INSTITUT D'ENSEIGNEMENT SUPÉRIEUR DE RUHENGERI

Accredited by Ministerial Order N° 005/2010/Mineduc of 16 June 2010

LIBRARY POLICY

February 2025

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Definitions

An *Author* is the creator of a work, encompassing writers, editors, composers, and even organizations (corporate authors). Authorship can extend to individuals like playwrights, directors, and performers. Accurate attribution of authorship is crucial for academic integrity and proper resource identification.

A *Bibliography* is a comprehensive list of resources consulted during research, including books, articles, websites, and conference papers. It demonstrates the breadth of research and provides readers with access to supporting materials. A bibliography may include works not directly cited but relevant to the research.

A *Call Number* is a unique code assigned to each item in the library, indicating its physical location on the shelves. It facilitates efficient retrieval of materials. The call number acts as a map to the resource within the library's collection.

A Catalogue is a searchable database containing detailed records of all library materials, including descriptions, subject headings, and call numbers. It serves as the primary tool for discovering resources within the library's holdings. The catalogue is essential for both physical and digital resource discovery.

Classification is the systematic organization of library materials by subject, using schemes like the Dewey Decimal Classification (DDC). This arrangement allows users to easily browse and locate resources on related topics. Classification ensures logical organization and efficient retrieval.

Copyright is the legal right granted to creators, protecting their intellectual property. It restricts unauthorized reproduction, distribution, and adaptation of their works. Copyright law guides permissible use of library resources and digital content.

E-Journals are electronic versions of academic journals, accessible online. They provide convenient and timely access to scholarly research. At INES-Ruhengeri, e-journals are accessed via library.ines.ac.rw.

Electronic Resources encompass a wide range of digital materials, including e-journals, e-books, online databases, and websites. They offer access to vast amounts of information and support diverse research needs. Effective use of electronic resources is a key skill for modern researchers.

An *Encyclopedia* is a reference work containing comprehensive information on a broad range of subjects or focused on a specific field. It offers concise overviews and background information. Encyclopedias are valuable starting points for research.

A *Reference Book* is a resource designed for quick access to specific facts and information, such as dictionaries, encyclopedias, and directories. Many reference books are for in-library use only. Online reference resources are increasingly available.

The *Help Desk* is the library's central point of contact for general inquiries, directions, and assistance with borrowing, fines, and other services. It serves as a gateway to library resources and support. Friendly and knowledgeable staff at the help desk are essential for user satisfaction.

A *Fine/Overdue* is a fee charged for returning library materials after the designated due date. Fines encourage timely returns and ensure access for all users. Consistent application of fines is necessary for equitable resource management.

Hardcopy refers to printed materials, as opposed to digital or microform formats. While digital resources are increasing, hardcopies remain important for many users and certain types of materials. The library maintains a balance of hardcopy and digital collections.

High Demand items are placed in a special collection with shorter loan periods to ensure equitable access during periods of high demand, such as assignment deadlines. This collection prioritizes access to essential resources. Clear policies govern the loan periods and availability of high-demand items.

Holdings encompass all materials owned by the library, regardless of format (print, non-print, electronic). The library's holdings represent its commitment to supporting research and learning. Managing and developing holdings is a core library function.

A Journal is a scholarly publication issued periodically, focusing on a specific field of knowledge. Journals are essential for disseminating research findings and advancing knowledge. The library subscribes to a range of journals in various disciplines.

A Keyword is a significant term or concept within a document, used for searching catalogues and databases. Effective keyword searching is crucial for efficient information retrieval. Understanding keyword strategies is a valuable research skill.

A Newspaper is a serial publication containing news, opinions, and other information of general interest, typically published daily or weekly. Newspapers provide current information and historical context. The library may maintain archives of newspapers.

Non-print materials are resources in formats other than print on paper, such as audio recordings, videos, and digital files. These formats offer diverse learning experiences and access to multimedia content. The library supports the use of non-print materials.

