

NEW VISION COLLEGE (NVC)



DIGITAL LIBRARY SERVICE MANUAL

September, 2024

Furi, Oromia, Ethiopia

Contents

1. Introduction	3
Vision	Error! Bookmark not defined.
Mission	Error! Bookmark not defined.
Core Values	3
Purpose of the Manual	7
Scope	7
2. Overview of Digital Library Services	7
1. E-books and Audiobooks.....	7
2. Accessing Digital Resources	8
3. Digital Resource Training and Support	8
4. User Feedback and Evaluation	9
5. Policies on Digital Resources	10
6. Accessibility Services	10
7. Emergency Procedures	11
8. Collaboration with Faculty	11
9. Promotional Strategies	12
10. Annual Goals and Objectives	12
3. Roles and Responsibilities	14
1. Role and Responsibility of Students	14
2. Role and Responsibility of Digital Library Attendants	14
3. Role and Responsibility of ICT Personnel	14
4. References	16

1. Introduction

1.1. Overviews of the New Vision College

New Vision College, founded in October 2022 by a group of enthusiastic and well-qualified educators is located in the Oromia Regional State within Shagar Smart City, Muda Furi Wereda. The college is aimed to deliver high-quality education by promoting research that addresses societal challenges and developing community service initiatives that align with the country's development goals. It offers both undergraduate and graduate programs across various fields. The undergraduate programs include Accounting and Finance, as well as Management, while the graduate offerings consist of Master of Business Administration, Master of Project Management and Master of Organizational Leadership.

The college is committed to contributing to the nation's overall development by cultivating skilled professionals, engaging in problem-solving research, and offering services to local communities, all while collaborating with various stakeholders. The college aspires to be an innovative leader in education by implementing continuous assessment, a student-centered approach, and active learning strategies to modernize traditional teaching methods. The college has set out a clear vision, mission, values, and objectives as detailed below.

1.2. Vision

NVC aspires to be a leading centre of excellence in promoting responsible citizenship, and position itself among the top private institutions in Africa by 2050.

1.3. Mission

New Vision College is dedicated to producing skilled and competent graduates, generating problem-solving research, and delivering community services tailored to specific needs. The college emphasizes innovative and collaborative practices within an accessible and affordable learning environment. By conducting quality, demand-driven research, NVC aims to enhance education and contribute to the socio-economic development of both the region and the country. It provides quality education that cultivates high-calibre graduates, engages in impactful research, and offers training, community support, and consultancy services.

1.4. Motto

Education toward freedom! (Freedom from poverty, Freedom from backwardness, freedom from illiteracy) New Vision College used the motto Education towards freedom because total freedom lies in education. There is complete freedom through education.

1.5. Values

Values of New Vision College:

- **Dignity:** New Vision College upholds the inherent dignity of every individual within the college community. This value reflects a commitment to treating all students, faculty, and staff with respect and honoring their contributions to the institution. Upholding dignity ensures a supportive environment where every person's worth is recognized and valued.
- **Truthfulness:** Truthfulness is fundamental to maintaining academic integrity and trust within the college. New Vision College emphasizes honesty in all academic and administrative processes, encouraging a culture where transparency and accurate representation of information are prioritized. This core value fosters a climate of trust and credibility.
- **Fairness:** Fairness at New Vision College ensures that all individuals are treated equitably and justly. This value supports impartial decision-making in academic evaluations, disciplinary actions, and institutional policies. Fairness is crucial for creating an inclusive environment where everyone has equal opportunities to succeed.
- **Responsibility:** Responsibility involves acknowledging and fulfilling one's duties and obligations within the college community. New Vision College encourages students, faculty, and staff to take ownership of their actions and contribute positively to the institution. This value promotes a culture of accountability and proactive engagement.
- **Freedom:** Freedom at New Vision College encompasses the liberty to express ideas, engage in academic inquiry, and participate in the educational process without undue restriction. This core value supports the open exchange of ideas and intellectual exploration, essential for academic and personal growth.
- **Moral Development:** Moral development is integral to the college's mission to

cultivate not just academic skills but also ethical character. New Vision College is committed to fostering the moral growth of students through education that emphasizes ethical reasoning and responsible behavior, preparing them to contribute positively to society.

