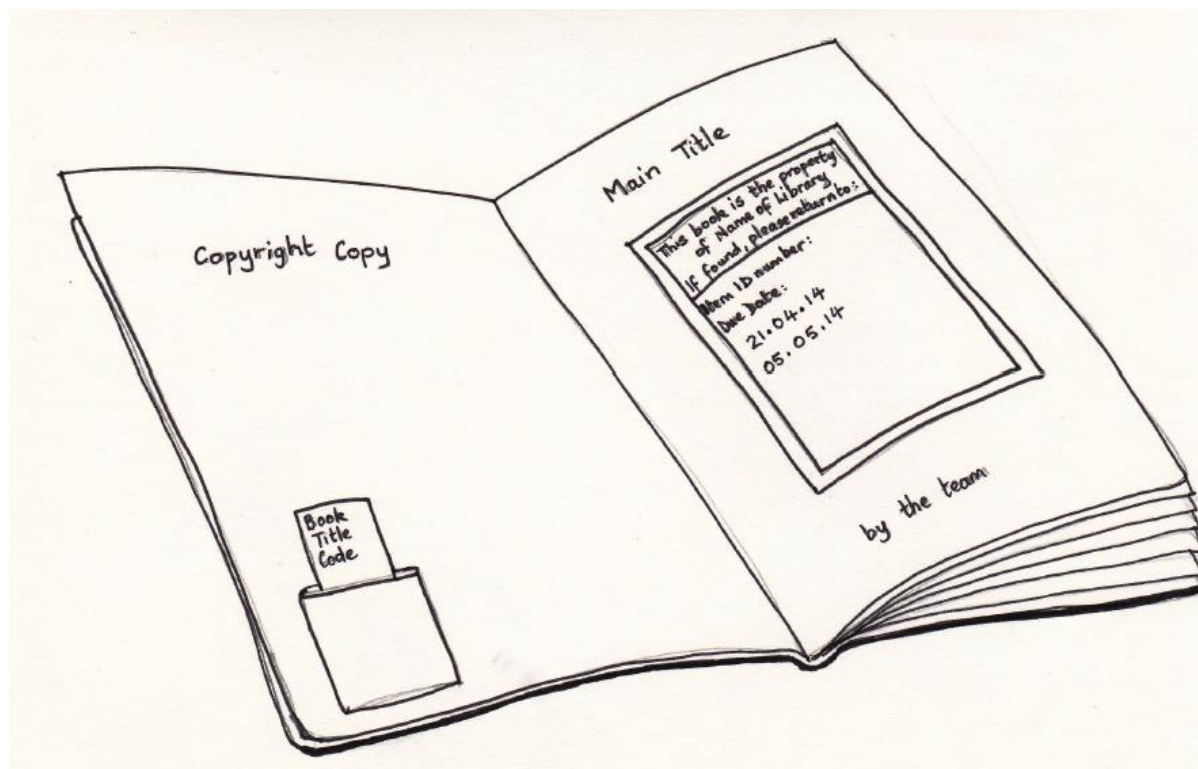
Setting up your Shelves

Have a look at the amount of shelf room available and the size of the categories in your Catalogue. You need to allocate shelf space to each category in a sensible and user friendly manner.

Alphabetical order is the easiest way of ordering but it may not be the best fit for your Catalogue and shelving. For instance, it is not helpful to split a category over a shelf at floor level and the next one at head height. It may also make sense to have related categories close to each other or un-related categories separate. For example, if you have a Fiction category it is probably best separated from text books, even though alphabetically it may lie between, say Community Health and Nursing.

When you have decided where to place the books on the shelves, make bold shelf labels from paper stuck securely to the edge of the shelf with sticky tape. Each category should have a label, positioned on the shelf at the start of the category.

Now you are ready to put the books on the shelves! Alphabetically is the best way of ordering within categories, by title for text books and by author for fiction.
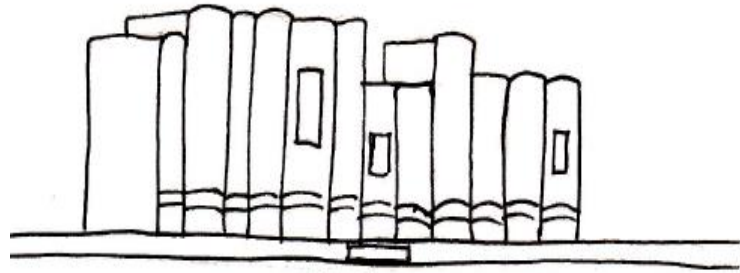
Reference books that are to be used within the Library and not borrowed, perhaps a particularly heavy or expensive book (a dictionary or a book that gets a lot of use as a quick reference) should be clearly labelled and placed in a separate section on the shelves. Reference books do not need a Record Card, Record Card Holder or date stamp sheet as they will never leave the Library, but they do need a Catalogue Number label and they need to be clearly labelled as a **_Reference Only_** copy on the spine, in the front and on other pages of the book as before.

Chapter 10: Library Rules

Every society needs rules!
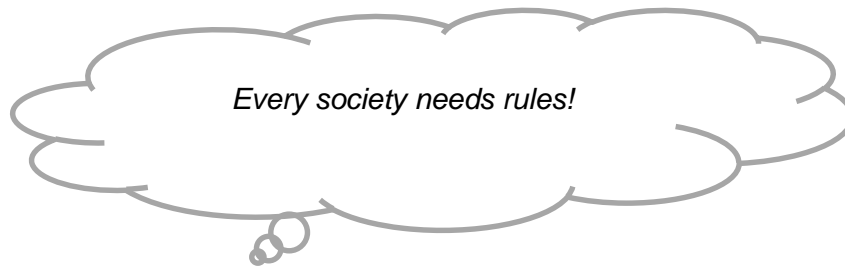
The Library needs to have some clearly defined rules so that borrowers know what to expect.

These rules should be provided to Members when they register and should also be clearly displayed in the Library.

If there are any changes to the rules, for instance an increase in the fines charged, these should be clearly displayed and made clear to each individual Member. It is adequate to provide a photocopied sheet for the the Member to take away. This will detail the change, and the date on which it takes effect. .

As an example, the Rules of the Makeni Library are in the Appendix.

The areas that you need to cover in your Library rules are:

The rules must clearly state whether **<u>Fines</u>** are to be charged for the late return of a borrowed item and the level of these Fines.

If Fines are to be charged, and it is recommended that they are, they should be set at a level that is a deterrent but not unrealistic. There can be many reasons for a late return and the fine must be affordable.

The maximum **<u>duration of a loan</u>** must be clear. It may be that different types of item have different loan periods. For instance, a book might have a loan period of 2 weeks but a magazine might only be borrowed for 1 week.

The **<u>responsibility of a borrower</u>** to take care of the item and the level of liability if the item is lost, stolen or damaged should be made clear.

A brief description of **<u>how the Library works</u>** from the user's perspective is helpful.

If other services are to be provided, such as a reservation system (see Chapter 14) a brief description of how this works should be included as well.

Chapter 11: Enrolling the Members

The Library = the place to be!
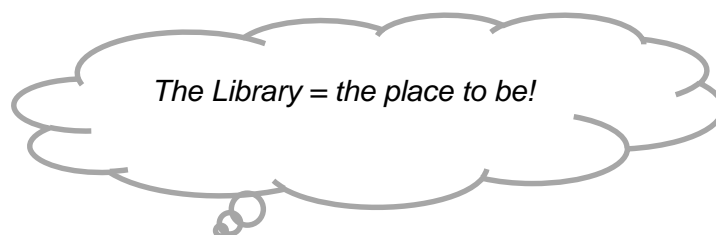
In order for someone to become a Member of the Library and be able to borrow books or consult the reference section, they must provide some personal information and sign an agreement to the Library's rules as part of the registration process.
Each Member is then assigned a unique Membership Number.

A copy of a Registration Form is in Chapter 20.

You are, of course, free to design your own Registration Form but it should include agreement to the following:

All items are the property of the Library. Removing an item from the Library does not entitle the Member to keep it for longer than the agreed period.

Borrowed items will be returned by the date stamped on the item <u>at the latest</u>. They may of course be returned earlier.

Borrowed items will be treated with care.

Fines will be charged on late returns. The Fines should be clearly published in the Library and on a set of rules provided to each Member.

The Member is responsible for lost, stolen or badly damaged items and may be required to pay for them in full.