Online refers to resources accessible via a computer network, also known as electronic. Online access is essential for modern research and learning. The library provides access to a range of online resources.

Periodicals are publications issued at regular intervals, longer than a day but shorter than a year (e.g., weekly, monthly, quarterly). Journals and magazines are examples of periodicals. They provide up-to-date information and research.

Plagiarism is the unethical practice of presenting another's work or ideas as one's own, without proper attribution. It violates academic integrity and undermines the pursuit of knowledge. The library promotes ethical research practices.

Publication Date is the year a work was published, crucial for citation and determining the currency of information. It is typically found on the copyright page of a book or within the metadata of digital resources. Accurate publication dates are essential for scholarly work.

Renew means to extend the loan period of a borrowed item. Renewals are often permitted unless the item is requested by another user. Clear loan policies govern renewals.

A Request is a formal request for an item that is currently unavailable, either on loan or in storage. The library manages requests to ensure equitable access to resources. A request may trigger a recall of a borrowed item.

1. General introduction

The INES-Ruhengeri Library is evolving into a modern resource center, supporting teaching, research, and projects within the institution while contributing to the development of the surrounding community. It offers access to diverse resources, including books, print journals, reference materials, and remote databases. The library's online public access catalog, available at library.ines.ac.rw, facilitates access to both print and electronic resources.

The library's strength lies in its engagement with the academic community. Its design and management prioritize the needs of all users, particularly students who require personal study spaces, interactive learning areas, robust information resources, advanced technology, and convenient operational hours. As a vital campus resource, the library focuses on collection development, resource allocation, acquisitions, knowledge preservation, and ensuring access to key scholarly works in all formats.

2. Philosophy of INES-Ruhengeri

Three core complementary pillars constitute the philosophical backbone of INES-Ruhengeri endeavour: to build signs of hope, to contribute to unity and reconciliation, to contribute to sustainable development. These pillars are anchored with Christian ethical values and constructive critical thinking.

3. Mission

According to the statutes of INES-Ruhengeri the mission is expressed as follows: "To contribute through interactive junction between civil society, private sector and public sector to the national and regional development, by providing specialized university education enhanced by research, in order to create competitive enterprises and well-paid employment". INES-Ruhengeri' mission focuses on the relevancy and quality of education and the employability of graduates through collaboration with stakeholders in the whole spectrum of academic services. The mission statement refers to the above mentioned ambitions of INES-Ruhengeri and guides the Quality Management System (QMS)
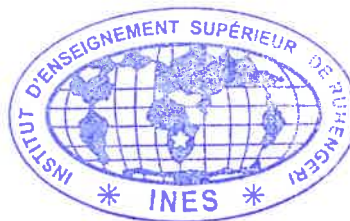
4. Vision

The vision of INES-Ruhengeri is reflected in the following statement: "Universality in every individual; knowing in order to better serve the world"

5. Motto

Scientia et lux / shifting from paper to product

6. INES-Ruhengeri' Core qualities

The following core qualities lie at the basis of the current performance of INES-Ruhengeri:

• Quality	• Collaboration (among staff and with students)
• Scientific excellence	• Architectural concept
• Professional consciousness	• Accessibility (geographical and financial)
• Flexibility	
• Innovation	• Receptivity to local need
• Entrepreneurship	• Relation with the Catholic Church
• Team spirit	• Culture of Transparency
• Determination and perseverance	• Integration of Social Sciences and Communication
• Courage and responsibility	

7. Policy statement

7.1. Purpose of the policy

This policy establishes regulations governing the use, management, and operation of library resources and services. Its objective is to ensure efficient and effective library operations, providing equitable access to information for all users. The policy safeguards the library's collection, promotes intellectual freedom, and fosters a safe and welcoming environment conducive to learning and research. Furthermore, it establishes guidelines for resolving disputes and ensuring fair treatment for both staff and patrons.

This policy aims to create a framework for developing and delivering effective library services that meet the diverse needs of the INES-Ruhengeri community, including teaching, learning, research, innovation, and community engagement. It provides guidance for standardized library operations, integrates library services with academic activities, and encourages faculty participation in library development. Finally, it sets clear guidelines for user and staff conduct, promoting consistent implementation of daily library operations.

