MAHSA UNIVERSITY LIBRARY
Library Guidelines

Library Department

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Prepared by:
Library Department
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SERVICE DIVISION
The service division is mainly focusing on providing services and facilities such as reference and circulation service. It is also responsible for promoting the services and facilities to users. The division is led by a Librarian.

The units are as follow;
CIRCULATION UNIT

1. INTRODUCTION:
Circulation Unit is the main platform in providing and delivering information and services to users. Focus on counter service and to ensure materials and space for the user can be used when needed.

2. OBJECTIVE:
The objective of Circulation Unit is to give an excellent circulation service to all library users. The Unit is responsible of the following functions:

- Borrowing and returning library materials
- Ensuring library materials are shelved efficiently and accurately.
- Processing hold item including informing the users about the reservation.
- Managing cases regarding lost and damaged items.
- Managing item borrowed through inter circulation service
- Carry out annual stocktaking and finalizing missing items.
- Assisting user with general questions about library use, policy and services.

3. FACILITIES:
- Discussion Room
- Study area
- Computers / WIFI

4. SERVICES:
Printing and photocopying – Both services are available in the Library. Users are required to make a payment and registration at the Circulation Counter. If you intend to use the photocopy service, you are advised to abide by the copyright law to avoid difficulties in the future.

5. OPENING HOURS:

Day	Bandar Saujana Putra
Monday – Friday	08:00am – 10:00pm
Saturday & Sunday	09:00am – 05:00pm
Public Holiday	CLOSED

6. GENERAL LIBRARY RULES & REGULATIONS:

Library Rules & Regulations are established to ensure all the services provided by the library are under supervision to ensure user satisfaction. Violation of any rules and regulations set as stated below may cause any member to be imposed with penalty under the MAHSA Disciplinary Rules.

1) All registered users must always produce their MAHSA staff and student ID card upon entering or while in the library premises.
2) Any loss of ID card will affect your borrowing rights as well as other services.
3) All library materials to be taken out from the library must be properly checked-out at Self-Check Machine or at the Circulation Counter.
4) The library staff have the right to check all books, files and other items when user enter or leave the library especially when the security gate is activated.
5) Eating and drinking are strictly prohibited in the library.
6) Bags, caps, helmets, umbrellas, rain coats and packages are not allowed in the library.
7) Library users who photocopy any materials are fully responsible for any action liable and contravene the Copyright Act 1987.
8) Users are not allowed to remove library furniture and equipment from their original place. Reservation of seat is not permitted.
9) Library user must adhere to the dress code as stipulated by the University.
10) The library staff have the rights to ask users whose behavior may be deemed as disturbing the peace of others to leave the premises.
11) Academic staff who are on study or sabbatical leave inside or outside the country are required to return all materials to the library before leaving.
12) Students who have postponed, withdrawn, quitted or completed courses at the university must return all borrowed materials to the library.
13) Final year students who fail to clear any fines or to return materials borrowed from the library upon completion of their courses will face action taken by the Academic Management Division.
14) Mobile phones must be turned to silent mode in the Library premises.
15) The Librarian on duty has the right to request you to leave the premises if you are found to be violating any of its rules and misconduct.
16) The library will not accept responsibility for the loss or misplacement of personal belongings.
17) The Library reserves the rights to amend these rules from time to time.

7. BORROWING PRIVILEGE AND ELIGIBILITY:

Patron Category	Number of Loan Copies	Loan Period (Days)
Academic Staff	5	30
Non-Academic Staff	3	30
Student	3	14
External member	1	14

- Users borrowing privilege will be suspended once charges are incurred in the users account. It will be restored once the outstanding fines are settled.
- Users are advised to check their loan record from time to time to avoid the fines and late returned.
- User is not allowed to borrow on behalf of their friend and using their friend ID.
- User is not allowed to borrow two (2) books on the same title at the same time.

- Users are to report immediately to the library circulation services if any loaned books are missing. Failure to do so will cause accumulation of fine accordingly.