Contact details must be provided in case the book is not returned. In Makeni, it was found that <u>sending a text SMS message</u> reminding borrowers of overdue items and that fines were now being charged was very helpful.
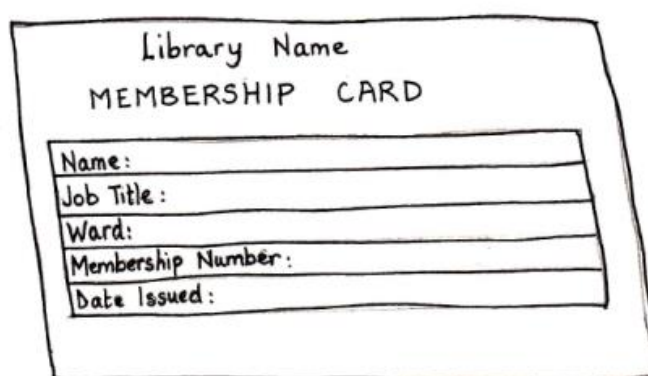
Those people entitled to become Members of the Library are a matter for the Library to decide. It may be quite restricted, such as only the medical and nursing staff of the hospital. However,

it may then expand to include other members of staff if, for instance, the catalogue expands to include more general interest and fiction works. Libraries tend to start small and then grow!

It is a good idea to issue the Membership Number according to job category of the Member; it makes the record keeping easier. So, for example, the nurses have membership numbers such as 001N.

Write the Membership Number on the Registration Form and then file the forms away in Membership Number order. <u>These forms contain personal information so they should be kept locked away</u>. Each member is then given a Membership Card and Borrower Cards.

A Membership Card is a small card held at all times by the Member. The Membership Card shows the name, job title, and Membership Number of each individual Member. It is useful if the Membership Card can be laminated, to make it last longer. A template for a Membership Card can be found in Chapter 20.
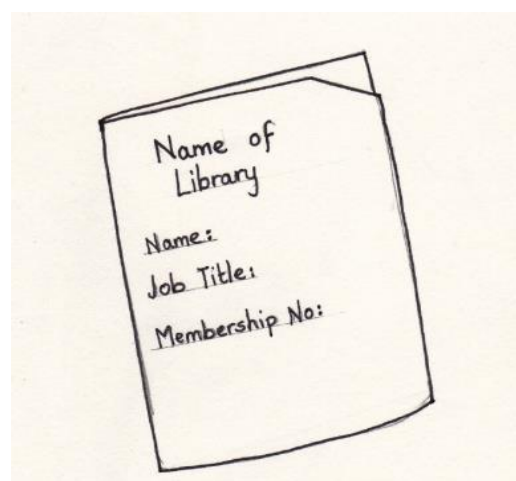
According to the rules of the Library, each Member is provided with a number of Borrower Cards. Each Borrower Card allows one item to be borrowed. It is generally a good idea to provide each Member with one Borrower Card initially. It may be decided to increase this later, once everyone is used to using the Library.

A template for a Borrower Card is provided in Chapter 20. The Borrower Card will probably be carried by Members in pockets and bags so it needs to be tough. 240-270 grm/sqm card is a suitable weight. It provides a strong card while still being sufficiently flexible to shape.

A Borrower Card is essentially a pocket into which a Record Card can be slipped. Trace the template, fold as indicated and glue to form a pouch.

Write the Member's name and Membership Number on the front of the card and use the 'Property of the Library' stamp on the back. If you can find some brightly coloured or patterned card to make these, so much the better.

Members of the Library must sign an agreement that they will be responsible for the Library books they borrow.

Chapter 12: Using the Library

Action!

You are all set up and ready to go – Congratulations!

The first job of the day is to prepare a tray for storing the Borrower Cards relating to borrowed items. Let us assume that all items have a maximum loan period of 2 weeks. Label the tray with a date 2 weeks from today. This can be done with a sticky label, a piece of paper and a paperclip, a piece of card about the size of a record card at the front of the tray… as long as it is easy to read and reasonably secure, you don't want it dropping off. Now set the date stamp to the same date as you have on the tray, two weeks from today.

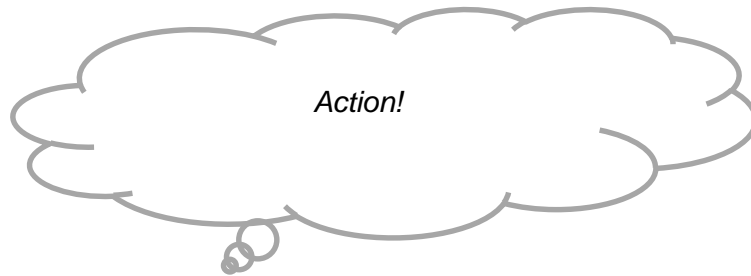If you have been operating for 2 weeks or more you will have a tray with today's date on it. We will get to that in a minute…

Also prepare a tray labelled 'Overdue'. This can be a fixed label as it will not need to be changed.

Borrowing a book

When a Member of the Library wishes to borrow an item, they will select it from the shelf and present it to the Librarian with their Borrower Card. After checking the obvious things, such as that the Borrower Card is valid and the book is not a Reference Book that is not to be removed from the Library, the Librarian stamps the Return Date on the sheet in the book, removes the Record Card from the book and places it in the Member's Borrower Card. The Member takes the book, and the Borrower Card goes in the tray you have prepared.

At the end of the day, order the Borrower Cards in the tray by Catalogue Number and store the tray securely. You will need to be able to find the Borrower Card quickly and easily when the book is returned.

Returning a book

When a Member returns an item, they present the item to the Librarian. The Librarian checks the Return Date stamped in the book and selects the tray with that date on it. The Librarian then searches the tray for the Catalogue Number of the book, removes the Record Card from

the Borrower Card and returns it to the Record Card Holder in the book. The book is now ready to go back on the shelf and the Borrower Card is returned to the Member who can select another book.

Flow charts showing these processes are in Chapter 19.

Chapter 13: Late Returns

Remember: rules (even unpopular ones) are important for the functioning of your library!
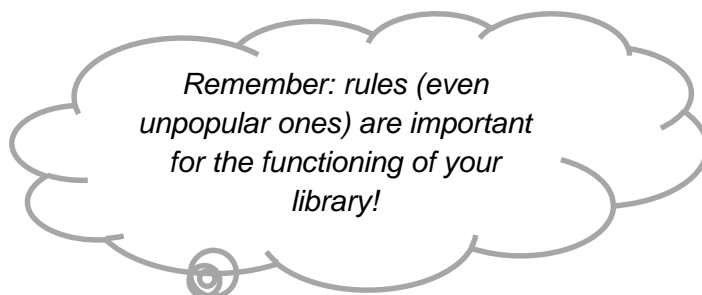
When you have been operating for a full loan period, you will find that the first tray you started now has today's date on it. That's OK… those items should all be returned today. Simply set up the extra tray for use today.

But what happens if, at the end of the day, there are still cards in the tray dated today? These should have been returned and are now late.

Exactly what you do now depends on the Library rules, but you will need to remind the Members that their items are overdue. This can be done by letter, a note or any other means that seems sensible and has been published in the Library rules. A method that seems to work well is to send a text SMS message.

The Member's Membership Number will be on the Borrower Card in the tray. From this you can refer to their Registration Form for their contact details. Send them a reminder that the item is now overdue and that a Fine as agreed in the rules will now be charged.

Move the Borrower Card to the 'Overdue' tray, making a note on it of the due date. 'Post-it'-type sticky notes are brilliant for this but a slip of paper tucked in with the record card works just as well. You will use the due date to calculate the fine when the item is returned.

If the item has not been returned within a week, contact the Member again reminding them that the Fines are now building up! If the item is two weeks late, remind them that if the item

is not returned within another two weeks they will be liable for the full replacement cost, or whatever is laid out in the Library rules.

If the item is three weeks overdue it may be time to get tough. Either contacting the Member in person or their manager may be appropriate. This is the part of the Librarian's job that no one enjoys but *it is important that it is seen that the Library rules are enforced*. If the Fines are not applied, books will regularly be returned late and they are not then available for others to borrow and the whole purpose of the Library is defeated.

How the Library deals with overdue items should be discussed and agreed in advance so that a clear plan is in place. There should be no exceptions, everyone must be treated the same.

A Flow chart showing this process is in Chapter 19.

