



STANDARD OPERATING PROCEDURE

for the

LIBRARY

Bhiksu University of Sri Lanka

Background

The library provides access to an extensive range of informative resources like books, e-books, journals, e-journals, magazines, newspapers, question banks and access to a wide range of resources to improve the knowledge and thought process of the academic fraternity and students.

This document is prepared with the objective of documenting a set of Standard Operating Procedures (SOP) and guidelines for the library of the Bhiksu University of Sri Lanka (BUSL).

At the BUSL, generally under the supervision of the Librarian coordinates the functions pertaining to the library.

1.0 Membership and Registration

1.1 Eligibility Criteria

- 1.1.1. When a person gets an appointment/ admission letter from BUSL he/ she becomes a member of the library automatically.
- 1.1.2 Faculty/staff/students have to forward the University ID card or employment verification document to access the library application.

1.2 Application Procedure

- 1.2.1 The application can be collected from the library desk or website and the completed application with relevant attached documents can be handed over to the designated staff of the library for processing.

1.3 Membership ID Issuance

1.3.1 Membership ID will be processed using KOHA. After printing and laminating the ID keep a copy for official use and hand over the membership card to the member.

1.4 Database Entry

1.4.1 The assistant librarian should enter member details including contact information to the KOHA. Verify and save the details and assign an account password for the online services.

2.0 Library Circulation

2.1 Borrowing Books

2.1.1 Only library-registered members can borrow material.

2.1.2 Members of the library shall be entitled to borrow books from the library except the following books:

- Reference books.
- Rare books and protected documents.
- Magazines / Journals.
- Any other material at the discretion of the Librarian.

2.1.3 If a book is urgently required, the library in-charge may recall it at short notice at any time, and the borrower shall return such book immediately.

2.2 Loan Policies

2.2.1 Library loan policy is as follows;

Category	Lending Books (LN)*		Short Reference Books (SR)		Text Books (TB)**	
	No.	Days	No.	Days	No.	Days
Academic Staff	20	45	5	45	-	-
Temporary Academic Staff	9	45	1	45	-	-
Visiting Staff on Sabbatical Leave	9	45	1	45	-	-
Instructors	9	45	1	45	-	-
Administrative Staff	7	14	1	14	-	-
Library Non-Academic Staff	3	14	1	14	-	-
Non-Academic Clerical Staff	2	14	1	14	-	-
Non-Academic Supportive Staff	2	14	-	-	-	-

First Year Students	2	14	1	3	3	180
Second Year Students	3	14	1	3	3+3 (on request)	180
Third Year Students	4	14	1	3	3+3+3 (on request)	180
Forth Year Students	4	14	1	3	3+3+3 +1(on request)	180

* Lending period can be extended another 14 days on request

** Lending period can be extended another 180 days on request

2.2.2 To lend-out the library material the physical presence with student ID/ staff ID of library users is compulsory.

2.3 Overdue Management

2.3.1 An automated email reminder will be sent 3 days before the due date.

2.3.2 A fine of Rs 10/day will be imposed for overdue items.

2.3.3 The user accounts will be blocked for fines exceeding Rs 500.

3.0 Capacity and Usage of Reference Facility

3.1 Reference Library Capacity

3.1.1 The Library is equipped with 150 seating capacity.

3.2 Usage of Reference Facility

3.2.1 A member can use the reference section of the library for reading purposes.

3.2.2 A member is prohibited to photocopy or scan the library materials without permission from the librarian.

4.0 Digital Repository Article Upload and Download of Past Question Papers

4.1 Submission Guideline

4.1.1 The author must submit the articles in PDF format with a completed metadata form.

4.2 Approval and Upload

4.2.1 Metadata will be verified for accuracy and completeness.

4.2.2 File to be uploaded to the repository with appropriate access restrictions.

4.3 Download of Past Question Papers

4.3.1 The students can download the past question papers from the repository providing their usernames & passwords

5.0 Scanning Policy

5.1 Selection Criteria

5.1.1 Rare, fragile or high-demand materials to be selected.

5.1.2 Before proceeding approval from the Librarian to be obtained.

5.2 Scanning Process

5.2.1 The material to be cleaned to remove dust or debris

5.2.2 For legible scan high-resolution settings to be used

5.2.3 The files are to be saved in PDF format with consistent naming conventions.

5.3 Access provision

5.3.1 The scanned files are to be uploaded to the repository.

5.3.2 Access links are to be provided to the members through the OPAC.

6.0 Photocopy Policy

The University Library provides photocopying services to support its users' academic and research needs, in compliance with Sri Lankan copyright laws and ethical guidelines.