8. **MEMBERSHIP:**

All registered students, academic and non-academic staff of the university are automatically library members. The University metric card is considered as the library card.

8.1 General Rules on Membership

Anyone entering the library is required to wear and display the metric card / staff card at all times. Otherwise, they may be asked to leave the library by the Library staff on duty.

Any member who has been suspended from the university will be suspended as a library member. Reinstatement of membership will take effect only after the library fines or other charges are paid. However, if there are no fines or other charges to be settled, reinstatement will be made automatically after the suspensions have been lifted by the university.

8.2 External Membership

Please bring student matric card / confirmation letter from your library/institution. Walk-in user will have to pay the fee as a daily user.

No	Category	Payment		Facilities
		Fee (RM)	**Deposit (RM)**	
1.	Daily user/member	10.00	-	Members are allowed to use library facilities, but they have to pay for printing/photocopying charges.
2.	Individual member	200.00 (Annual fee)	300.00	Members are allowed to use library facilities, but they have to pay for printing/photocopying charges. Eligible to borrow 1 (one) book only for 2 (two) weeks.
3	Alumni	50.00 (Annual fee)	300.00	Members are allowed to use library facilities, but they have to pay for printing/photocopying charges. Eligible to borrow 1 (one) book only for 2 (two) weeks.

9. **FINES / CHARGES:**
   - Late return: RM0.50 per-day
   - Lost and Damaged materials: User is required to replace the lost materials if they fail to relocate them. User have options of replacing the items by:
     - Replacing the library materials with the same title and ISBN. No processing fee will be charged but users still have to pay the fine due if any; or
     - Paying the price of the library material (current price) and RM30.00 as the processing fee
   - User who fail to clear fines or return materials borrowed from the library will have their Testimonials and Certificates withheld. Further student deposits will not be refunded until library records show all dues have been paid in full.

10. **LOAN RENEWAL:**
    - Users can renew the materials at Circulation counter or through telephone by contacting Library staff on duty. Renewal via telephone must be processed before the due date.
    - Users are allowed to renew the same borrowed materials for three (3) times only.
    - Renewal of loan materials can only be made before the due date
    - Materials on loan and booked by other user are not allowed to be renewed or extended by the library.

11. **BOOKS RESERVATION:**
    - User can make reservation at Circulation counter by informing the library staff on duty
    - Reserved materials will be placed at the Circulation counter for seven (7) days and will be shelved after that period. Once shelved, user need to make a new reservation
    - The total of materials allowed to be reserved depends on the number of outstanding loan materials

12. **ONLINE DATEBASES:**
MAHSA Library provides a comprehensive access to full-text e-journal – ProQuest Central and e-book – IG Publishing. These online databases are available at MAHSA University campus by using MAHSA WIFI by click as shown below link:

http://search.proquest.com (e-journal)
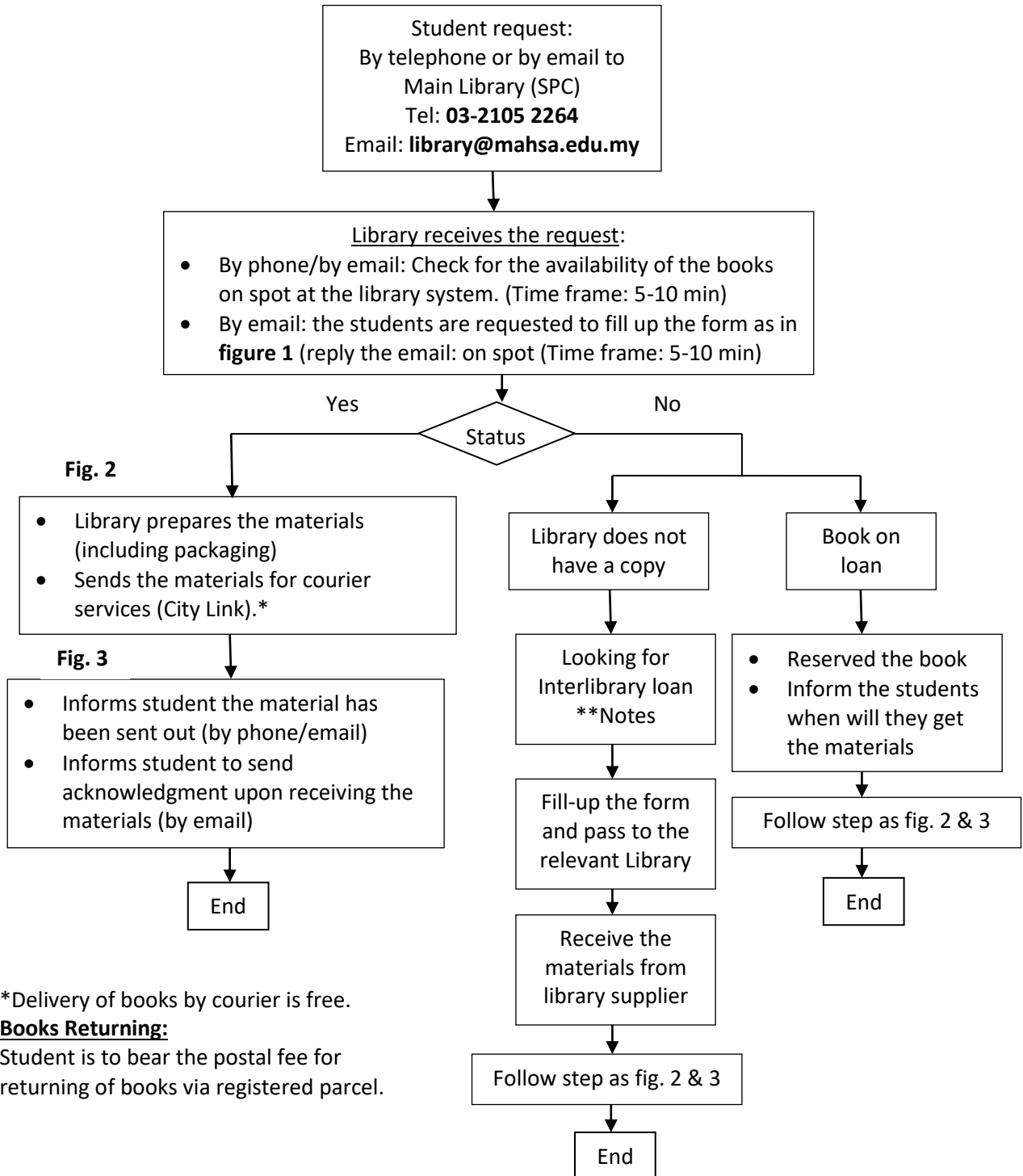http://portal.igpublish.com (e-book)

13. BORROWING PROCEDURE FOR ODL REGISTERED STUDENT

For borrowing physical books at Main Library (SPC)
Deposit: RM200.00 (refundable)
Mode of payment: ONLINE payment (Pay to: Finance Dept.)

Student request:
By telephone or by email to
Main Library (SPC)
Tel: **03-2105 2264**
Email: **library@mahsa.edu.my**

Library receives the request:
- By phone/by email: Check for the availability of the books on spot at the library system. (Time frame: 5-10 min)
- By email: the students are requested to fill up the form as in **figure 1** (reply the email: on spot (Time frame: 5-10 min)

Yes   Status   No

Fig. 2
- Library prepares the materials (including packaging)
- Sends the materials for courier services (City Link).*

Fig. 3
- Informs student the material has been sent out (by phone/email)
- Informs student to send acknowledgment upon receiving the materials (by email)

End

Library does not have a copy

Looking for Interlibrary loan **Notes

Fill-up the form and pass to the relevant Library

Receive the materials from library supplier

Follow step as fig. 2 & 3

End

Book on loan

- Reserved the book
- Inform the students when will they get the materials

Follow step as fig. 2 & 3

End

*Delivery of books by courier is free.
Books Returning:
Student is to bear the postal fee for returning of books via registered parcel.