- **Action Learning:** Action learning involves learning through practical experience and problem-solving. New Vision College integrates this approach into its educational programs, encouraging students to apply theoretical knowledge to real-world situations. This value enhances experiential learning and prepares students for practical challenges in their careers.
- **Accountability:** Accountability means being answerable for one's actions and decisions. New Vision College promotes a culture of responsibility where students, faculty, and staff are held accountable for their performance and conduct. This core value supports the integrity of the institution and its commitment to high standards.
- **Transparency:** Transparency is essential for building trust and credibility within the college community. New Vision College ensures that its processes, decisions, and communications are open and clear. This value fosters an environment where stakeholders are informed and involved in institutional affairs.
- **Academic Freedom:** Academic freedom is a cornerstone of intellectual inquiry and scholarly research. New Vision College supports the right of faculty and students to pursue knowledge and express ideas freely, without fear of censorship or retribution. This value underpins a vibrant academic environment where innovation and critical thinking are encouraged.
- **Innovation:** Innovation reflects the college's commitment to continuous improvement and creativity. New Vision College values new ideas and approaches that enhance educational practices and institutional effectiveness. This core value drives the development of cutting-edge programs and solutions to meet evolving educational needs.
- **Visibility:** Visibility involves maintaining an active presence and influence within the academic community and beyond. New Vision College strives to be a prominent institution known for its academic excellence and community impact. This value supports efforts to enhance the college's reputation and recognition.
- **Internationality:** Internationality signifies the college's commitment to global

perspectives and cross-cultural engagement. New Vision College values diversity and fosters international collaborations and exchanges. This core value enriches the educational experience by exposing students to global issues and diverse viewpoints.

- **Humanity:** Humanity reflects the college's dedication to compassion, empathy, and respect for others. New Vision College emphasizes the importance of understanding and addressing human needs and values. This value promotes a supportive and caring environment that prioritizes the well-being of all community members.
- **Community Engagement:** Community engagement involves actively participating in and contributing to the surrounding community. New Vision College encourages students and staff to engage with local and global communities through service, outreach, and partnerships. This value supports the college's mission to make a positive impact beyond the campus.

1.6. Goals

To meet the standard requirements of students, trainees, community, and stakeholders, the goals set by New Vision College include:

- Creating a competent human power that can contribute to poverty alleviation, and socioeconomic development through facilitating demand-driven, high-quality education and training relevant to various sectors of the economy.
- Offering research-based diversified educational programs in line with the needs of dynamic local, national, and global environments
- Creating links and collaborations with research and higher education institutions at local, national, and international levels.
- Researching contemporary local, national, and international issues to solve problems
- Contributing to HIV/AIDS prevention and establishment of a community that supports and maintains the equality of males and females in society through awareness creation on gender and HIV/AIDS issues among the college community and the society at large
- The vision, mission, values, and goals of the college have also been well communicated being part of different working documents of the college like the students' handbook. They have also been posted as posters on the college campus so that students, staff, and

any visiting individual can read them.

Core Values Digital Library

- **Integrity:** Upholding honesty and transparency in all actions.
- **Respect:** Fostering an inclusive environment that values diversity.
- **Excellence:** Striving for the highest standards in education and service.
- **Innovation:** Encouraging creativity and adaptability in learning.

Purpose of the Manual

This manual serves as a comprehensive guide to the services, policies, and expectations of the library at New Vision College. It aims to enhance the user experience, promote effective resource management, and ensure a supportive environment for all library users.

1. Scope

This manual applies to all library users, including students, faculty, and staff, and outlines the rules, regulations, and roles within the library. It encompasses all library services, including circulation, reference, and electronic resources.

2. Overview of Digital Library Services

The Digital Library Service at New Vision College is designed to enhance the academic experience of students, faculty, and staff by providing easy access to a wide range of digital resources. The key components of the service include:

1. E-books and Audiobooks

- **Diverse Collection:** Users can access a vast collection of digital books and audiobooks across various subjects, including fiction, non-fiction, reference materials, and academic texts.
- **User-Friendly Access:** E-books and audiobooks are available through multiple platforms, allowing users to read or listen on various devices, including computers, tablets, and smartphones.
- **Reading Features:** Many e-books come with features such as highlighting, note-taking, and adjustable font sizes to enhance the reading experience.