4. INES-RUHENGERI LIBRARY

The INES-Ruhengeri Library is committed to providing high-quality services that meet the diverse information needs of its users. As an academic library, its primary goal is to facilitate access to resources and support research and learning. Established library rules and regulations aim to familiarize users with available services and guide their effective utilization. To ensure efficient service delivery and a conducive learning environment, all library users are expected to comply with these regulations.

7.2. Access and use

7.2.1. Eligibility

INES-Ruhengeri library users consist of a diverse group of individuals, including students, faculty, researchers, Alumni of INES-Ruhengeri, INES-Ruhengeri Board of Directors, INES-Ruhengeri founders and their relatives, People under special partnership with INES-Ruhengeri,

any other users from outside of INES-Ruhengeri community who have been granted permission by the Library Management. Partners of INES-Ruhengeri and members of the local community, all seeking access to a wide range of information and resources. These users rely on the library for academic support, research materials, study spaces, and digital resources that facilitate learning and personal development. Whether for scholarly pursuits, professional growth, or personal interests, the library provides a welcoming environment where users can engage with knowledge and technology. The diverse needs and backgrounds of INES-Ruhengeri library users reflect the library's role as an inclusive hub for education and lifelong learning.

The INES-Ruhengeri library serves a diverse user base, encompassing students, faculty, researchers, alumni, Board of Directors members, founders and their families, and partnered individuals. Access is also extended to the local community and other authorized users. These individuals utilize the library for various purposes, from academic support and research to personal development and lifelong learning.

Users rely on the library's extensive resources, including physical and digital collections, study spaces, and technological support. Whether pursuing scholarly endeavors, professional advancement, or personal enrichment, the library fosters an inclusive environment. This diversity underscores the library's crucial role as a central hub for knowledge and educational opportunities within the INES-Ruhengeri community and beyond.

Interlibrary loan (ILL) services extend to external users, subject to specific conditions. [1] These users must demonstrate a genuine research need not satisfiable by local resources. ILL requests are processed following established procedures and may involve fees. Where possible, digital delivery of ILL materials is prioritized for remote access, expanding access beyond physical collections and enhancing research efficiency for external users. Copyright restrictions and licensing agreements will be adhered to.

7.2.2. Accessibility to the library services

At INES-Ruhengeri, students are required to present and leave their library cards with staff when borrowing books to ensure proper tracking and accountability of borrowed materials. This process helps streamline book circulation and allows for efficient management of the library's resources. For individuals from the surrounding community who wish to borrow books, they must present a valid ID card or passport as identification. This ensures that all users, whether students or members of the community, are correctly registered and held accountable for the borrowed items, maintaining fairness and order in the library system.

INES-Ruhengeri students must present and leave their library cards with staff when borrowing materials. This procedure ensures accurate tracking of borrowed items and promotes responsible resource management, streamlining circulation and supporting efficient library operations. This system facilitates accountability and helps maintain an organized collection for all users.

Community members wishing to borrow books must present a valid national ID or passport. This requirement ensures proper registration and accountability for borrowed materials, regardless of user affiliation. These identification protocols uphold fairness and order within the library system, ensuring equitable access to resources for both students and the wider community.

The library champions inclusivity by providing equitable access to all users, regardless of ability. Services for users with disabilities include assistive technologies like screen readers and text-to-speech software, along with alternative formats for print materials such as large print, Braille, and audiobooks. The library strives to create a welcoming and accessible environment, ensuring that everyone can fully utilize its resources and services. Staff are trained to assist users with diverse needs, promoting a culture of inclusivity and support.

7.2.3. Hours of Operation

The INES-Ruhengeri Library operates from 8:00 am to 8:00 pm, Monday through Friday, and from 8:00 am to 1:00 pm on Saturdays. The library is closed on Sundays, during Umuganda, and on public holidays. Users should consult the library website or posted notices for any variations in these hours.