6.1 Eligibility

6.1.1 Photocopying is limited to educational and non-commercial purposes, allowing reproduction of up to 10% of a book or one article per journal issue, as permitted under copyright regulations.

6.2 Permitted Materials

6.2.1 As e.g., journal articles, specific book sections can be photocopied and explicitly restricted to photocopying of rare or fragile materials.

6.3 Fees and Payments

6.3.1 Users are required to make payments directly to the private photocopy agent, who is responsible for providing the service. Fees for photocopying services are set at an affordable rate, and payments must be made in advance. Library staff will assist users with photocopying requests, subject to the availability of resources and equipment.

6.4 Copyright Compliance

6.4.1 Users are responsible for ensuring that their requests comply with these legal limitations. The library reserves the right to deny photocopying requests that violate copyright or damage rare or fragile materials.

7.0 Inter-library Loan (ILL)

7.1 Request Handling

7.1.1 The requests are accepted via the online ILL application form or e-mail.

7.1.2 The request will be confirmed with the borrowing member.

7.2 Coordination with Libraries

7.2.1 The partner libraries will be contacted to check the resource availability.

7.2.2 Arrange courier service or digital access to deliver the item

7.3 Tracking and Reporting

7.3.1 A log book will be maintained for all ILL transactions.

7.3.2 The Assistant Librarian will be sent a monthly report to the Librarian for review.

8.0 Cataloging and Classification

8.1 Cataloguing Standards

8.1.1 MARC21 will be used for bibliographic data entry.

8.1.2 Author, title and subject information to be verified for accuracy.

8.2 Classification

8.2.1 Dewey Decimal Classification (DDC) numbers to be assigned to resources.

8.2.2 Crosschecking of classification numbers to be done for uniformity.

8.3 Physical Labeling

8.3.1 The spine labels and bar-codes are to be generated and printed.

8.3.2 The labels and bar-codes to be attached to the physical resources.

9.0 Weeding Out

9.1 Criteria for Weeding

9.1.2 Damaged, outdated, and rarely used items are to be identified.

9.1.2 Usage statistics and faculty recommendations to be consulted.

9.2 Approval Process

9.2.1 A proposed list of items to be compiled for removal.

9.2.2 Table the proposed list of items to the Library Committee.

9.2.3 The approved items to be disposed of by donating, recycling or resale.

10.0 Lost Book Policy

10.1 Reporting a Lost Book

10.1.1 The members must notify the library within 7 days of identifying a lost book.

10.2 Replacement or Compensation

10.2.1 The book needs to be replaced with the same edition.

10.2.2 The current market value and additional processing fee of Rs 200 to be paid, if the replacement is unavailable.

10.3 Records Update

10.3.1 The item to be marked as lost in KOHA.

10.3.2 The inventory records are to be adjusted accordingly.

11.0 Development of the Library Collection

11.1 Resource Selection

- 11.1.1 Annual need assessment with the academic staff will be done by the Assistant Librarian to enhance the library collection.
- 11.1.2 The prioritize list of recommended resources will be prepared by evaluating the criteria such as relevance, quality, and cost.

11.2 Vendor Communication

- 11.2.1 A formal request for quotation (RQF) will be sent to the pre-approved vendors and compare the received quotations to select the best option.
- 11.2.2 The orders will be confirmed by a purchase order.

11.3 Acquisition and Approval

- 11.3.1 The recommended acquisitions will be tabled at the Library Committee and upon the approval of the Library Committee orders will be placed with the selected vendors.
- 11.3.2 Upon the receiving of the orders, inspect the delivery against the invoice.

12.0 Preservation of Resources

12.1 Binding and Repair

- 12.1.1 Regular inspection to be done for wear and tear.
- 12.1.2 Assign repairs to the maintenance team with detailed instructions.

12.2 Storage Conditions

- 12.2.1 The temperature at 22-25 °C and Humidity below 50% should be maintained for the library resources.
- 12.2.2 For the rare materials archival boxes are to be used.

12.3 Ola-Leaf Manuscript

- 12.3.1 The Ola-Leaf manuscript is to be cleaned with a soft brush to remove dust.
- 12.3.2 To remain with archival quality digitize and save files in TIFF format.

13.0 Use Library Data or Images for Other Purposes

13.1 Data Collection Process

13.1.1 Prior permission to be obtained from the Librarian for data collection.

13.2 Camera or Videography Process

13.2.1 Prior permission to be obtained from the Librarian for camera or videography.

14.0 Library Records

14.1 Regular Backup of Circulation

14.1.1 The in-charge of the circulation will get the regular backup in hard and soft format on weekly basis.

14.1.2 Later all records will be deleted except the last three records.

15.0 Quality Service

15.1 User Survey

15.1.1 Quality services and to know the needs of library users, a survey will be conducted, from time to time.

15.1.1 The analysis of the survey will be shared with the concerned authorities.

16.0 Overdue books

16.1 Notification

16.1.1 At the end of every semester, a reminder for overdue books will be sent to all concerned by the circulation in-charge.