Chapter 14: Renewals and Reservations

The most popular books!
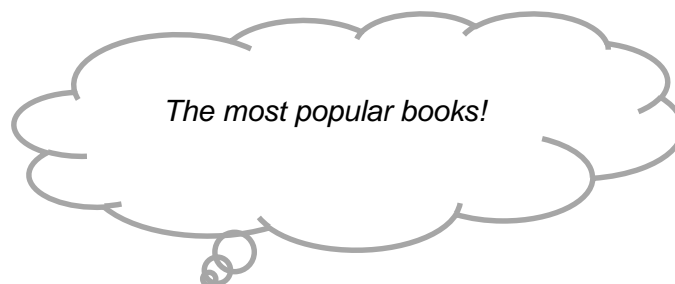
If a Member wishes to keep a book for longer than the loan period they can do so, provided they Renew it <u>before</u> the Return Date. This can be done in person or by text SMS message. If the Member brings in the book to renew it, stamp the new due date on the sheet. If the renewal is by text, reply with the new due date. Then simply move the Borrower Card with its Record Card to today's tray and use a post-it note to make a note of the new return date?. If you have a Reservation system (see below) you will need to check that no-one has reserved the book before you renew it.

There is usually no limit to the number of times a book can be Renewed, but this can be set out in the rules. If the collection is small, for example, you may not want an item to be out for too long. Sometimes a book may be out of the Library for a long enough period for another Member to want to borrow it. To prevent one Member from keeping an item for months, another Member wishing to borrow it may Reserve it.

First, the Librarian prepares a few coloured Reservation Cards, about half the width of a record card and the same length. Write a number on it, you are unlikely to need a lot of these so make, say, 1 to 10.

The Member then fills in a reservation slip and hands it to the Librarian. A template for a reservation slip is in Chapter 20, or you can design your own. The Member will probably need help filling out the Reservation Slip. Generally someone will know roughly the book that they want but they may not know the full title and they will definitely not know the Catalogue Number. The Librarian will need to check the Catalogue for this information.

The Librarian should then consult their records to find the Borrower Card associated with this book and place one of the coloured Reservation Cards in it. Write the Reservation Card number on the Reservation Slip and file it so that you know who has Reserved the book. If the current Borrower of the book now tries to Renew it, they may <u>not</u> do so and must return it by the Due Date.

When the book is returned it should not be put back on the general shelves but kept to one side. The person who Reserved the book should then be contacted to tell them that the book is available. They then have one week to collect it. If they have not done so in this time then the book is returned to the shelves for anyone to borrow.

That's it, the Library is now working!

Remember:

From the user's point of view the whole process should be simple and quick.

Someone who is popping into the Library in their lunch break or after a busy shift will not want to spend a long time with the Library routines.

While this system takes a little more effort to set up than, for example, writing down the name of the borrower and the book they have taken, it is quicker and easier for the borrower at the point of use. This is likely to increase the number of people using the Library.

This system also feels more 'official' and there are likely to be fewer issues with unreturned items, particularly if the Fines are strictly imposed from the start.

There is also a curious sense of excitement about having a Borrower Card, something I clearly remember from my childhood when this system was operating. A Borrower Card is a door to a whole new world of knowledge and enjoyment.

Chapter 15: Record Keeping

Statistics…simple and useful
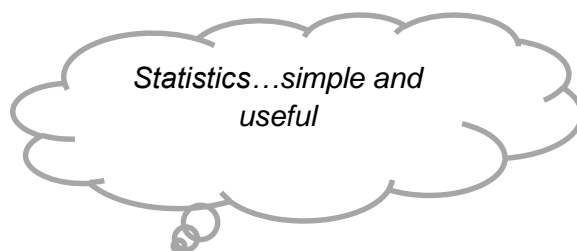
Your Library will work quite well without any further paperwork but it is useful to know a bit more about how well you are doing.

Record Keeping Tip!

If the Library is successful, it is good to be able to provide some figures to prove it, and to help you request further resources.

In fact, you will probably not be able to get any further donations without being able to show that the Library is being successful.

It is very useful to know:

1. Who is using the Library the most, and
2. Which books are the most popular

For example:

- If there is a group of people who registered to use the Library but hardly ever do so, what is the reason for that? Is it that the opening hours are very difficult for them or are there no books that interest them?
- If there are some books that are really popular, it may be worth getting additional copies, or new books of a similar nature
- If there is one group that uses the Library a lot, what additional books would they like?

To record all this you need two sets of records:

1. **One set of records about the items (Item Records), and**
2. **One set of records about the Members (Member Records)**

<u>Item Records</u>
- Prepare a separate sheet for each item, using its unique Catalogue Number.
- Rule the sheet into sets of 3 columns headed Borrower ID, Date Borrowed and Date Returned.

<u>Member Records</u>
- Now do the same thing for the Members, using Membership numbers as you did with the book Catalogue Numbers and setting up a column for Catalogue Number and the date columns as before.

There are templates for both of these in Chapter 20.

What the record files might tell you......

Does the library need extra copies of popular books?

Does the library need extra items in this category?

Which are the most popular books?

What is the most popular library category?

Item Record File

Are any books unused?

Which is the least popular library category?

Why? Can members be encouraged to borrow items from this category?

Why? How can members be encouraged to borrow these books?

Which books are on loan now? Are all the items in the library catalogue accounted for?

You might also use the record files to record the condition of the books – do any need replacing?

```
┌----------------------┐                          ┌----------------------┐
| Could they be given a|                          | Do they have any     |
| certificate?         |                          | suggestions for      |
|                      |                          | improvement?         |
└----------------------┘                          └----------------------┘
           ↑                                                  ↑
┌──────────────────────┐                          ┌──────────────────────┐
| Who uses the library |                          | Which group of people|
| the most?            |                          | use the library most |
|                      |                          | (e.g. nurses or      |
|                      |                          | doctors)?            |
└──────────────────────┘                          └──────────────────────┘
           ↖                 ╭─────────╮                    ↗
                             | Member  |
                             | Record  |
                             ╰─────────╯
           ↙                                                ↘
┌──────────────────────┐                          ┌──────────────────────┐
| Who has never used   |                          | Which group of people|
| the library?         |                          | have used the library|
|                      |                          | least?               |
└──────────────────────┘                          └──────────────────────┘
           ↓                                                  ↓
┌----------------------┐                          ┌----------------------┐
| Why? How can these   |                          | Why? How can these   |
| members be encouraged|                          | members be encouraged?|
| to use the library   |                          | Which other books    |
| more effectively?    |                          | would they like in   |
|                      |                          | the library?         |
└----------------------┘                          └----------------------┘
```

The daily routine

At the end of every day you will have in today's tray a set of Membership Cards and Record Cards which you can use to complete the Member Records and Item Records for every time a Member borrows a book or a book is borrowed.

Record Keeping Tip!

At the end of the month, simply total the number of entries for each item and member.

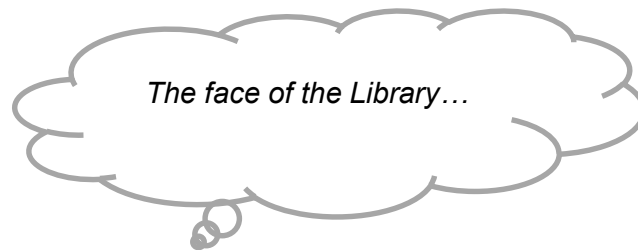**It is nice to publish some of the figures in the Library:**

For example:

23 nurses borrowed books this month! Well done!

The most popular book this month is Obstetrics in Remote Settings

You might even like to give prizes or certificates to the best readers after 6 months - your record files will help you do this.

Chapter 16: Employing a Librarian

The face of the Library…

The Librarian can be the key factor in the success or otherwise of the Library.

They can be an existing member of staff or someone employed for this role. If they already have a job they must have sufficient time to do the Library work or it will simply not get done.

- They must be logical and organised.
- The Librarian needs to be truly enthusiastic about the project and keen to make it succeed.
- They need to be friendly and helpful but also tough enough to chase up late fees even from very senior members of staff.

A sample job description for recruiting purposes is in the Appendix.

The contract should cover the daily tasks and should include:

- ***Hours of work***
- ***Registering new members***
- ***Looking after the Library facility***
- ***Cataloguing books***
  Maintaining the books and shelving
- ***Monitoring the use of the quiet reading area if this is provided***
- ***Processing the loan and return of books***
- ***Collecting of Fines***
- ***Maintaining records***
- ***Publicising the location and function of the Library***
- ***Maintaining the Comment book***
- ***Friendly, honest and approachable attitude***
- ***Looking for opportunities to develop and expand the Library***

In Makeni we are very pleased to employ a very active and reliable librarian! She knows most of the hospital staff by name, and spends time encouraging people to use the library more effectively. She has had some excellent ideas about how to increase the use of the library. These have included building a table for quiet study, making certificates for the best library users, and making T-shirts to advertise the library. She also makes sure that she is careful in her work. The library is clean and well looked after. She remembers to record the data when people borrow books. She is good at reminding people to return their books on time, and is not afraid to make sure the rules of the library are followed by everyone.