8. Code of conduct

Quiet is expected in the library and its vicinity. Phone use is prohibited; devices must be silenced. Violations may result in penalties, including expulsion. The library is not responsible for theft of personal belongings. Seat reservation is disallowed, and staff may remove unattended items.

Disruptive behavior, including harassment, threats, and violence, is strictly forbidden and subject to prosecution. Food that could damage library materials is prohibited. Users must maintain the condition of resources and furnishings. Consuming food, drinks, or using tobacco products while handling library materials is not allowed. Trash must be disposed of properly, and spills should be reported to staff. Smoking and similar devices are prohibited within the library and designated surrounding areas. Plagiarism in dissertations is unacceptable and requires document revision. Non-compliant users will be asked to leave, with security assistance if necessary.

9. User conduct penalties

To discourage repeated violations of library regulations, a progressive penalty system will be implemented. Initial infractions will be addressed with standard fines or sanctions. Subsequent offenses within a designated period will incur increasingly severe consequences, including escalated fines, temporary suspension of borrowing privileges, or, in extreme cases, permanent exclusion from the library.

This tiered approach aims to foster responsible library usage and maintain a respectful environment for all patrons. By implementing escalating penalties, the library seeks to deter

repeat offenses and promote adherence to established rules, ensuring equitable access and a positive experience for everyone.

10. Facilities use

INES-Ruhengeri Library guarantees equitable access to its facilities and resources for all users, including the reading room, computers, collections, and digital resources. This policy ensures that every individual, regardless of background or affiliation, can benefit from the library's diverse offerings.

By upholding fairness and equity, the library fosters an inclusive environment conducive to learning, research, and personal development. This promotes a collaborative atmosphere where students, faculty, and community members can engage with knowledge and technology without discrimination, maximizing the utilization of available resources.

11. Circulation

The INES-Ruhengeri Library's circulation system facilitates the efficient lending and return of library materials, ensuring access for students, faculty, and community members. This system allows borrowing for specified periods while maintaining resource availability for the broader user base. The circulation desk is the central hub for checkouts, renewals, returns, and inquiries regarding borrowing policies.

This organized system enables the library to manage its collection effectively, balancing user access with the need to preserve resources for everyone. By streamlining the flow of materials, the circulation system supports research, learning, and the overall academic mission of the institution. It ensures that resources are readily available to meet the diverse needs of the library community.

11.1. Requesting materials

The INES-Ruhengeri library streamlines material requests for all users. Patrons are encouraged to consult the online catalog, noting the title and call number of desired items. This information is essential for efficient retrieval when requesting materials in person at the circulation desk.

INES-Ruhengeri students must present their library cards, while external users must provide a national ID or passport, which will be retained during material use. Library staff will assist with retrieving available items. For resources not in the collection, interlibrary loans or purchases may be considered, subject to library policies, budget, and relevance to academic programs.

11.2. Borrowing rules

Borrowing privileges are extended to authorized users for most library materials. Loan periods vary: seven days for general collection books, one day for dissertations, reference materials,

and high-demand items. Academic and administrative staff may borrow up to four items for one month with renewal options.

Students may borrow up to two books for two weeks, also renewable. External users must present identification and return borrowed items on the same day. Careful handling of all materials is required; damage must be reported immediately. Certain items, including reference works, dissertations, periodicals, and limited-copy or in-process books, are for one-day loan only. All borrowed items must be returned annually for inventory.

11.3. Loan Policies

INES-Ruhengeri Library's loan policies promote equitable access to resources and responsible borrowing. Loan periods vary based on material type. General books circulate for one week, renewable twice, while reference materials (dissertations, dictionaries, encyclopedias, bibles) are for in-library use only. Borrowers are responsible for timely returns to avoid fines.

Renewals are permitted unless another user has placed a hold. The library may recall items before the due date if requested. Borrowers are liable for replacement costs and processing fees for lost or damaged materials. Users should familiarize themselves with specific loan policies for each material type to ensure a functional library system for all.

