



LIBRARY HANDBOOK

**DATE OF REVISED:
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LIBRARY POLICY

1.0 Purpose : To determine the rules for user behavior and conduct in the library that are necessary to protect the rights of individuals to use Library property, materials, and services.

2.0 Scope : This SOP is applicable to all at Library and any visitors who may be present at Library.

3.0 Policy : This policy suits the needs, objectives and further schedule and budget of an organization in such a way as to streamline its activities/services at the contemporary trends.

4.0 Opening Hour

Day	Opening Hours
Monday – Friday	9.00 am – 6.00 pm
Saturday - Sunday	Closed
Public Holidays	Closed

5.0 Library Membership

Patrons are automatically registered as a library member once they registered as a MUST student.

- When a person gets an appointment/ admission letter from MUST, he/ she becomes a member of the library automatically.
- After data entry MUST of employee/ student by HR/ Registration, he/ she may access the library resources during library.
- The Institute ID card will be used as Library Card.

The following categories are eligible for MUST library membership:

- Members of the Institute faculty and staff.
- Fellows, Research Scholars, and Adjunct Faculty.
- Students on the role of the University.

6.0 Use of Library Facilities

All the resources can be accessed by all patrons during library hours.

- a) In case of study in the library, after consultation of the books are to be left on the reading table, which will be shelved by the library staffs at the exact place according to classification, standard.
- b) The library staffs will follow the international library standards.
- c) The library services will be providing only those library users which are in proper dress and the MUST ID card.
- d) The library rules will strictly be followed by all library users.
- e) The library staffs will follow the international Library standards.

7.0 Acquisition for Library Resources

- a) Only faculty members/ officers can send their request for library resources acquisition to acquisition in charge, on the prescribed form.
- b) After getting a recommendation by the concerned Provost. Librarian will check the duplication and price.
- c) If the budgets allow, the Library Acquisition Department will get the quotations from at least three vendors.
- d) The request will submit to the Finance Department and lastly the President has the authority to approve/ not approve the case.
- e) The same procedure will follow while acquiring the other materials.

8.0 Audit of Library record / Annual Stock Taking

- a) For ensuring the physical presence of the entire informative collection of the library the stock-taking is held on a yearly basis; to make certain the whole procedure is error-free and at the end to submit a compact/transparent report.
- b) The Librarian will verify the library issued and physical resources and submit this report to Assistant Registrar for approval.
- c) After approval, the librarian will write off the record from the registers and on the OPAC as well.

9.0 Shelf Management

- a) All the library resources will be arranged as per international standards.
- b) The Library of Congress Classification (LCC) will be used for classification of library resources.
- c) The librarian will shelf the book on daily basis.
- d) The librarian will be responsible for proper shelving and allocate the shelves.

10.0 Cyberspace Rules

- a) All web links having pornographic and other irrelevant items/materials are carefully blocked from the main server room and any deviation, by any means, at any point is suddenly detected which is further stopped and the user is strictly warned.
- b) Such type of activity will be reported to System Administrator, immediately by Electronic Resource Section In charge.
- c) Apart from that our library staff also keeps careful watch over the entire users to ensure the cyberspace rules.

11.0 Library Circulation

The library user can access the circulation counter to get the library resources. In case of any help to find out the library material, he/she may contact the help desk or librarian.

The books will be issued as per following rules:

- a) Only library-registered members can borrow material.
- b) Members of the library shall be entitled to borrow books from the library except for the following books:
 - Reference books like encyclopaedias, dictionaries, reports, and other reference material.
 - Reserved books.
 - Rare books and protected documents.
 - Microfilms, autographs, type records, etc.
 - Current Magazines / Journals.
 - Thesis.
 - Any other material at the discretion of the Librarian.
- c) Only good condition books will be issued to the library users.
- d) In case, a book is urgently required, the librarian may recall it at short notice at any time and such book shall be returned immediately by the borrower.
- e) Faculty and staff are entitled to borrow books (excluding text/ reference books and general reference books) for a period of 30 days as per the following limits:

Professor / Deans / Associate Professors	10 Books
Assistant Professors / Lectures	10 Books
Staff	10 Books

- f) Students are entitled to borrow books (excluding text / references books and general references books) for a period of 14 days as per the following limits:

Undergraduate Students	6 Books
Postgraduate Students	6 Books

- g) The issued books can be reserved by any patrons.
- h) After 48 hours the reservations will be cancelled, if not borrowed by the concerned library user, within the time limit.
- i) To get the library material the physical presence of library users is compulsory.
- j) The procedure to get the resources other than books are same as above.

12.0 Reservation of Library Materials

- a) Library patrons may place a reservation for checked-out items through their personal library account.
- b) Upon receipt of the reserved item, library staff will:
 - o Place the item on the designated reserve shelf.
 - o Notify the requesting patron via email or telephone.
- c) Reservations will be automatically cancelled if items are not collected within two (2) working days of notification.