16.2 Punishment

16.2.1 The circulation in-charge will block the library account.

16.2.2 The lost item will be paid as per rule and as per above mentioned procedure.

17.0 Library Theft

17.1 Reporting and Punishment

- 17.1.1 The librarian will send a written report to the University Disciplinary Committee
- 17.1.2 Until the decision of the committee, the membership of the concerned user will be terminated.
- 17.1.3 In case of misbehaving of library users with library staff; the Librarian will fix the fine to the defaulter, after hearing both sides.

18.0 Clearance Certificate for Graduates

18.1 Verification Process

- 18.1.1 The borrowing history should be checked in KOHA for pending dues.

18.2 Approval

- 18.2.1 The Librarian's signature should be obtained for the clearance certificate.

18.3 Certificate Issuance

- 18.3.1 The students will be provided with a hard copy or PDF of the clearance certificate.

19.0 Donation Policy

The University Library welcomes donations of books and other scholarly materials that align with the institution's academic and research priorities. Donations may include printed or electronic books, journals, research publications, manuscripts, Ola leaves books, and other scholarly resources that contribute to the enhancement of the library's collection.

19.1 How to Donate?

- 19.1.1 Donors must first complete the Donation Application Form, which is available at the library or on the library's website.
- 19.1.2 A detailed list of the items intended for donation, including titles, authors, publication years, and conditions of the materials, must be submitted along with the application.
- 19.1.3 Upon receipt of the application and book list, the Librarian or the Donation Evaluation Committee will review the proposed donation to ensure its suitability for the library's collection and academic needs.

- 19.1.4 Once a decision is made, the donor will be notified regarding the acceptance of the items and further instructions for delivery.

19.2 Benefits of Donating

- 19.2.1 Donors contribute to the enrichment of the university's knowledge resources, supporting the academic and research pursuits of students and faculty.
- 19.2.2 Acknowledgment letters will be issued to donors as a token of appreciation.
- 19.2.3 For significant contributions, the donor's name may be included in the library's donor recognition initiatives, such as plaques or acknowledgements in library publications.

The final decision to accept donations rests with the Librarian or the Donation Evaluation Committee, based on the library's collection development policies and considerations of the space. All accepted donations will be catalogued and integrated into the library collection to maximise their accessibility and utility.

20.0 Digital Resource Usage Policy

The University Library provides access to a range of digital resources, including e-books, e-journals, databases, and other online scholarly content, to support the academic and research needs of its users.

- 20.1 Access to these resources is governed by licensing agreements and is strictly for educational, research, and non-commercial purposes.
- 20.2 Users are required to comply with copyright laws and the terms of use specified by resource providers, which prohibit unauthorized sharing, downloading excessive amounts of data, or redistributing content.
- 20.3 Access credentials must remain confidential and are for individual use only. Misuse of digital resources may result in the suspension of access privileges and other disciplinary actions.
- 20.4 The Library is committed to ensuring equitable access and encourages users to report any technical issues or violations.

21.0 Event and Exhibit Policy

- 21.1 The University Library supports events and exhibits that align with its mission to promote academic engagement, cultural awareness, and intellectual growth.

- 21.2 Events and exhibits hosted or co-hosted by the library must focus on educational, research, or cultural themes relevant to the university community. Proposals for events or exhibits must be submitted in advance for approval by the Librarian or an appointed committee.
- 21.3 The library reserves the right to prioritise programmes that reflect its core values and objectives, ensuring they do not disrupt regular library operations.
- 21.4 All events and exhibits must comply with university policies, including guidelines on safety, inclusivity, and respect for intellectual property. The library will provide limited logistical support based on availability and the scope of the programme.

22.0 Data Privacy Policy

The University Library is committed to protecting the privacy of its users and ensuring that all personal data collected is handled responsibly and in compliance with applicable data protection laws.

- 22.1 User information, including borrowing records, personal details, and digital access logs, will only be used for library services and operational purposes.
- 22.2 Data will not be shared with third parties without explicit consent unless required by law.
- 22.3 The library implements robust security measures to safeguard personal information and ensures transparency in data collection and usage. Users have the right to access, update, or request the deletion of their personal information at any time.