11.4. Fines and fees

Timely return of library materials is mandatory. Failure to comply will result in penalties and potential administrative action. Overdue fines are levied as follows: 1,000 Rwf per day for reference documents, dissertations, and theses, and 500 Rwf per day for other materials.

Lost or damaged items must be replaced with an identical copy, plus an overdue fine. If replacement is impossible, the borrower must pay three times the book's original cost, upon library management approval, in addition to the accrued overdue fine.

11.5. Holds and Reserves

The INES-Ruhengeri Library offers a holds and reserves system, allowing users to secure resources currently unavailable. This ensures timely access to high-demand materials. Users are notified when a reserved item becomes available for pickup.

Held items are available for 24 hours. Unclaimed items are then released, ensuring active circulation of the collection and equitable access for all users. This policy balances user needs with efficient resource management.

12. Technology and digital resources

12.1. Internet Use

The INES-Ruhengeri Library provides internet access as a valuable resource for academic research, learning, and information access. Users are expected to prioritize educational and scholarly activities, such as researching academic databases, accessing digital journals, and

completing assignments. Responsible internet use ensures bandwidth availability for academic pursuits.

Personal or recreational use should be minimized to maintain a productive and focused environment conducive to the institution's educational mission. The library implements guidelines to ensure fair and equitable internet access for all users, supporting academic endeavors and promoting a responsible digital environment.

12.2. Digital Content

The INES-Ruhengeri Library provides a diverse collection of digital content to enrich research and learning. This includes access to online databases, e-books, digital journals, and multimedia resources, supporting academic endeavors across disciplines. These resources are carefully curated to complement the physical collection and offer comprehensive, up-to-date information.

By providing access to these digital resources, the library empowers students, faculty, and researchers to explore a wealth of knowledge and remain current in their respective fields. This access is available conveniently from users' own devices, fostering flexibility and promoting independent learning.

The library's digital content, encompassing e-journals, databases, and e-books, is governed by copyright law and fair use principles. Access is granted for educational and research purposes, but reproduction or distribution of copyrighted material beyond fair use guidelines is prohibited. Explicit copyright information, including permissible uses and restrictions on copying, printing, and sharing, is provided alongside each digital resource to ensure user compliance and respect for intellectual property rights.

12.3. Printing and Copying

The INES-Ruhengeri Library provides printing and copying services to support the academic and research endeavors of its users. Students, faculty, and staff can utilize printers and photocopiers to produce hard copies of research materials, assignments, and other academic documents. The library offers both black-and-white and color printing options.

Costs for printing and copying are clearly displayed, and users may manage print credits or pay for services according to established library policy. These services are designed to facilitate academic work and enable users to efficiently manage their document production needs. The library aims to provide accessible and cost-effective printing and copying solutions.

13. Collection development

13.1. Selection criteria

INES-Ruhengeri Library's collection development prioritizes resources supporting academic, research, and informational needs. Selection criteria emphasize relevance to the curriculum, scholarly value, and currency. Content quality, credibility, accessibility, and user demand are

also considered. This ensures the library acquires materials that effectively support the institution's mission and user needs.

The library provides comprehensive guidance on accessing digital resources. Detailed instructions for acquiring e-books, including platform navigation and download procedures, are available on the library website. Information on database subscriptions, search strategies, and authentication protocols is readily accessible. Users can also find support for navigating digital archives, understanding access restrictions, and utilizing advanced search functionalities to maximize their research potential. Workshops and tutorials are regularly offered to enhance users' digital literacy skills.

13.2. Deaccessioning

Deaccessioning is crucial for maintaining a relevant and user-focused collection at INES-Ruhengeri Library. To ensure currency and optimize resource allocation, ordinary books are deaccessioned every five years, while dissertations, due to their specialized and time-sensitive nature, undergo annual review for potential deaccessioning. This process allows outdated or underutilized materials to be replaced with more current resources aligned with user needs.