Figure 1:

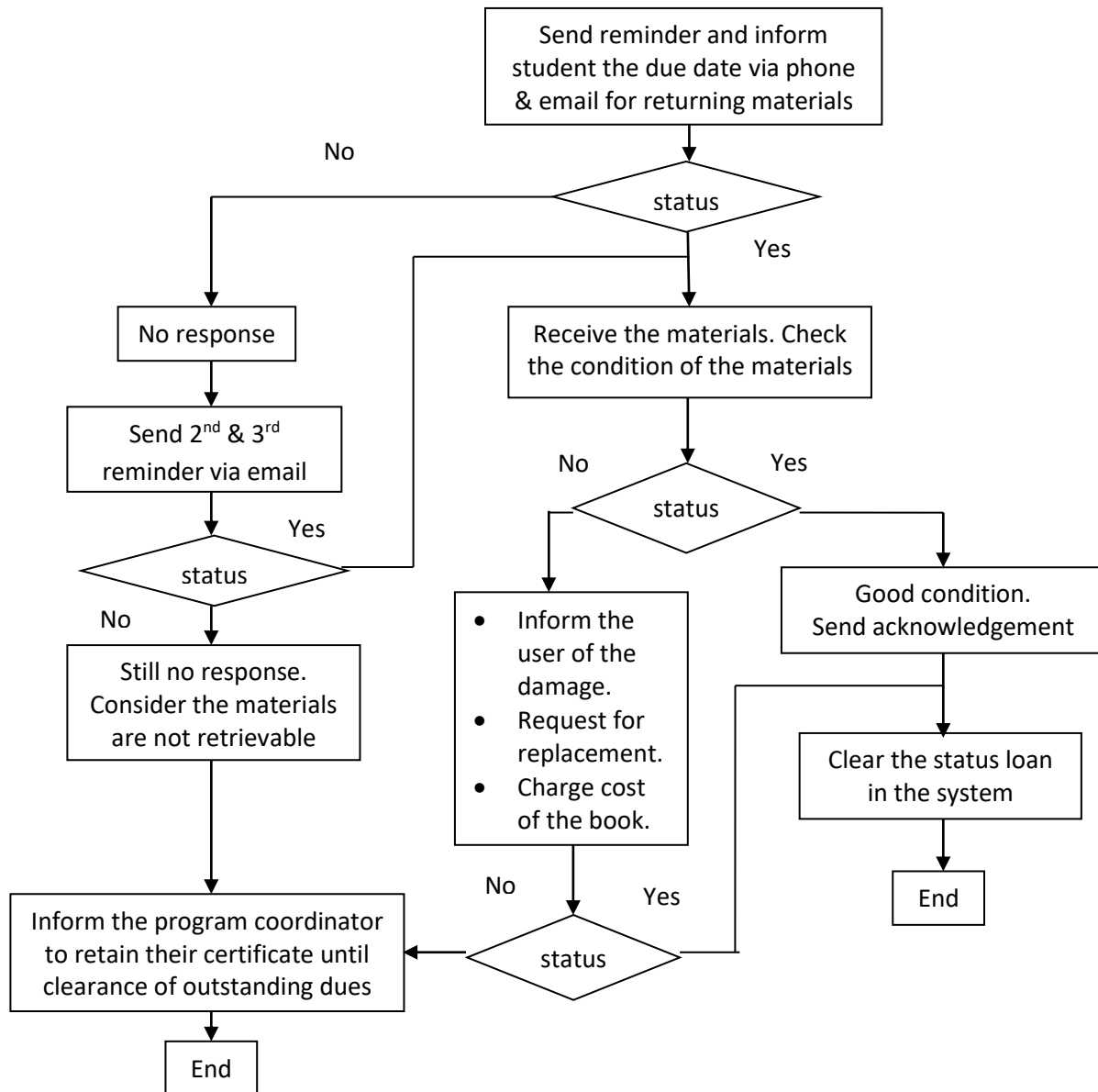| Users Info:	Book Info:
Learning Center:	Title:
Name requestor:	Author(s):
IC number:	Year:
Student ID:	ISBN:
Home address:	
Mobile no:	
Email address:	