Chapter 17: Expanding the Library

Good to grow!

Once your Library is up and running, you will probably be able to see where it needs to go in the future.

You may need to extend or change your opening hours.

You may need to extend or even change the focus of your Catalogue. There may have been comments from users that additional reference books would be useful. Your fiction section may be very popular and it would be good to have more books in this section.

If you have no seating, this may be something to think about.

Your members may want to expand the range of people who are allowed to use the Library, or they may want to borrow books for family members so perhaps you need a children's section.

Many Libraries have computer, photocopier or internet facilities. Are you in a position to provide any of these? Would they be helpful to your Members?

Do you have enough space to provide lessons? If you can provide a computer and some basic lessons, this could be very valuable.

Could you show educational films for groups to come and watch? (For example, films about looking after a newborn baby to groups of midwifery staff?)

Do you have someone who likes reading aloud? Do you have room to have some Members' children in the Library for a story time?

Take all opportunities to encourage people to make use of the Library. A comment book is a good idea; it gives the Members a place to record their vision for the Library. Perhaps you could issue certificates for the most books borrowed?

Chapter 18: Sourcing items for the Library

This will take energy and perseverance!

Record keeping tip!

If your librarian is careful to complete the data collection forms about library use, this will make sourcing more items easier because you will be able to prove how people have been using the library. Most organisations that donate money or resources want to know what is happening to the items they have donated, and your record sheets are excellent ways of easily doing this as you go along.

It is helpful to talk to people working in the same area as you, for example other librarians or the management team of your institution; they might know of funding sources that are available to the library.

Some charities also have specific grants that they offer to provide information resources, so it is worth looking around. For example the British Medical Association Information Fund donated books to our library.

It is also worth asking people you know or local companies if they have any ideas. Our library was given some English reading books by Oxford University Press, after a colleague put us in touch with a contact she knew there.

It could be that there are some groups of people that might want to contribute in smaller ways, for example donating fiction books or helping to raise money for furniture and other items. You can encourage people to contribute by advertising your library.

You may wish to check that donated items, particularly fiction, are appropriate for use in your context and support structures
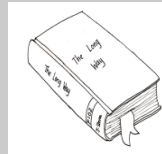
Good luck and very best wishes from all of us!!

Chapter 19: Flow Charts

These charts illustrate the working of the Library. You might find it helpful to copy them and put them on the wall as a prompt, at least in the early days

1. Preparing a Book

2. Enrolling a Member

3. Borrowing a Book

4. Returning a Book

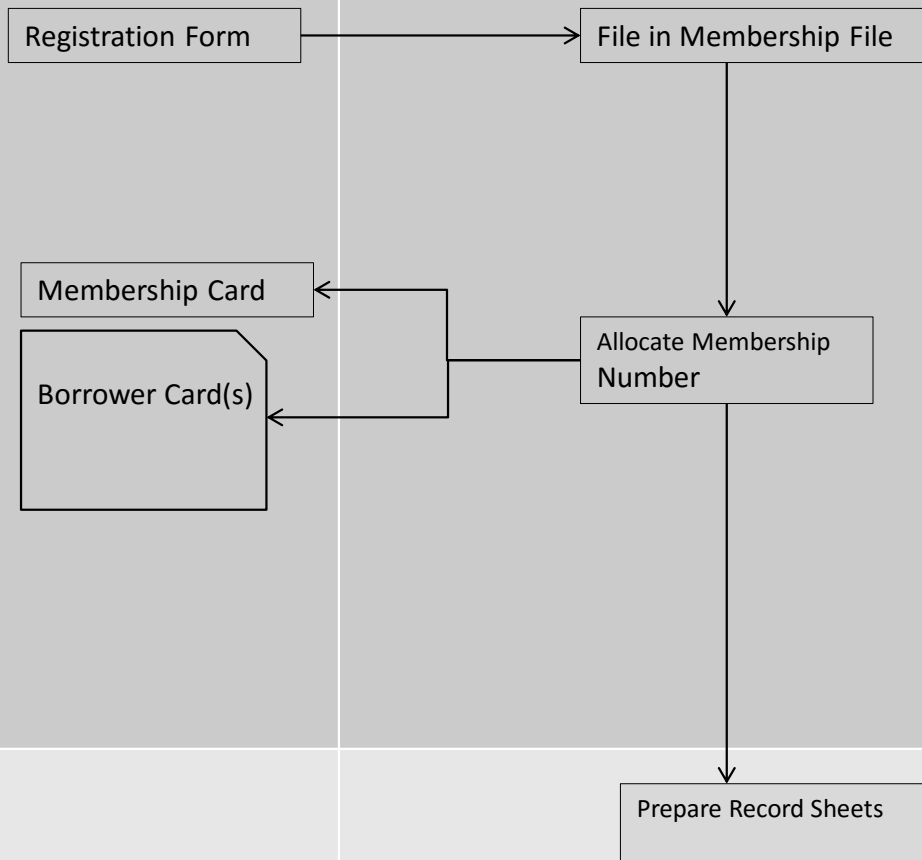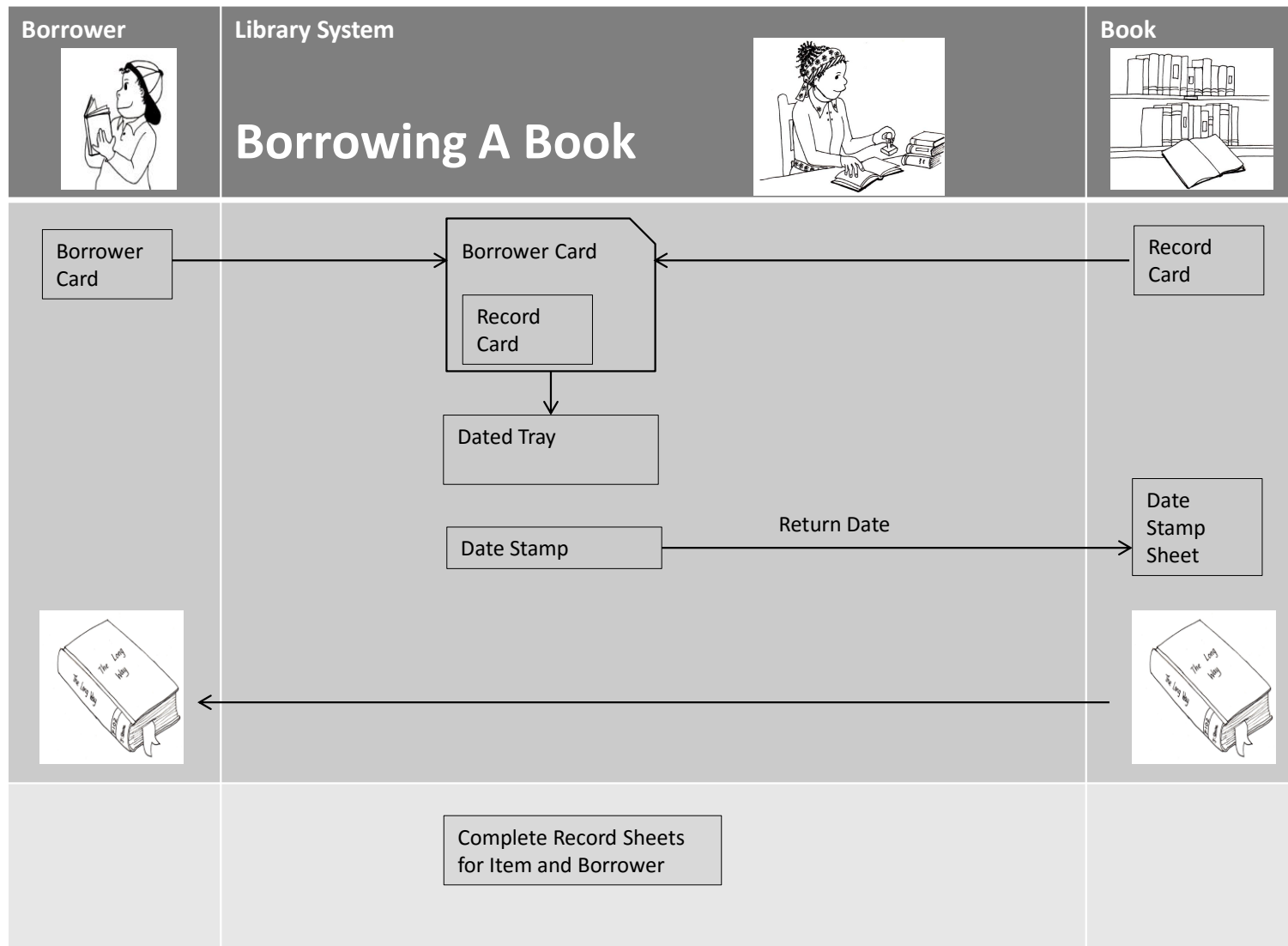5. Returning a Book Late