13.3. Gift and Donations

The INES-Ruhengeri Library appreciates gifts and donations, recognizing their potential to enrich the collection. However, all donated items undergo careful review to ensure alignment with library objectives and user needs. Evaluation criteria include relevance to the curriculum, academic merit, physical condition, and user demand. The library reserves the right to accept, decline, or dispose of donations based on these criteria, prioritizing collection coherence and avoiding duplication.

14. Weeding

Weeding, the systematic removal of library resources, is essential for maintaining a relevant and up-to-date collection. This process is guided by objective criteria, including publication date, circulation history, and physical condition. Weeding ensures that library space is optimized and that resources available to users are current and in good condition.

The weeding procedure involves several key steps. Initially, items are identified for weeding based on the established criteria. Their location is then updated in the library catalog to reflect their "Weeding" status. A comprehensive list of these items, with justifications for removal, is compiled by the Director of Library Services and shared with relevant stakeholders.

The subsequent steps in the weeding process are as follows:

- Review of the list by the Director of Library Services, Deans, and academic staff.
- Two-week feedback period for the library committee.
- Public review of weeded materials for one month.
- Final decision by the Director of Library Services, incorporating feedback.

- Notification of decisions to staff and faculty.
- Updating of catalog records and item status.
- Stamping of withdrawn items.
- Arrangements for dissemination of weeded items, if applicable

15. Other services

15.1. Circulation and Resource Sharing

The library's circulation system manages the borrowing and lending of materials, ensuring access for all users. Loan periods vary depending on the item and user status, with renewals available for most materials. Interlibrary loan (ILL) expands access beyond the library's collection, allowing users to request materials from other institutions. ILL facilitates resource sharing and supports research needs that extend beyond local holdings. Clear policies govern loan periods, renewals, recalls, and ILL procedures.

15.2. Printing and Technology Services

Printing and copying services are available to support academic work, with costs clearly outlined. The library provides access to computers, software, and other technology resources, enabling users to conduct research, create documents, and access digital content. Technical support is available to assist users with these resources. The library promotes responsible use of technology and adheres to copyright regulations regarding printing and copying.

15.3. Research Assistance and Academic Support

Librarians offer research assistance to guide users in locating and evaluating information resources. They provide instruction on research methodologies, database searching, and citation management. The library may also offer plagiarism detection tools to support academic integrity. Librarians can assist with academic writing, providing feedback on research papers and helping users develop effective writing skills. These services empower users to conduct research effectively and produce high-quality academic work.

16. Budget

INES-Ruhengeri provides an annual budget to support the library's operations and development. This funding covers acquisitions (books, journals, digital resources), facility maintenance, and staff salaries. This financial commitment underscores INES-Ruhengeri's dedication to providing high-quality library services that support academic programs, research, and learning for the entire community.

The Library Director is responsible for managing the budget, ensuring funds are allocated effectively to achieve library goals. The Director collaborates with other departments to prioritize expenditures, focusing on collection enhancement, technology upgrades, and service

improvements. All spending is monitored and reported according to INES-Ruhengeri's financial policies, guaranteeing transparency and accountability.

Key budget areas include:

- Acquisition of new books and journals
- Subscription to digital resources and databases
- Maintenance of library facilities and equipment
- Staff salaries and professional development
- Technology upgrades and infrastructure
- Library program and service development

17. Staff responsibilities

17.1. Roles and Duties

The Library Director at INES-Ruhengeri provides strategic leadership, overseeing all library operations. Responsibilities include budget management, policy formulation, and collection development, ensuring alignment with the institution's academic needs. The Director collaborates with faculty and administration to integrate library resources with university goals, fostering a collaborative and inclusive environment. Furthermore, the Director represents the library in external partnerships, promoting its role as a vital knowledge center.

The Systems Librarian is crucial for maintaining the library's digital infrastructure. This involves managing databases, online catalogs, and automated systems, ensuring seamless integration of physical and digital resources. The Systems Librarian also provides technical support, implements emerging technologies, and safeguards the library's digital systems against security threats, ensuring reliable access for all users.