Loan Regulation:
- Only three (3) books are allowed to be borrowed for duration two (2) weeks.
- Open shelf collection can be borrowed by all registered members according to the Library circulation policy. Reference, journal and closed stack collection are not available for loan.
- Books can be renewed three (3) times unless they have been reserved by other users. Renewals can be done by telephone or email
- A fine of RM0.50 per book per day is imposed for books that are returned later than the date stated on the due slip. For books that are returned via post, fines imposed are based on the date of postage.

Fines compounded to lost or damaged materials:
- The patron will be required to pay the price of the lost or damaged material. The payment amount is based on the highest amount between the current price for the material verses the price that the library pays for it during acquisitions. In addition to that, he/she will have to pay the reprocessing fee of RM30.00 per item.

14. BOOK RETURN

Students are advised to return the book once it has been used/read. Books are to be returned not later than the date stated at the due slip or earlier if the book is being called-back by the library. It is an irresponsibility act by the student who does not abide by the regulation. The library will send notices to user for overdue books. However, the library is not responsible for notices that are not delivered for whatever reasons it may be.

```
                          ┌─────────────────────────────┐
                          │   Send reminder and inform  │
                          │ student the due date via phone│
                          │ & email for returning materials│
                          └─────────────────────────────┘
                                        │
              No                        ▼
      ┌──────────────────────────◇─────────────◇
      │                          │    status    │
      ▼                           ◇─────────────◇
┌──────────────┐                        │ Yes
│  No response │                        ▼
└──────────────┘          ┌─────────────────────────────┐
      │                   │  Receive the materials. Check │
      ▼                   │  the condition of the materials│
┌──────────────┐          └─────────────────────────────┘
│ Send 2nd & 3rd│              No              Yes
│ reminder via  │                   ◇─────────────◇
│    email      │                   │    status    │
└──────────────┘                    ◇─────────────◇
      │      Yes                │                   │
      ▼                          ▼                   ▼
   ◇────────◇         ┌──────────────────┐  ┌─────────────────┐
   │ status │         │ • Inform the     │  │ Good condition. │
   ◇────────◇         │   user of the    │  │ Send acknowledgement│
 No    │              │   damage.        │  └─────────────────┘
       ▼              │ • Request for    │           │
┌──────────────┐      │   replacement.   │           ▼
│ Still no      │     │ • Charge cost    │  ┌─────────────────┐
│ response.     │     │   of the book.   │  │ Clear the status loan│
│ Consider the  │     └──────────────────┘  │   in the system │
│ materials are │        No       Yes       └─────────────────┘
│ not retrievable│                                   │
└──────────────┘         ◇─────────────◇             ▼
       │                 │    status    │        ┌────────┐
       ▼                 ◇─────────────◇         │  End   │
┌─────────────────────┐                          └────────┘
│ Inform the program  │◄───────┘
│ coordinator to      │
│ retain their        │
│ certificate until   │
│ clearance of        │
│ outstanding dues    │
└─────────────────────┘
       │
       ▼
   ┌────────┐
   │  End   │
   └────────┘
```

15. INTER LIBRARY LOAN
Introduction

Publication Distribution System (SPP) was launched on June 2, 1998. This system is an extension of the system of the library loan services. Through this system, you can borrow, and obtain the required materials from any of the participating institutions of this system for use in the library / institution. National Library of Malaysia act as Administration Center.

Borrower Responsibilities

If you may locate where it is available, please indicate on the form (this will expedite the process). Please check other Malaysian library catalogues.

Please note that cancellation of requests in some cases may NOT be possible, particularly requests sent to British Library. Thus, it is very important to ensure that items requested are absolutely necessary.

Users' will have to respect and follow any restrictions placed on them by the lending libraries to maintain MAHSA Library's borrowing privileges with other libraries.