6. Renewing a Book
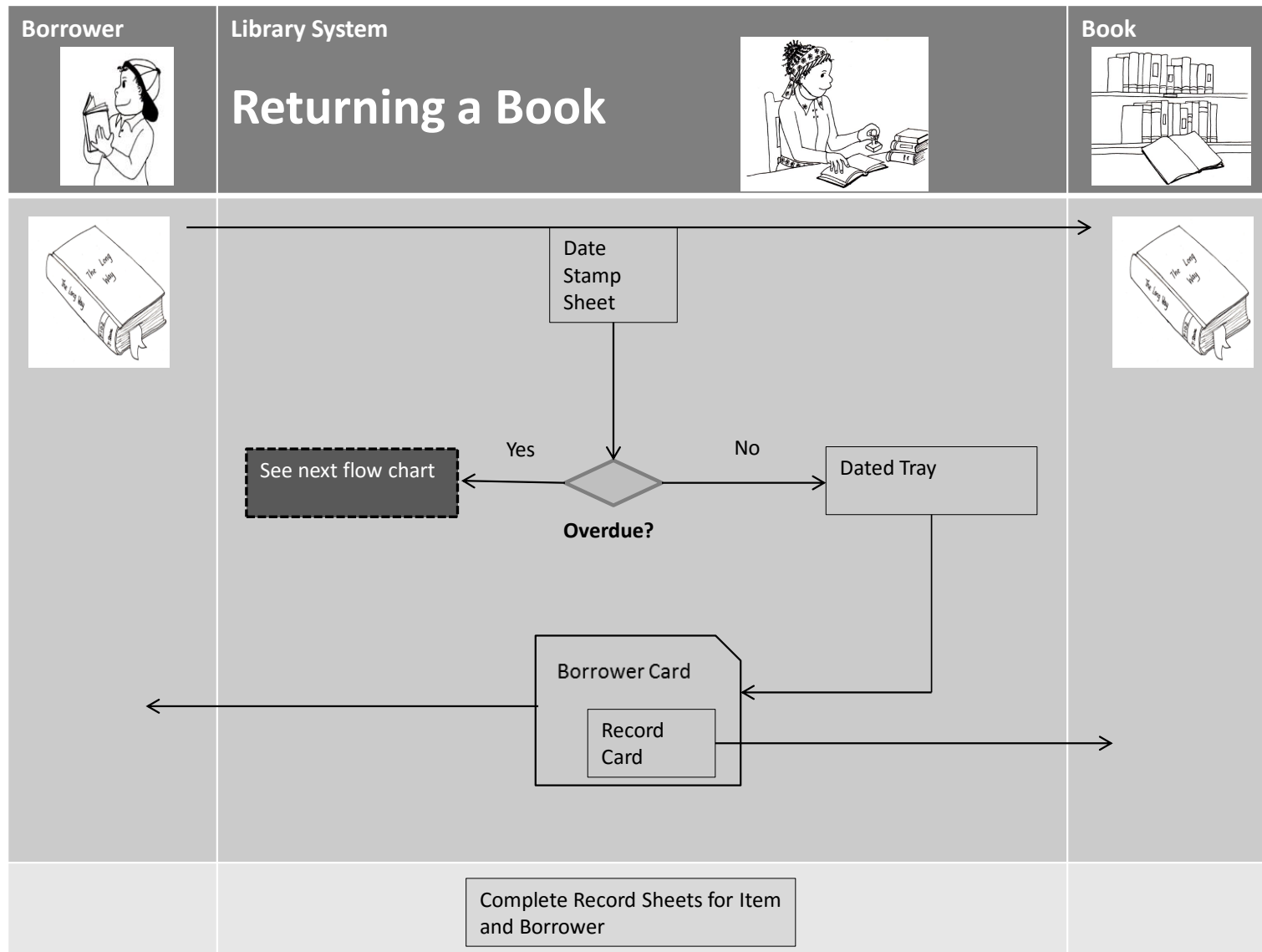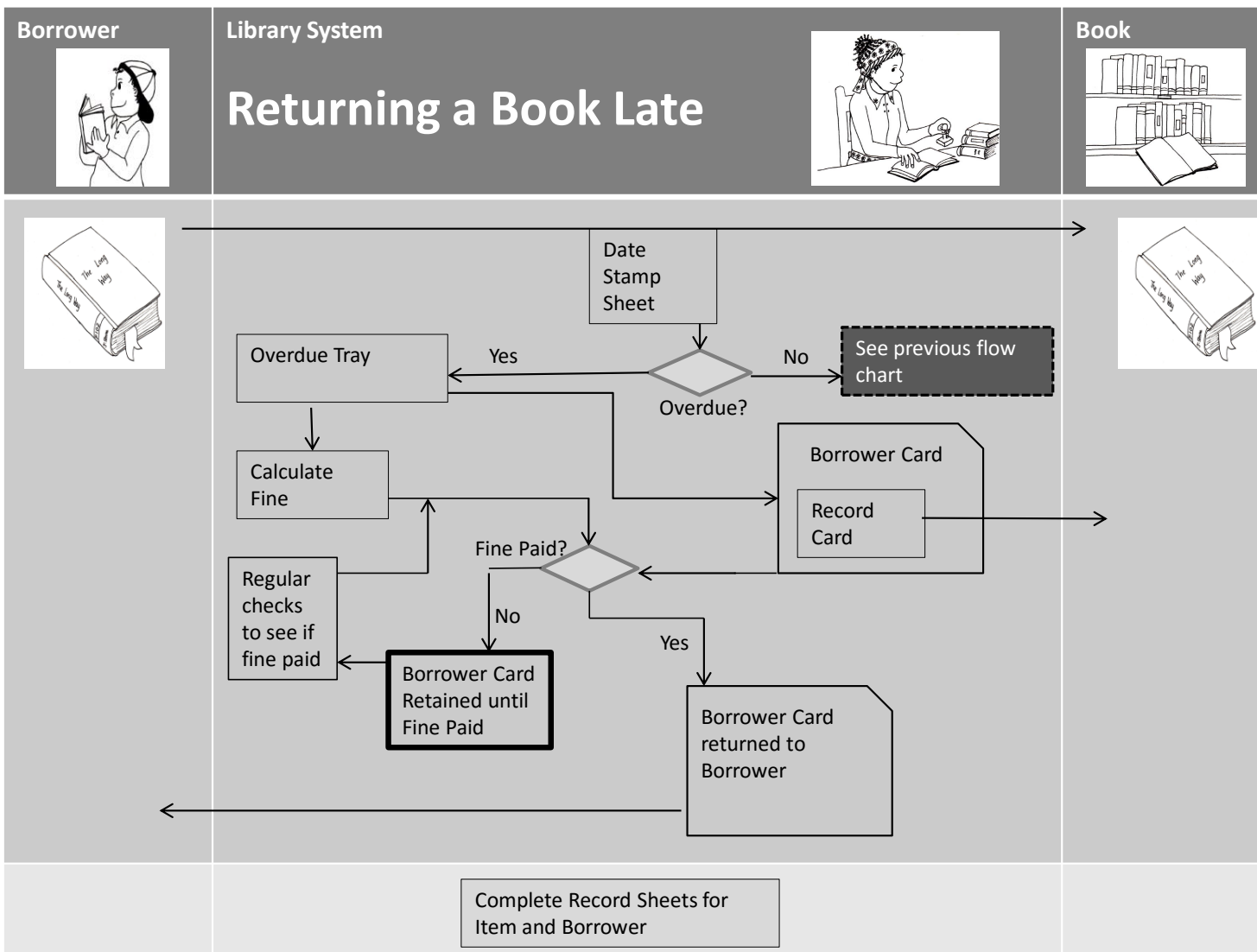
7. Reserving a Book

Preparing a Book

Catalogue

Catalogue Number

Spine Label

From Library Stock

Record Card Holder

Return Date Sheet

Library Stamp

Record Card

Prepare Record Sheets

Enrolling a Member

Registration Form → File in Membership File

File in Membership File → Allocate Membership Number

Allocate Membership Number → Membership Card

Allocate Membership Number → Borrower Card(s)