Librarians at INES-Ruhengeri manage daily library operations, supporting the academic and research endeavors of the university community. Their duties encompass organizing and cataloging materials, assisting users in resource discovery, and providing research guidance. Librarians maintain a current and relevant collection through acquisition and deaccessioning processes. They also manage circulation, supervise facility use, and conduct information literacy programs.

17.2. Training and Development

Professional development is crucial for INES-Ruhengeri Library staff to maintain service excellence and adapt to evolving academic needs. Comprehensive training, provided biennially, ensures staff remain current with information management trends, digital tools, and library science best practices. These sessions enhance expertise in research support, digital resource management, and user engagement, equipping staff to effectively assist the library community.

10

18. INES-Ruhengeri library committee

The Library Committee, chaired by the DVCAR and comprising faculty deans, research, quality, ICT, library, and planning directors, along with student representatives, supports library staff in administrative and operational tasks. This committee reviews and recommends library policies, focusing on budget allocation and resource distribution across academic units. It facilitates communication between the library and the college community, ensuring alignment with the institution's needs through assessment and advocacy.

The Library Director oversees daily operations, budget management, and strategic planning, while the Library Committee advises on policy, resource allocation, and service development. A formal process for policy updates will be established, including soliciting feedback from students and staff through surveys, suggestion boxes, and regular meetings. This feedback will be considered during policy reviews, ensuring responsiveness to user needs and promoting continuous improvement.

18.1. Terms of Reference of INES-Ruhengeri Library Committee

The Library Committee plays a crucial advisory role in shaping the library's strategic direction and development. It deliberates on library policies, ensuring alignment with INES-Ruhengeri's academic mission. Furthermore, the committee monitors the quality and relevance of information services and resources, benchmarking against international best practices to maintain high standards and support teaching and research programs.

The committee identifies strategic opportunities for library service enhancement and advises the DVCAR and Academic Senate on development priorities. It also advises the Library Director on collection, service, and facility issues, proposing strategies for funding and staffing. The committee acts as a conduit for user needs, referring them to the Senate, and is involved in planning new facilities, recommending acquisitions, and managing the collection by removing outdated materials and canceling subscriptions.

18.2. Membership

The Library Committee comprises the Deputy Vice Chancellor for Academic Affairs and Research (Chairperson), faculty deans, student representatives nominated by the Student Guild, the Directors of Research, Quality, ICT, Library, and Planning, the Guild President, and academic advisors from both day and weekend programs. This diverse membership ensures broad representation and facilitates effective collaboration in library governance.

19. Censorship

INES-Ruhengeri Library upholds intellectual freedom and fosters an open learning environment by strictly regulating censorship. Access to diverse viewpoints and materials is prioritized, regardless of political, religious, or social perspectives. Requests for material

removal or restriction are reviewed by the library committee, considering relevance, educational value, and community standards, while preserving access to knowledge.

The library champions free exploration and recognizes its role as a space for open inquiry. While acknowledging that some materials may be sensitive, the right to access information is paramount. Restrictions for younger audiences will be implemented transparently, ensuring adult access remains unrestricted. This policy supports the free exchange of ideas, critical thinking, and lifelong learning, reflecting the values of an inclusive academic institution.

20. Privacy and confidentiality

20.1. Patron Records

INES-Ruhengeri Library maintains patron records with strict confidentiality, utilizing them solely for library operations. Protecting user privacy is paramount; personal information, borrowing history, and usage patterns are not disclosed to third parties without explicit consent, except when legally mandated.

Access to patron records is restricted to authorized library staff for essential functions like circulation, holds management, and overdue item processing. The library adheres to all relevant privacy regulations, ensuring a secure environment and fostering user trust in the confidentiality of their library activity.

20.2. Confidentiality

Patron confidentiality is paramount at the INES-Ruhengeri Library, safeguarding user privacy and fostering trust. The library is committed to protecting all personal information, encompassing borrowing records, research topics, and communications with staff. This commitment extends to ensuring that no user data is shared with external parties without legal justification.