Keep a record of all items you have requested. Pick up the requested items and return them promptly. (Books may usually be borrowed for 2 WEEKS, but please return them 5 days before the due date). Users are financially responsible to any damage or loss of the interlibrary loan items. Any damage should be reported immediately to the Interlibrary Loan Office. Users should not attempt to repair any damage themselves. Any charges imposed will be specified by the lending library.

Please note that requestors still have to pay for the charges even if they do not collect the requested materials after being notified of their receipt.

How long it takes to Fill Requests?

Normal turnaround time the item requested will usually arrived within two to three weeks after the request is submitted, although difficult-to-obtain items may take much longer. Delivery time is related to the lending library's procedures, availability of materials and the delivery service used. Please be sure to allow enough time to receive requests.

Requestor will be notified by email when the item arrives.

Materials can be collected at the User Services Counter.

Charges and Payment:

All charges are borne by the requestor. The costs may vary from time to time and are determined by the owning libraries.

LETTER OF REFERRAL

Students who need to visit or refer to other libraries (academic, government agencies etc.) needs to bring along a referral letter endorsed by the MAHSA Library. The letter will enable students to do work related to referral at the visited institution only. Users may claim the letter personally from the Librarian or request to be sent by post / fax after submitting the following particulars:-
Full name:
Program:
Semester of study:
Matric number:
Mailing address:

Attention: Students are bound to the rules and regulations imposed by the Institution/Library of your visit.

16. REFERENCE UNIT

Introduction
Reference Unit plays a role in developing a collection of reference materials; provide reference services and other services directly to library's users.

Objectives
Offering efficient service and reference information to users in accordance with the teaching, learning and research at the university.

Reader advisory
Users can ask for advices from reference librarian or officer in-charge at Reader Advisory Desk, if there is a problem in searching and accessing information.

User education class
Aims to help users utilize all the facilities provided by the library.
Users can learn the best way to get materials needed in the process of learning and teaching.
This class also emphasizes on teaching how to use e-journal (ProQuest), e-book (IG Publishing) and information searching in online databases.
Users can register to attend user education class by providing details at Reference Unit or by email and memo.

Limited Reference Collection Loan at User Reference Room
Limited reference collections can only be referred in the room where the collection is placed. Users must follow the regulations that are already stated. Materials are allowed to be photocopied based on the status of the collection.

Collections in Reference shelf (open)
- Dictionaries
- Bibliographies
- Directories
- Acts
- Gazzete
- Atlas
- Yearbook
- Encyclopedias
- Handbooks
- Manuals
- Glossaries
- Maps
- Index/Abstract

Collection in User Reference Room (limited)
- Maps
- Thesis and dissertation
- Examination papers
- Newspaper cutting for particular subjects
- Plan and technical drawings
- MAHSA special collections
- Annual report
- Newspaper backward (1 year only)

B. ACOUISITION

ACQUISITIONS POLICY
DEFINITIONS USED IN THIS POLICY

1. <u>WORKS HELD</u>
The Library holds material in the following subject areas, listed according to priority.
- a) Works on Medicine
- b) Works on Nursing and Midwifery
- c) Works on Dentistry
- d) Works on Pharmacy
- e) Works on Allied Health Science
- f) Works on Business & Accounting
- g) Works on Engineering
- h) Works on pre-university studies
- i) Works on postgraduate studies
- j) Works on English language

2. <u>WORKS NOT HELD</u>
The Library does not hold material in the subject areas listed below, in most cases because of availability of resources in other institutions.
- a) Works on religion, unless the work contains substantial material on the listed subject area in 'Works held' above.
- b) Works on the political movements, including radicalism, the labour movement and the suffragette movement, unless the work contains substantial material on the listed subject area in 'Works held' above.

3. <u>FORMATS OF MATERIAL HELD</u>
The Library is mainly interested in books and periodicals, but will collect other formats, including portraits, photographs, archival material, audio, textbooks and specialist academic works and video, provided they fall within the scope outlined in 'Works held' above.

