



STANDARD OPERATING PROCEDURE

SOP CODE XLI-006-02	SOP TITLE MANAGEMENT OF READING HALLS
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PART 1

Author <hr/> MS CYNTHIA FARRUGIA ASSISTANT LIBRARIAN	
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PART 2

Approver <hr/> MR KEVIN J. ELLUL DIRECTOR LIBRARY SERVICES	
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PART 3

Authoriser <hr/> MR SIMON SAMMUT UNIVERSITY SECRETARY	Date of issue: Date of next revision:
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PART 4 (To be filled in by OOTS, QSU or RSSD)

<input type="checkbox"/> This procedure has been revised and is no longer valid as from: (Write date)	<input type="checkbox"/> Date of NEXT REVISION is extended until: (Max. 4 years)	<input type="checkbox"/> SOP rendered obsolete on: (Write date)
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1. Reason for revision

- 1.1. SOP updated as per new UM template.
- 1.2. Minor Amendments Section 6.5 and Section 6.6.

2. Purpose and scope

- 2.1 This procedure aims to portray the management of the Reading Halls at the University of Malta (UM) Library, mainly detailing the opening and closure procedures, including overtime responsibilities.
- 2.2 This process also describes the shelving roles and the compiling of statistics that are presented to the Library management on a monthly basis.

3. Definitions

- 3.1 A/C: The library premises are fully Air-Conditioned. Reading Halls A/C panels are to be switched ON manually and switched OFF automatically
- 3.2 A/V: Audio Visual room used to store CDs and DVDs that are both accompanying and non-accompanying material.
- 3.3 FMU: Facilities Management Unit
- 3.4 LSO: Library Support Officers are librarians who assist Library Assistants, Assistant Librarians and the Management.
- 3.5 OHSA: Occupational Health and Safety Authority
- 3.6 OPAC: Online Public Access Catalogue. Workstations specifically used to search print and online material. The real-time system shows the end-user all the results related to the keyword/s used in the search tab. The Library's discovery and delivery portal (HyDi) allows a publication that is on loan to be requested from the OPACs.
- 3.7 UM: University of Malta

4. Responsibilities

4.1 Roles and Responsibilities of the Reading Hall Librarian:

- 4.1.1 Switching ON the computers, OPACs, printers, and photocopiers
- 4.1.2 Refilling the paper trays of computers and printers
- 4.1.3 Assisting students with any queries
- 4.1.4 Shelving of publications
- 4.1.5 Collecting and input daily statistics

- 4.1.6 Management of the Fine Arts and A/V collections
- 4.1.7 Reporting computer related faults to the Library's IT department
- 4.1.8 Reporting any damages to the librarian responsible for library maintenance.

4.2 Roles and Responsibilities of the Librarian performing Overtime duties is responsible for:

- 4.2.1 Answering students' queries
- 4.2.2 Shelving publications (on Saturday)
- 4.2.3 Recording the number of students using the Library for statistical purposes
- 4.2.4 Switching off equipment and lights
- 4.2.5 Placing any uncollected belongings on the librarian information desk whilst valuable items are handed over to the Circulation desk
- 4.2.6 Ensuring that the Fine Arts is locked
- 4.2.7 Pending matters are communicated to Head of Reading Halls.

5. Health and Safety requirements

- 5.1. The UM Library follows the same health and safety regulations indicated by the UM Health and Safety officers. A list of contact numbers including that of the Security Guards and the Security Alarm Code is available on all four information desks.
- 5.2. Emergency Exit doors are accessible on each level to permit prompt evacuation in case of emergency. The obligatory Fire Fighting equipment is placed on each level and serviced on a regular basis as per procedures issued by the OHSA.
- 5.3 The librarian responsible for health and safety matters ensures that fire fighting equipment is regularly serviced. The equipment is serviced every 6 months by a third party contractor selected by FMU. This procedure is completed in collaboration with the FMU that informs the librarian responsible that the fire fighting equipment is due for servicing. The Librarian in collaboration with the FMU also ensures that the building evacuation plans are updated as necessary.
- 5.4 When the scheduled fire fighting services are carried out a report of the works implemented is presented. This report is kept at the UM Library and a copy of this report is then sent to the FMU.

6. Procedure

6.1 Opening and Closing of Library

- 6.1.1 The Library Main Door is opened for students by the Library Support Officer on duty.
- 6.1.2 Monday to Friday the library staff entrance is opened by the cleaner/s and closed by the 'senior' librarian performing overtime. The library entrance is opened for staff from the Cleaner/s or a person from the Cleaning Company that collects the UM library keys are collected and returned to from the security guards office. On Saturdays (and during the library extended hours) the library staff entrance is opened and closed by the Senior Librarian performing overtime duties.
- 6.1.3 A senior Librarian (or someone from Management) performing overtime duties is responsible of closing the Library and handing over UM Library keys to the security guards office. When there is no overtime the UM Library is closed by Senior Management.