Allocate Membership Number → Prepare Record Sheets

Borrower	Library System	Book

Borrowing A Book

| Borrower Card | → | Borrower Card | ← | Record Card |

Record Card

↓

Dated Tray

Date Stamp —— Return Date —→ Date Stamp Sheet

Complete Record Sheets for Item and Borrower

Borrower	Library System	Book

Returning a Book

Date
Stamp
Sheet

Yes ← **Overdue?** → No

See next flow chart

Dated Tray

Borrower Card

Record
Card

Complete Record Sheets for Item and Borrower

Borrower	Library System	Book

Returning a Book Late

Date Stamp Sheet

Overdue? — Yes → **Overdue Tray**

Overdue? — No → **See previous flow chart**

Overdue Tray → **Calculate Fine**

Calculate Fine → **Fine Paid?**

Borrower Card → **Record Card**

Fine Paid? — No → **Borrower Card Retained until Fine Paid**

Fine Paid? — Yes → **Borrower Card returned to Borrower**

Borrower Card Retained until Fine Paid → **Regular checks to see if fine paid**

Complete Record Sheets for Item and Borrower

Borrower	Library System	Book

Renewing A Book

Renewal Request:
- In person
- Telephone
- SMS

Dated Tray

No

Reservation
Card?

Borrower Card

Return Date → Overdue?

Record
Card

Yes

Yes

Renewal not
allowed, return
date unchanged

No

Move Borrower
Card to Dated Tray
in use today

Advise Borrower
of new Return
Date

Date Stamp new
Return Date, ask
Borrower to write it
if Book not present

Date
Stamp
Sheet

Complete Record Sheets
for Item and Borrower

Borrower	Library System	Book

Reserving A Book

Reservation Slip →

Reserved Card

Record Sheets
(to find return date of book)

Dated Tray

Borrower Card

Record Card

When returned contact Borrower

Chapter 20: Templates

1. <u>Membership Cards</u> as used in Makeni, for your Library

2. <u>Due Date Sheets</u> as used in Makeni, for your Library

3. <u>Membership Registration Form</u> as used in Makeni, for your Library

4. <u>Borrower File Sheets</u> as used in Makeni, for your Library

5. <u>Item File Sheets</u> as used in Makeni, for your Library

6. <u>Borrower Card/Record Card Holder</u> Template

7. <u>Borrower Card/Record Card Holder</u> Printable Blank

8. <u>Record Card</u>

9. <u>Borrower Card File</u>

Your Library	
Membership Card	
Name	
Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

Your Library	
Membership Card	
Name	
Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

Your Library	
Membership Card	
Name	
Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

Your Library	
Membership Card	
Name	
Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

Your Library	
Membership Card	
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Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

Your Library	
Membership Card	
Name	
Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

Your Library	
Membership Card	
Name	
Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

Your Library	
Membership Card	
Name	
Job Title or Course	
Ward or Department	
Membership Number	
Date Issued	

This book is the property of YOUR LIBRARY

If found, please return to:
YOUR LIBRARY

Item ID Number:
Due date:

This book is the property of YOUR LIBRARY

If found, please return to:
YOUR LIBRARY

Item ID number:
Due date:

YOUR LIBRARY

Membership Registration Form

Name	
PIN code	
Position/ job title	
Ward	
Home address	
Telephone number	

I agree to the following terms and conditions:

- All items are the property of Makeni Government Hospital Library

- Library property will be handled with care and respect

- Borrowed items will be returned by the designated due date

- Late returns will incur a daily fine payable by the borrower, until the item is returned

- The borrower will be held responsible for lost or stolen items and required to pay in full for their replacement

- Any non-returned items will be considered lost or stolen after a period of 28 days from the designated due date

Signature/ print	
Date	

Membership Number (for library staff use only)	

YOUR LIBRARY

Borrower File

Name	
Membership Number	

Item loaned	Loan Date	Return Date *(only enter when item has been returned)*
1)		
2)		
3)		
4)		
5)		
6)		
7)		
8)		
9)		
10)		
11)		
12)		
13)		
14)		
15)		
16)		
17)		
18)		
19)		
20)		
21)		
22)		
23)		
24)		
25)		
26)		
27)		
28)		
29)		
30)		
31)		
32)		
33)		

YOUR LIBRARY **Item Record File**		
Title of Item		
ID Number		

Loan Date	Return Date *(only enter when item has been returned)*	Borrower Membership Number

Blank for Borrower Card/ Record Card Holder

Correct size

_____
Library

Name_____

**Job
Title**_____

**Membership
No.**_____

_____
Library

Name_____

**Job
Title**_____

**Membership
No.**_____

_____|
Library

Name_____

**Job
Title**_____

**Membership
No.**_____

Printable Blank for Borrower Card/ Record Card Holder

Correct size

Book Title					
Reference No.					
					Page 51

Template for Record Card
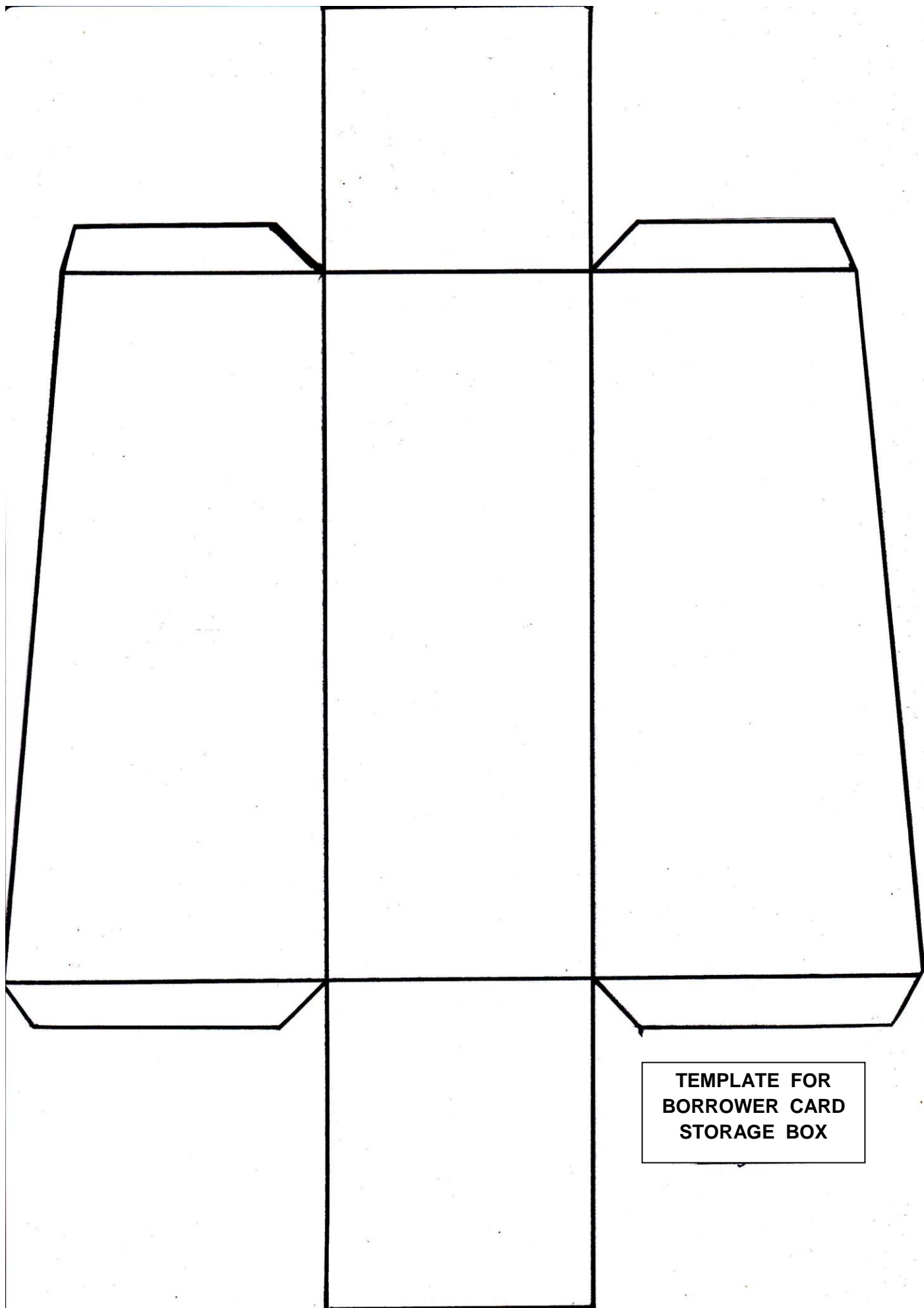
TEMPLATE FOR BORROWER CARD STORAGE BOX

Chapter 21: APPENDICES

Page

Appendix 1 – Initial proposal for setting up library service

Proposal: **Makeni Government Hospital Library Service**

Date: **18.12.12**

Contact: **Drs Clara and Alex Blacklock**

Background:

Awareness of current medical knowledge and "best practice" can help us to improve our work as a hospital, and inspire us to continue our own professional development. Staff members have been enthusiastic to acquire new knowledge and skills. Many staff members rotate between different departments, or are required to practice in new clinical areas over time, so keeping "up to date" is important.