4. <u>TYPES OF MATERIAL NOT HELD</u>
The Library does not hold material of the following types, either because they are not considered relevant to the intended readership or because the Library does not have the specialised equipment necessary to interpret, preserve or access them.
- a) Fiction or children's books, unless the work contains substantial material on the listed subject area in 'Works held' above and makes it suitable for use as a teaching resource
- b) Books in languages other than English, unless the work is of exceptional merit and an English language translation is not available
- c) Braille books, talking books, and electronic resources

5. <u>METHODS OF ACQUISITION</u>
The Library may acquire material in the following ways:

5.1 Purchase

New publications will be purchased, their selection to be based on criteria which will depend on the type of material and the subject area being considered, and may include:

- Correspondence with the scope of the collection
- Availability at other institutions
- Price and other costs such as processing and maintenance
- Preference will be given to English language material in paperback format. Academic staff are welcome to recommend works for purchase and a list is maintained of titles for consideration or to fill gaps in holdings.
- An annual budget is allocated to the faculty for this purpose.

5.2 Donation

The Library is always open to donations or bequests that enhance its ability to fulfill its purpose, provided the following conditions are met:

- There are no unnecessary or onerous restrictions on access or availability for research.
- The donor has the authority to transfer the material and signs a formal deposit agreement.
- The material becomes the property of the MAHSA Library, or its responsibility to be administered as it sees fit.
- The donor may be requested to provide finding aids if the size of the collection is likely to render the material inaccessible until processed.
- The physical condition of the material and any consequent conservation implications will be considered, as will the cost implications of processing, housing, and providing appropriate access.

We are particularly interested in books and periodicals that fill gaps in the collection, and we welcome donations of users' own publications that meet the criteria of this policy. If they do not, the Library reserves the right to refuse donations.

5.3 Long-term loans

Custody and responsibility for material may be transferred to the Library whilst the depositor retains legal ownership. Specific agreements on the nature of the loan and any conditions of use or access will be made on a case-by-case basis, although the Library strongly prefers deposits to be donated.

5.4 Exchange

The Library seeks to acquire relevant periodicals on an exchange basis for the Society's periodical Ethical Record. Readers are welcome to suggest possible exchange partners.

6. DISPOSALS

Duplicate items are occasionally received as gifts, as are works outside the criteria of this policy. These items will either be returned to the donor or sold. Superseded books in old editions will be withdrawn unless there are specific reasons for retention (for example, because the item is of historical interest). Damaged stock will be withdrawn if it meets the following criteria:

- It cannot be repaired without excessive cost and effort
- It is not of historical importance
- It can be replaced by a more modern edition
- Withdrawn stock may be disposed of by sale to second-hand booksellers, through

- Library book sales, by sale or gift to other institutions or charities, or by environmentally-friendly means of destruction.

C.   CLASSIFICATION/CATALOGUING

Classification:

Catalogue contains records for the collection of the MAHSA Library. At present, library holds records for 19,000, dating from 2009.
- MAHSA Library is using Library of Congress Classification (LCC) for easy retrieve.
- Most of the collections are under open shelf categories which are available for loan.
- Reference collections such as Encyclopedia, Handbook, Directory and Dictionary are for reference only just for internal use and they could not be borrowed.

1.   Purpose

This cataloguing policy provides a public statement of the Library's current policies concerning the cataloguing of its collections of MAHSA resources.

This policy is to ensure that it reflects changes in Library policy and strategic planning and takes account of developments in resource description.

2.   Overview

The MAHSA Library is the custodian of the most significant collection of publications, digital resources and documentary materials. The Library emphasises the intention to provide 'rapid and easy access' to our collections and other resources, and to overcome access barriers. One of the cornerstones of the Library's efforts to fulfil this objective is the provision of resource descriptions for items in our collections, which are made available through a wide range of resource discovery mechanisms. The principal method of describing resources continues to be the creation of catalogue records that are then made accessible through the Library's catalogue/OPAC.