13.0 Reminder for Overdue Books and Fines

- a) The Library Management System will automatically generate an email notification to patrons three (3) days prior to the item's due date.
- b) Failure to return borrowed materials by the stipulated due date will result in a fine of RM 0.30 (thirty cents) per day per item.
- c) Access to all library services and systems will be suspended until all outstanding fines are settled in full.
- d) In the event of loss or damage to borrowed materials, patrons shall be liable for:
 - o The full current market price of the item.
 - o A processing fee of RM 30.00 (thirty ringgit).
- e) Reinstatement of library privileges requires full settlement of all outstanding charges, including:
 - o Overdue fines
 - o Processing fees
 - o Market price of the items

14.0 Interlibrary Loan

- a) Patrons should first check the library catalog to determine whether the requested book is available in the library.
- b) If not, patrons are required to submit an ILL request to librarian in charge.
- c) Patrons can only borrow printed materials such as books, seminars, and reports EXCEPT material from the Standard Collection and Special Collection or red spot collections.
- d) The ILL form must be completed with accurate information to expedite the application process.
- e) No fee is charged to the patrons. Payment only applies upon requests for copies of materials.
- f) The cost of shipping materials is under the responsibility of the library supplier. However, the cost of returning the material by post is borne by MUST library.
- g) The duration to obtain the material is 14 days during office hours and depends on the availability of the material at the supplier's library.
- h) Patrons will be notified by email or telephone once library receives the material.
- i) Patrons are required to collect the materials promptly at the library.
- j) Patrons are allowed to borrow for 21 days, and patrons need to notify Librarian if they wish to renew their loan. Loan renewal for the material can only be done once (depending on the supplier's library availability).
- k) Materials borrowed must be returned within 3 days from the date of return.
- l) For materials that are charged (overseas applications), the applicant must make the payment upon collection of the material.
- m) If the book is lost or damaged, patrons of MUST need to pay as per rule.

15.0 Library Theft and Students Conduct

- a) In case of any theft from library users, the librarian will send a written report to President's office.
- b) Until the decision of the committee, the membership of the concerned user will be terminated.
- c) In case of misbehaving of library users with library staff; the Librarian will fix the fine to the defaulter, after hearing both sides.

16.0 Library stationery / Printing

- a) At the end of every semester, the librarian will prepare the list to get the library stationery item from the Facilities Department.
- b) The stationery will be issued to librarian.
- c) Same goes to printing purpose, the librarian will send request to Facilities Department for any issues related to the printer such as ink etc.

17.0 Maintenance of Library Materials and Equipment

- a) If any issued regarding the library materials and equipment, librarian needs to email Facilities Department for any damages or maintenance need in the library.
- b) After emailing the concerned department, if no action is seen for couple of days or week then reminder, follow up should be conducted by phone calls/visiting the Facilities Department until the matter is solved.

18.0 Quality Services / User Survey

- a) To provide the quality services and to know the needs of library users, a survey will be conducted, time to time.
- b) The survey will be conducted online, and the analysis of the survey will be shared with concerned authorities.

19.0 Student with Disability Library Access

- a) Students with disabilities are welcome to use all library facilities, resources, and services.
- b) Students requiring special assistance may request support from library staff during library operating hours.
- c) Priority seating and accessible study areas will be provided where available.
- d) Students using wheelchairs, mobility aids, or other assistive devices may access designated accessible routes within the library.
- e) Library staff will provide reasonable assistance in locating materials, accessing online resources, or retrieving items from shelves when requested.
- f) Students who require additional accommodations are encouraged to inform the library in advance to ensure appropriate arrangements can be made.
- g) All users are expected to follow library rules and maintain a respectful environment for everyone.
- h) Any concerns regarding accessibility or library services should be reported to the Librarian for further assistance.

20.0 Electronic Resources

20.1 Guidelines on the Use of Licensed Electronic Resources

Access to and use of electronic resources is generally governed by copyright laws and individual license agreements (binding legal contracts) which define the specific terms of use and restrictions under which individuals can use the resources and under which the library may make access available to its users, whether on or off-campus.

All individual users must comply with the specific Terms of Use or License Agreement for the applicable electronic resource. Users are individually responsible for their compliance with the terms and conditions of use.

20.2 General Restrictions

Access to the electronic resources listed on the MUST Library website and catalogue is restricted to current students, staff, and faculty of the MUST for the purposes of

research, teaching, and private study. In most cases, community visitors can also use these resources when physically visiting a campus library location.

Under the MUST Libraries' license agreements for electronic resources, users may not:

- a) Allow anyone other than an authorized user to use the licensed materials.
- b) Modify or create a derivative work of the licensed materials without the permission of the licensor.
- c) Remove, obscure, or modify any copyright or other proprietary notices included in the licensed materials.
- d) Use the licensed materials for commercial purposes.
- e) Systematically download, distribute, or retain substantial portions of information (more information below)
- f) Additional details may be found on the specific vendors' website or database.

20.3 Examples of “excessive” or “systematic” downloading

- a) Rapidly downloading one article after another
- b) Continuously downloading tables of contents, search results, citations, or output
- c) Downloading entire issues or volumes of an e-journal
- d) Downloading the entire content of an e-book or multimedia resource
- e) Using robots, spiders, or other automated programs to download from online resources.

20.4 Consequences of Misuse of Electronic Resources

Electronic resource providers are constantly monitoring overall account activity. If a serious violation is detected coming from our campus or one of our remote users, providers reserve the right to immediately suspend access to their e-resource for that user's IP address or even the entire campus. The library would be notified of the suspension of service and would then investigate the situation, taking steps to ensure that the violation would not happen again. Once the situation is resolved, the service is generally restored. As such, misuse and disregard for terms and conditions of use puts at risk all MUST users' continued access to electronic resources.