There is currently a pool of written resources in the hospital that could be made available to staff members who wish to further their clinical knowledge and skills. This pool includes: WHO Library (in stores), donated books from Friends of UK (in stores), books brought back to Makeni by VSO volunteers in October (Clara and Alex). This pool also has the potential to expand, and could be driven by the demand shown by staff members who wish to make use of a library service.

Aim:

To construct a library service for hospital staff, in order to further the knowledge and clinical skills of both individuals and the departments in which they work.

Outline of proposed service:

- **Registration**- all staff members wishing to make use of the service will be required to register their details. Details will include: name, address, department, contact number. All registered staff members will be issued with a library card containing their own personal library membership number.

- **Borrower/library contract**- each registered member will be required to sign a contract with the library before their library card is issued. This contract will clearly state the library policy on fines for late return of books or for lost books.

- **Borrowing**- each member will have a paper "borrowing file" created on registration. This will be held with the library coordinator. It will contain the member's contact details, and details of their borrowing. Borrowing details will include:
    - Current books on loan to that member
    - Date on which the current loan was issued
    - Date on which the current issue is due to be returned
    - Previously issued books to that member

    This will allow the library coordinator to monitor any outstanding issued books, and to contact the borrower should any loans be outstanding. It will also allow hospital management and auditors to monitor which books are borrowed from the library and by how many staff members. This will allow monitoring of library usage and demand.

- **Books**- the library coordinator will be in charge of keeping an up-to-date inventory of all library books. This inventory will detail the title, author, and identification number of each copy of each book. Each copy of each book will have:
  - An individual unique identification number
  - Clear permanent marking that the book is property of the Makeni Government Hospital Library
  - A corresponding file detailing when and to whom the book has been lent:
    When the book is issued to a borrower, this will be indicated in the corresponding file. When the same book is returned, this will again be indicated in the corresponding file.
    This file will allow the library coordinator to advise another staff member of the return date of the book, should they also wish to borrow it.

- **Advertising of the service to staff**- a short summary of the service will be distributed to all wards, with an inventory of current books available to borrow, and who to contact to fill out the registration document and sign the contract. Borrowing will be allowed to take place as soon as the member of staff has been issued with their member card.

- **Logistics and resources required**-
  - **Books**- available from stores, and from VSO volunteers. Further supply of books possible depending on demand. (e.g www.talcuk.org)
  - **Secure storage cabinet**- funds available (from personal friends of current VSO volunteers). Need to have allocated space for storage cabinet to be located.
  - **Paper and printing costs for registration forms, contracts, membership cards, inventory, borrowing files and book files-** start-up funds available (from personal friends of current VSO volunteers)
  - **Phone credit for following up late returns-** start-up funds available (from personal friends of current VSO volunteers)
  - **Library coordinator time-** Clara and Alex happy to pilot this service until they leave, then will hand over the management of the library service to nominated successor.

Appendix 2

Library Procedures (based on UK non-computerised system)

Member

Each Member is issued with a unique Membership Number and a Borrowing Record sheet is set up for the Member for reporting purposes.

Each Member is issued with a number of Tickets, generally 2 or 3. Tickets are cardboard pouches stamped with the Member's name and Membership Number. One ticket allows one item to be borrowed from the library for a specified period – 2 weeks.

Items

Each item is given a unique Item Number and an Item Record sheet is set up for the Item for reporting purposes. This Item Number is recorded on an ID Slip and also written/stamped in/on the item.

An ID Slip Holder is glued in/on the Item to hold the ID Slip. A Loan Record is glued in/on the Item to record the Return Date.

Borrowing an Item

The Member chooses the Item they wish to borrow and presents it to the librarian together with their Ticket. The librarian stamps the Return Date onto the Loan Record, removes the ID Slip and places it in the Member's Ticket. The ticket is then stored in a file drawer identified by Return Date.

Returning an Item

The Member presents the Returned Item to the librarian. The librarian checks the Return Date and uses this to locate the file drawer in which the Member's Ticket is stored. The Item's ID Slip is removed from the Ticket and replaced in the Item and the Ticket is returned to the Member. If the actual return date is later than the Return Date stamped in the Loan Record, a fine is levied on the Member at a pre-determined rate which should be paid before the Ticket is returned. The Item is then returned to the shelves.

Renewals

If a Member wishes to retain an item beyond the Return Date they must present the item to the librarian who will stamp a new Return Date on the Loan Record, locate the Member's Ticket and place it in the new file drawer. If the Item has previously been requested by another Member it may not be renewed.

Returns without librarian present

If a Member is unable to return an Item during the library opening times due to shift commitments, they may place the item in a secure box. The return will then be processed by the librarian and the Tickets stored in a safe location to be collected by the Member when they next visit the library. If a fine is due this will be recorded with the Ticket and must be paid before the Ticket is returned to the Member.

Requests/Reservations

If a Member wishes to borrow an Item already on loan to another Member, this request should be logged by the Librarian in the Reservation File. The librarian then determines the Return date from the Item File, locates the Ticket containing the ID Slip for the item and places it in the Reservation drawer. When the Item is returned it is

not replaced on the general shelves but placed on a Reserved shelf. *A text message will then be sent to the requesting Member to inform them that the Item is available.* Requested items will be retained for a maximum of 1 week before being returned to the general shelves.

Librarian Daily Administration Duties

Replace returned items to the shelves

Maintain the Items in good condition, repairing, replacing labels etc as required

Update Borrower and Item record files

Check Reserved File and place Tickets for reserved items in the Request drawer. Check the reserved shelf and contact the Member if a reserved Item has become available. Add contact date to the Reserved File. Check contact dates in the Reserved File and replace on shelves any books that have not been collected within 1 week

Check Return Date drawer for today and remove any remaining tickets to the Overdue drawer. Advise Members whose Items have just become overdue that they are now due a Level 1 fine.

Re-label the Return date drawer for use tomorrow

Issue text or written notification to Members whose tickets are in the Overdue drawer and are more than 1 week overdue. Recalculate fines as necessary.

Process new Items, categorising, assigning a reference number and preparing the item for the shelves.

Process new Members, recording details (including mobile number), creating and issuing tickets

Maintain the Comment book

Written by Helen Blacklock

Appendix 3

Makeni Government Hospital Library

Use of the Library

Your Membership of the library allows you to borrow one item per Ticket issued for a maximum of two weeks

The final return date is stamped on the item, but you can return it earlier if you have finished with it

To borrow an item, select it from the shelves and present it to the librarian with your ticket. The librarian will stamp the final return date on the item

To return an item, present it to the librarian. The item will be collected and your ticket returned to you to enable you to borrow another item

Use of the library is FREE, but in order to ensure all items are available, if an item is not returned by the return date stamped in the book a fine will be payable.

If you are late returning an item, the librarian will send you a text message to remind you.

Fines
Less than 1 week late – Le 500 per day
Between 1 - 2 weeks late – Le 1000 per day
Between 2 - 3 weeks late – Le 1500 per day
Between 3 - 4 weeks late – Le 2000 per day
Over 4 weeks late – the full cost of replacing the item and library membership terminated

If you are unable to return an item because your shifts do not match the library opening times you can drop the item in a secure box outside the library. The librarian will deal with the returned item and your ticket can be collected the next time you visit the library

If you wish to keep an item longer than 2 weeks you can renew it. Take the item to the librarian who will stamp a new return date. You must then return the item by the new return date or you will have to pay a fine. You can not renew an item if another Member has reserved it.

If you wish to borrow an item that another Member has on loan, you can ask the librarian to reserve it for you. Give the librarian the title of the item you wish to borrow and they will put it on the Reserved list. This ensures that the item is not put back on the shelves for anyone else to borrow and the Member who currently has the item can not renew it, so you will not have to wait more than 2 weeks for it. When the item becomes available the librarian will send you a text to let you know. You will then have 1 week to collect the item or it will be returned to the shelves for anyone to borrow.