This policy upholds intellectual freedom and allows users to explore resources without fear of scrutiny. By prioritizing confidentiality, the library creates a secure and welcoming environment where all patrons can confidently access information and pursue their research goals without reservation.

21. Interlibrary loan

The Interlibrary Loan (ILL) service at INES-Ruhengeri library expands access to research materials beyond the library's collection. It supports the academic community by borrowing items from other institutions, broadening available resources. Requests are processed in collaboration with partner libraries, and timely fulfillment is prioritized. Users are expected to utilize this service responsibly, understanding that lending library policies and material availability may influence delivery times.

INES-Ruhengeri library adheres to international and national lending standards in managing ILL transactions. Borrowers are responsible for complying with lending library terms, including due dates and usage restrictions. Failure to meet these obligations may result in fines or suspension of ILL privileges. The library also participates in lending its own materials, promoting resource sharing and academic collaboration.

22. Legal and ethical considerations

22.1. 18.1 Copyright Compliance

Copyright compliance is paramount at the INES-Ruhengeri Library, ensuring a legal and ethical environment for intellectual property use. The library adheres to all applicable copyright laws and regulations, governing both physical and digital resources. Users are expected to respect creators' rights when accessing or reproducing content, abiding by limitations on copying, scanning, and distribution. Library staff provide guidance on fair use and copyright policies.

The library actively promotes copyright awareness, offering resources and training on intellectual property responsibilities. Unauthorized reproduction of copyrighted material is prohibited, with violations potentially leading to restrictions or penalties. The library collaborates with faculty and researchers to ensure copyright compliance in teaching and research, safeguarding the institution and fostering a culture of respect for intellectual property.

22.2. 18.2 Intellectual Freedom

INES-Ruhengeri Library champions intellectual freedom as a fundamental principle, guaranteeing unrestricted access to information and diverse viewpoints. The library fosters an environment where exploration, learning, and engagement with varied materials are uninhibited by censorship or bias. This commitment ensures users can freely pursue knowledge without constraint.

Upholding principles of free inquiry, the library's collections and services reflect a wide range of perspectives. Patrons are encouraged to openly seek information; a right the library actively protects. The library resists any attempts to limit access based on personal, political, or social objections, safeguarding intellectual freedom for all users.

23. Reporting

Reporting within the INES-Ruhengeri Library is essential for accountability, transparency, and continuous improvement. The Library Director is responsible for generating comprehensive reports, adhering to the INES-Ruhengeri Reporting Policy. These reports detail library operations, budget expenditure, collection development, and patron usage statistics, illustrating the library's contribution to the institution's academic mission. Challenges and proposed solutions for enhancing services and resources will also be included.

Reports will be submitted regularly, as stipulated by the INES-Ruhengeri Reporting Policy, potentially encompassing monthly, quarterly, and annual submissions to relevant institutional bodies. This structured approach facilitates timely performance assessment and identification of areas for enhancement. Consistent adherence to reporting requirements ensures INES-Ruhengeri management remains informed of library activities and needs, enabling data-driven decision-making to support the library's development and alignment with institutional objectives.

24. Applicability

The INES-Ruhengeri Library Policy clarifies user rights and responsibilities regarding library resources, services, materials, and facilities. It establishes guidelines for appropriate use, fostering an environment that supports academic excellence and intellectual freedom. The policy aims to promote responsible resource utilization and ensure equitable access for all members of the INES-Ruhengeri community, including students, faculty, staff, and external patrons.

To ensure broad awareness, the policy will be accessible on the INES-Ruhengeri website, available in print within the library, and presented during orientation programs for new students and faculty. Following Senate approval, the policy and any subsequent amendments will be promptly communicated through these channels. This transparent dissemination strategy aims to create a well-informed library community, empowering users to responsibly and equitably benefit from the library's resources.

Done at INES-Ruhengeri, on 20th February 2025

Dr. MAZARATI Jean Baptiste
Chairperson of INES-Ruhengeri Governing Body