23.0 Volunteer and Internship Policy

- 23.1 The University Library welcomes volunteers and interns who are passionate about supporting library services and contributing to academic growth.
- 23.2 Opportunities are available for individuals interested in gaining hands-on experience in library operations, cataloguing, user support, or research assistance.
- 23.3 Candidates must submit an application and attend an interview before placement, which will be subject to the approval of the Librarian.
- 23.4 Volunteers and interns are expected to adhere to Government Circulars, Guidelines and library policies, maintain professionalism, and respect the confidentiality of library users.
- 23.5 Certificates of participation and recognition will be issued upon successful completion of the programme.

24.0 Environmental Sustainability Policy

The University Library is committed to promoting environmental sustainability by adopting eco-friendly practices in its operations.

24.1 The library strives to reduce its carbon footprint through energy-efficient systems, waste reduction initiatives, and recycling programmes. Efforts are made to minimise paper use by encouraging digital resources and implementing electronic communication wherever possible.

24.2 The library actively participates in environmental awareness campaigns and seeks to collaborate with the university community to foster sustainable practices. Users are encouraged to support these initiatives by utilising recycling bins and reducing waste.

25.0 Feedback and Complaint Mechanism

The University Library values user feedback and is committed to addressing complaints promptly and effectively.

25.1 A dedicated feedback and complaint mechanism is in place to ensure users can share their experiences, suggestions, or concerns regarding library services, facilities, or staff.

25.2 Users can submit feedback via suggestion boxes, online forms, or by directly contacting library staff. All feedback and complaints will be reviewed promptly, and appropriate actions will be taken to resolve issues and improve services.

25.3 The library ensures confidentiality and fairness in handling user concerns to foster a supportive and inclusive environment.

26.0 Video and Photography Policy

The library is a space for study, research, and quiet reflection; therefore, video recording and photography are subject to strict guidelines.

26.1 All individuals or organisations must obtain prior written permission from the Librarian by submitting a formal request at least 5 working days in advance, detailing the purpose, areas to be covered, and duration.

26.2 Photography and videography are restricted to rare books and manuscript sections, private study rooms, and staff work areas without explicit permission.

26.3 Captured media may only be used for the stated purpose, and any commercial use requires additional approval. Activities must not disrupt library users or operations, and equipment must not obstruct pathways or create hazards.

26.4 Flash photography is prohibited in reading areas, and identifiable images of users or sensitive information must not be captured without explicit consent.

26.5 Library-hosted events may allow photography or videography as deemed appropriate by the Librarian.

26.6 Violations of this policy will result in the immediate cessation of the activity and potential disciplinary action.

27.0 Food and Beverage Policy

To maintain a clean and comfortable environment for all users, food and beverages are permitted only in designated areas of the library.

27.1 Consumption of food and drinks is strictly prohibited in study rooms, computer labs, rare book sections, and near any library equipment to prevent damage or disruption.

27.2 Water in spill-proof containers may be allowed in general reading areas.

27.3 Users are expected to dispose of waste responsibly in the provided bins to help preserve the library's atmosphere and cleanliness.

28.0 Library Security Policy

The library is committed to ensuring the safety of its users, staff, and materials. CCTV cameras are installed in public spaces, with appropriate signage to inform users of their presence.

28.1 Users are advised to safeguard their personal belongings, as the library is not responsible for theft or loss. Any suspicious activities or incidents must be reported to library staff immediately. Large bags, umbrellas, or other bulky items are not permitted in restricted areas, and lockers are available for storing such items. Security measures are in place to prevent unauthorised removal of library materials.

29.0 Disaster Recovery and Risk Management Policy

The library has established procedures to protect its materials and data during emergencies such as floods, fires, or power outages. Critical items, including rare books and digital records, are stored in secure and climate-controlled environments.

29.1 In the event of a disaster, staff will follow protocols for evacuating materials and ensuring user safety. Recovery efforts include assessing damage, salvaging materials where possible, and restoring digital services promptly to maintain continuity. Regular staff training and emergency drills are conducted to ensure preparedness.

30.0 Guidelines for Social Media Use

The library uses social media platforms to engage with users, promote events, share updates, and highlight library resources and activities.

30.1 All posts must align with the library's mission and uphold the university's standards of professionalism. Event photos or activities shared online require prior approval, and identifiable images of individuals will not be posted without their explicit consent. Users are encouraged to follow the library's social media pages for timely updates and announcements.

Periodic Review of SOP

The library's Standard Operating Procedures (SOPs) will be reviewed periodically, to ensure their relevance, effectiveness, and alignment with institutional goals. The Librarian or a designated review committee will be responsible for evaluating and updating the SOPs as necessary. Feedback from library staff and users will be considered during the review process to ensure continuous improvement.

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