6.2 Lights and A/C

- 6.2.1 The lights and A/C are switched ON by the cleaners on weekdays and by Library staff on weekends.
- 6.2.2 All the lights and A/C units are switched OFF either by the Reading Hall librarians (i.e. during Christmas, Easter recess and in Summer) or by the librarian performing the overtime duties.
- 6.2.3 Windows are meant to be closed all day and opened if the A/C system is down. Librarians are still obliged to check that all windows are closed before leaving the premises. Damaged windows are reported to the librarian who is responsible for the maintenance.

6.3 IT Workstations and OPACs

- 6.3.1 All computers and OPACs are switched ON by the librarians.
- 6.3.2 Computers are switched OFF automatically. A 'Shut-Down' notice appears on screen fifteen minutes (15 minutes) prior to closure.
- 6.3.3 The librarian always checks if this system is working properly. If not the computers are switched OFF manually until the system is updated.
- 6.3.4 The OPACs are switched OFF by the Reading Hall librarians and during the overtime period they are switched OFF by the on-duty librarian.
- 6.3.5 Technical difficulties and computer hardware damages are communicated to the Library's IT officers. A design of the computers layout on Level 2 has been created

for ease of reference when reporting technical difficulties to IT officers (Appendix 1).

6.4 Photocopiers, Printers and Scanning Facilities

- 6.4.1 The photocopiers, printers and scanners are always switched ON and OFF from the main switch by the librarian/s.
- 6.4.2 Photocopying facilities are available on each level. Any photocopier faults are reported to the librarian responsible for the library maintenance.
- 6.4.3 Printing Facilities are available on each level and one scanner is available on Level 2.
- 6.4.4 The printers and packs of papers used for printing are supplied to the Library by the IT Services. Thus in case of technical difficulties or shortage of paper supplies, the Library Support Officer (LSO) is informed about this and IT Services is then notified accordingly.
- 6.4.5 Printers and scanner technical faults are reported to the in-house IT Officers.

6.5 Shelving of books

- 6.5.1 Shelving duties are carried out throughout the day as follows:
 - Morning shelving duties: Periodically a list of shelf ranges (Appendix 2) is circulated to all librarians where every librarian is responsible to shelve print publications, shelf-read the assigned ranges and replace damaged or faded spine labels. In Winter this task is performed between 7:00-7:30 and 08:00-08:30 (depending on staff working hours) and in Summer between 07:45-08:30.
 - Shelving throughout the day: books returned during the day are shelved by the Librarian on duty at 11:00 and 14:00, Monday to Friday.
 - Shelving during overtime: Monday to Friday shelving is done during overtime. On Saturday returned books are shelved once in the morning by the librarians assigned to work overtime for the day.

6.6 Students' queries and Statistical Recordings

- 6.6.1 Students' queries are classified into three (3) categories:
 - Information literacy : queries to locate and evaluate the information needed
 - Bibliographical: queries related to book suggestions

- Other: queries related to Library Services (including purchasing photocopy cards, loan periods and requesting books on loan), directional and technical

6.6.2 The number of students using the Library is recorded five (5) times daily and six (6) times daily when the Library is open for extended opening hours (see Appendix 3). A head count is carried out by the Librarian on duty as follows:

- Group Work: the number of students working in a team. This statistic is only for Level 2 since it is a group work area
- Reading/Studying: the number of students studying on their own.
- CSC/OPAC : the number of students using the IT workstations and/or OPACs.
- Laptops: the number of students using laptops on Level 2 only

6.6.3 Statistics of students' queries and students using the Library Services are recorded on a daily basis by the librarians present on each level. The daily statistic sheet (Appendix 3) is always made available on the Reading Halls librarian's desks and the following morning the data is inputted into a shared Google Sheets file. On a monthly basis the Head of the Reading Halls presents the comprehensive figures to the Library Management.

6.7 Library Closure Procedures

6.7.1 Fifteen minutes (15mins) before closing time patrons are informed that both Reading Halls will be closing.

- Unattended belongings are collected and handed by the Librarian on duty to Circulation desk on Level 1.
- The librarian collects books that are left on desks and places them on the trolley used by students to leave the library books. These are shelved the following morning. Publications that are left of desks are collected and placed on trolleys to be shelved the following morning.
- When closing, the librarian has to ensure that lights are switched off, that the Fine Arts section is locked.

6.7.2 Any unsolved queries and damages noticed during overtime are to be reported by the following morning to the Head of Reading Halls.