2.1. Purpose of cataloguing

Catalogue records enable users to find and access resources relevant to their needs. They contain a description of a resource that allows it to be identified and distinguished from other similar resources. Catalogue records also contain information that enables users to search for resources through a range of access points, including author and other people or organisations associated with the creation of the work, and through title, series, subjects and classifications. For physical items, the catalogue record is used to indicate the location of an item in the Library's collection and provides an inventory function.

2.2. What we catalogue

Catalogue records of varying levels of detail are provided for the majority of printed publications, original materials and electronic resources in the Library's collections.

- Print publications include monographs, serials, newspapers, broadsides, posters, ephemera, atlases and sheet maps.
- Electronic resources include physical format electronic publications such as CD-ROMs and DVDs as well as online resources such as static and changing document-type resources, databases and websites.

The Library does not catalogue freely available online resources, except those for which we accept on-going access responsibility.

2.3. Standards

The Library recognises the importance of adhering to common cataloguing standards in order to promote the international sharing of cataloguing data and the provision of consistent access for library users. The Library is committed to using the latest version of all the standards that it has adopted and takes an active interest in the development, interpretation and implementation of these standards.

Cataloguing standards used by the Library include Anglo-American Cataloguing Rules (AACR), Library of Congress Rule Interpretations (LCRI), Library of Congress Subject Headings (LCSH), MARC21, CONSER cataloguing and editing manuals. Additional standards are used in cataloguing unpublished, non-book and foreign language materials. A number of thesauri are used to enhance subject access where appropriate. A more detailed list of resource description standards and thesauri used by the Library is provided in the Appendix.

Consistent access for users is also provided using authority control to establish a single preferred form for personal, corporate and meeting names, uniform and series titles, and subject and geographic headings. In establishing headings, we refer to the authority files on the Library of Congress Subject Authorities and Library of Congress Name Authorities. Authority work is undertaken in accordance with the Library's Authority Control Policy.

H – Social Science	RC – Internal Medicine
HB – Economic Theory	RD – Surgery
HD – Management Industrial Management	RL – Dermatology
HF – Commerce	RS – Pharmacy & Materia Medicine
HG – Finance	RZ – Other Systems of Medicine
PE – English	**T - Technology**
Q – Science	TA – Engineering, Civil Engineering
QA – Mathematics	TJ – Mechanical Engineering
QM – Human Anatomy	
R – Medicine	
RA – Public aspect of Medicine	

2.4. National and international cooperation

The MAHSA Library supports cooperative cataloguing within international library communities, including exchanging catalogue records with other libraries and library systems.

The Library contributes its catalogue records and holdings information through pre-publication catalogue records created by the Library's Cataloguing-in-Publication (CiP) service. These records are then made available for re-use by other libraries. The Library also contributes its catalogue records and holdings to the OCLC WorldCat database.

2.5. Contribution to resource discovery

The Library's commitment to cooperative cataloguing and exchanging catalogue records is rooted in the philosophy that resources should be catalogued and described only once. Once created, the Library exploits the data contained in its catalogue records to enable users to find, access and navigate the collection through a range of resource discovery mechanisms.   Descriptive metadata sourced from the Library's catalogue is also used in the management and web delivery of the Library's digital collections.

2.6. Sources of bibliographic data

Most cataloguing is done in-house. Staff create original records, or copy existing records and edit the result, or re-use records from other trusted national bibliographic agencies.   Through z39.50 functionality in the Library Management System, catalogues such as the Library of Congress Catalogue, OCLC WorldCat database and Singapore National Union Catalogue are searched routinely for records to use.   CiP records created by overseas national agencies, partial records created by the Library of Congress (or one of its regional offices) and other copy records are used where appropriate and upgraded as necessary.

The Library also utilises data from other sources of descriptive information such as citation lists and indexes in the creation of catalogue records. Information from these sources may be automatically added to catalogue records or used to generate a new catalogue record.

The Library will investigate and adopt, where appropriate, alternative methods of providing bibliographic description, such as harvesting and re-using existing data from external sources or purchasing catalogue records from suppliers when acquiring material.