Please return all items in good condition or you may be liable for the cost of a replacement

If you find an item particularly helpful or enjoyable (or not at all helpful) the librarian will keep a Comment book for you to record your thoughts for the benefit of other Members

WE HOPE YOU ENJOY USING THE LIBRARY!

Appendix 4

Librarian Job Description - Makeni Hospital Library Initiative

<u>Day to day work</u>

You will be expected to ensure the library facility is open 3 working days per week between the hours of 8am and 4 pm. This will allow night, early and late shift nurses to access the facility during and before/after their shifts. You will be present in the facility during these hours so that staff can ask questions and you can help them find books/DVD's. Library facilities are a new idea for many so you may have to explain the concept from scratch to some.

You will register new library members using the library member registration form. You will ensure that only those who are eligible to use the Makeni Hospital Library are registered. These will be all those working at Makeni Government hospital. Students and those working in Peripheral Health Units (PHUs) will not be eligible to borrow books as they will be difficult to locate if they are overdue to return a book. They will be permitted to read books in the quite study area of the library.

You will ensure that the facility is clean and that all the furniture is in good working order.

You will ensure the books are kept in a good state of repair and are easily seen on the shelving having been placed in their relevant sections, and in order.

You will allow the library facility to be used for quiet study during the times when you are there. This will include keeping the quite study area clean and tidy and ensuring that the area is for QUIET STUDY only.

You will allow the library members to take out books and return them using the rules of the library. You will ensure that those who are late in returning books are disciplined / fined / banned from the facility as appropriate. This will require close working with the hospital secretary who will countersign all applications to use the library to ensure the hospital management can aid in discipline regarding the use of the Makeni Hospital Library Facility.

You will operate a comprehensive system allowing easy knowledge of which books have been borrowed by whom and when and when they are due to be returned.

Your daily tasks will include

- Replace returned items to the shelves
- Maintain the Items in good condition, repairing, replacing labels etc as required
- Update Borrower and Item record files
- Check Reserved File and place Tickets for reserved items in the Request drawer. Check the reserved shelf and contact the Member if a reserved Item has become available. Add contact date to the Reserved File. Check contact dates in the Reserved File and replace on shelves any books that have not been collected within 1 week
- Check Return Date drawer for today and remove any remaining tickets to the Overdue drawer. Advise Members whose Items have just become overdue that they are now due a Level 1 fine.
- Re-label the Return date drawer for use tomorrow
- Issue text or written notification to Members whose tickets are in the Overdue drawer and are more than 1 week overdue. Recalculate fines as necessary.
- Process new Items, categorising, assigning a reference number and preparing the item for the shelves.
- Process new Members, recording details (including mobile number), creating and issuing tickets
- Maintain the Comment book

<u>Fines</u>

It is not expected that the fines system is going to generate a lot of money. The Fines system is there to deter people from keeping books too long and to punish those who do. The Fines system is not a revenue stream for the Makeni Hospital Library or the Librarian. Fines will be collected by the Librarian.

<u>Line Management</u>

The VSO Health Programme Manager is your direct line manager. You will comply with reasonable requests from this individual related to the Makeni Hospital Library Initiative.

You will ensure that you are present for any VSO inspection of the library facility.

Whilst the hospital Medical Superintendant is not your line manager, The Makeni Hospital Library is based in the Makeni Government Hospital building and you will be respectful and courteous to the hospital management. Any request for relocation of the Makeni Hospital Library, or changes to its function from hospital management will be forwarded to VSO Health Manager and discussed with all parties before a decision is made.

<u>Publicity</u>

You will be expected to ensure that the days on which the facility is open, and the times mentioned above are widely publicised within the hospital so that staff are aware of when they can come and access the facility, return books etc.

You will be friendly, open and honest so that staff in the hospital will not be afraid to approach you and ask you questions.

You will ensure an up-to-date list of the library's books, DVDs and other facilities are available outside the library facility and at other good locations throughout the hospital. The rules of the library will also put up in these locations to ensure staff are aware of them.

You will look for opportunities to develop and expand the library service

Appendix 5

<u>Excerpt from Makeni Catalogue</u>

ANAESTHESIA

Title of item	Library Code	Author or Publisher	Year or Edition
Anaesthesia 3: Resource Vol 3,2007	A/001	AAGBI	2007
Continuing Education in Anaesthesia, Critical Care and Pain: Combined Volumes 1-6	A/002a	Oxford University Press	2007
Continuing Education in Anaesthesia, Critical Care and Pain: Combined Volumes 1-6	A/002b	Oxford University Press	2007
Obstetric Anaesthesia for Developing Countries	A/003a	Oxford University Press	2010
Obstetric Anaesthesia for Developing Countries	A/003b	Oxford University Press	2010
Obstetric anaesthesia handbook	A/004	Datta	1992
Primary anaesthesia	A/005	King	1986
Anaesthesia 3: Resource Vol 3,2007	A/006	AAGBI	2007

FICTION

Title of item	Library Code	Author or Publisher	Year or Edition
Changeling	F/001	Phillipa Gregory	1993
Little Manfred	F/002	M. Morpurgo	2008
Stormbreaker	F/003	Anthony Horowitz	2012
The Worst Thing About My Sister	F/004	Jaqueline Wilson	2009
Twist of Gold	F/005	M. Morpurgo	2008
War Horse	F/006	M. Morpurgo	2013
Remember Me	F/007	Mary Higgins Clarke	1995
Ellis Island	F/008	Kate Kerrigan	2001
Wonder	F/009	R.J.Pallacio	1998

HIV			
Title of item	**Library Code**	**Author or Publisher**	**Year or Edition**
A community health approach to palliative care for HIV/AIDS and cancer patients in Sub-Saharan Africa	HIV/001	WHO	2004
HIV, health and your community	HIV/003	Granich, Mernin	2001
Oxford Handbook of Genitourinary Medicine, HIV and AIDS	HIV/004	Oxford University Press	2005
Saving mothers, saving families, the MTCT-plus initiative	HIV/005	WHO	2003
Scaling up ART: experience in Uganda	HIV/006	WHO	2003
The lighthouse: a centre for comprehensive HIV/AIDS treatment and care in Malawi	HIV/007	WHO	2003
WHO recommendations for clinical monitoring to support scale-up of HIV care, anti-retroviral therapy and prevention in resource-constrained settings	HIV/008	WHO	2006
Youth-centred counselling for HIV/STI prevention and promotion of sexual and reproductive health	HIV/009	WHO	2005

LABORATORY			
Title of item	**Library Code**	**Author or Publisher**	**Year or Edition**
Atlas of histology	L/001	Freemen, Bracegirdle	1998
Clinical chemistry	L/002	Marshall	3rd Ed
District laboratory practice in tropical countries: Part 1	L/003	Cheesbrough	2nd Ed
District laboratory practice in tropical countries: Part 2	L/004	Cheesbrough	2nd Ed
Functional Histology	L/005	Wheater	2nd Ed
Manual for the laboratory diagnosis of measles virus infection	L/006	WHO	1999

Appendix 6

Classifications used in Makeni and Bo Libraries

Library Topic Section	Code
Anaesthesia	A
Fiction	F
HIV and AIDS	HIV
Laboratory	L
Medicine	M
Management	MG
Miscellaneous	MIS
Midwifery, Obstetrics and Gynaecology	MOG
Nursing	N
Nutrition	NU
Paediatrics	P
Public Health	PH
Pharmacy	PM
Radiology	R
Surgery	S
Tuberculosis	TB
Teaching, Training and Research	TR
Archive	U

Appendix 7

"Shopping List"

Start-up costs

Essential	Additional/ Desirable
Book shelves	Tables and chairs for library users
Desk and chair for librarian	Storage cabinet for librarian
Pen to mark books with library name	Date stamp
Paper and card to create book inserts, library forms, borrower cards etc.	Laminator and laminating pouches
A4 Ring binder folders for library forms	Receipt book for fines and library purchases by librarian
Books and library resources	Mobile phone and credit
Access to photocopier	Posters advertising library
Scissors, glue and tape	T-shirt for librarian
	Access to computer if available
	DVD player if available (to show DVD resources)

Ongoing costs

Essential	Additional/ Desirable
Librarian salary	Mobile phone credit
Photocopying costs	Addition of resources to library stock
Additional shelving to accommodate new stock	Certificates/ prizes for outstanding users of the library
	Advertising – posters etc.
	Internet access
	Expansion to other sites.....