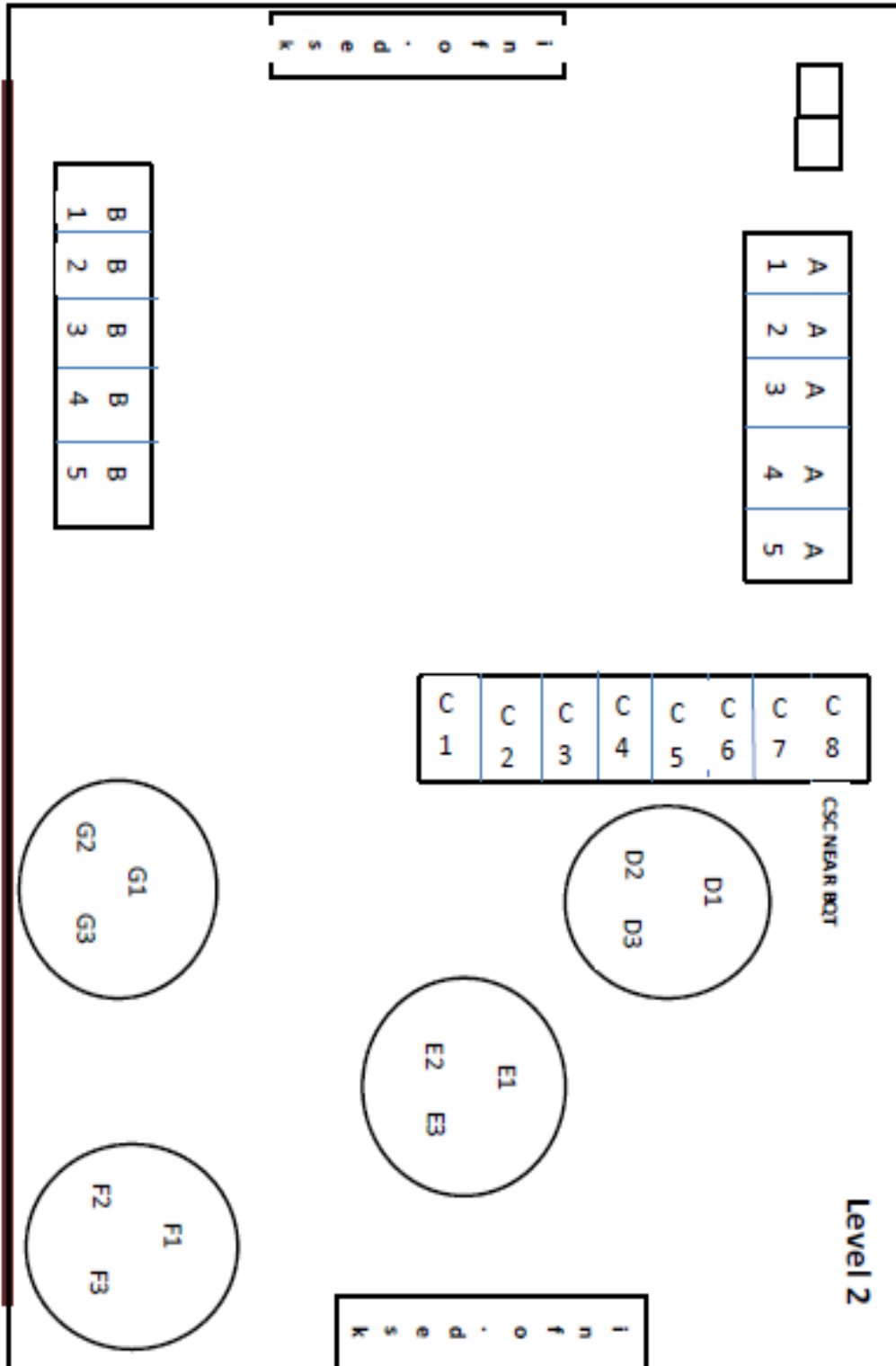
7. References

7.1 N/A

8. List of appendices/worksheets

- 8.1 Appendix 1: Level 2 Computers Layout design.
- 8.2 Appendix 2: Example of Management of Shelves responsibility.
- 8.3 Appendix 3: Daily statistic sheet available on Reading Halls desks.

Appendix 1: Level 2 Computers Layout design



Appendix 2: Example of Management of Shelves responsibility

Management of Shelves 08:00-08:30			
Name of Librarian	Shelf Range No.	Shelf-ranges	No. of units
Maria Borg*	45	KW125 -LB1043	12
	46	LB1043 -LB2331	12
	47	LB2332 -LC1049	10
	48	LC1059 -MT955	16
Anthony Camilleri*	49	N17 -NA680	16
	50	NA680 -NA5586	14
	51	NA5611 -NX820	16
	52	P1 -P253	16
Sarah Vella*	53	P270 -PA6656	14
	54	PA6659 -PE1471	16
	55	PE1474 -PK3591	16
	56	PK3591 -PN1992	14
Colin Carabott*	57	PN1992 -PN7121	18
	58	PQ1 -PQ2521	18
	59	PQ2528 -PQ3919	14
	60	PQ3919 -PQ4610	18

***Fictitious names**

Appendix 3: Daily statistic sheets available on Reading Halls desks



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Date:

STATISTICS OPEN FLOORS – LEVEL 2

Patrons on Floor						
Time	08:00	11:15	14:15	16:45	18:45	22:00
Group Work						
Read/ Study						
CSC/OPAC						
Laptops						

Queries	
Bibliographical	
Information Literacy	
Other	



Date:

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STATISTICS OPEN FLOORS – LEVEL 3

Patrons on Floor						
Time	08:00	11:15	14:15	16:45	18:45	22:00
Read/ Study						
CSC/OPAC						

Queries	
Bibliographical	
Information Literacy	
Other	