2. Online Databases

- **Comprehensive Research Tools:** The library offers access to a wide range of academic databases, providing users with a wealth of information for research and study.

- **Types of Content:** Users can find journal articles, reports, conference papers, and primary sources, supporting a diverse array of academic disciplines.
- **Advanced Search Options:** Databases include advanced search functionalities, enabling users to refine their searches by date, author, publication type, and more.

3. Multimedia Resources

- **Educational Videos and Documentaries:** The digital library provides access to a variety of educational videos and documentaries that complement course materials and enhance learning.
- **Interactive Content:** Some multimedia resources may include interactive features, such as quizzes and discussion prompts, to engage users further.
- **Streaming Access:** Users can stream videos directly from the library's platform, making it convenient to incorporate multimedia into presentations and assignments.

2. Accessing Digital Resources

Login Credentials

- **Authentication Process:** To access digital resources, users must log in using their official New Vision College credentials (username and password). This ensures secure access to library materials and protects user information.
- **Account Creation:** First-time users may need to create an account or verify their enrollment status. Instructions for account setup can be found on the library website.

Platform Navigation

- **User-Friendly Interface:** The library website features an intuitive layout designed for easy navigation, making it simple for users to locate the resources they need.
- **Searchable Catalog:** The searchable catalog allows users to find e-books, articles, and other digital materials by title, author, or keyword. Advanced search options are available to refine results.
- **Subject-Specific Collections:** The library organizes digital resources into subject-specific collections, facilitating quick access to relevant materials for various academic disciplines.
- **Help and Support:** A dedicated help section on the website provides tutorials, FAQs, and contact information for library staff, ensuring users can get assistance when needed.

3. Digital Resource Training and Support

Workshops

- **Regularly Scheduled Sessions:** The library offers a series of workshops throughout the academic year focused on different aspects of digital resource usage. These workshops cover topics such as:
 - Navigating the library's digital platform
 - Accessing and utilizing e-books and online databases
 - Conducting effective research using digital tools
- **Skill Levels:** Workshops are designed for varying skill levels, from beginners to advanced users, ensuring that all participants can benefit.
- **Registration:** Users can register for workshops through the library website or by visiting the library's information desk. Advance registration is encouraged to ensure adequate space and materials.

One-on-One Assistance

- **Personalized Support:** Librarians are available to provide one-on-one assistance tailored to individual needs. Users can schedule appointments for:
 - In-depth tutorials on specific digital resources
 - Guidance on research strategies and citation management
 - Help with troubleshooting technical issues
- **Drop-In Hours:** In addition to scheduled appointments, librarians hold drop-in hours where users can seek immediate assistance without prior arrangement. These hours are posted on the library website and at the reference desk.

4. User Feedback and Evaluation

Feedback Mechanisms

- **Online Surveys:** The library conducts periodic online surveys to gather user opinions and experiences regarding digital resources and services. These surveys are designed to assess user satisfaction and identify areas for improvement.
- **Suggestion Forms:** Users can submit feedback and suggestions via dedicated forms available on the library's website. These forms allow for anonymous input, encouraging honest and constructive feedback.

Evaluation Procedures

- **Quarterly Analysis:** All feedback collected through surveys and suggestion forms will be analyzed on a quarterly basis. This analysis aims to:
 - Identify common themes and recurring issues raised by users.
 - Assess the effectiveness of existing digital services and resources.
 - Gather insights on user preferences for new resources or improvements.
- **Action Plans:** Based on the evaluation, the library will develop action plans to address identified concerns and enhance digital services. Updates and changes made in response to feedback will be communicated to users through newsletters, the library website, and social media.

5. Policies on Digital Resources

Usage Guidelines

- **Educational Purpose:** All digital resources provided by the library are intended for educational and research purposes only. Users are expected to utilize these resources responsibly and ethically.
- **Credential Security:** Users must not share their login credentials with others. Unauthorized sharing is strictly prohibited and may result in loss of access to digital resources.

Download and Printing

- **Download Limits:** Users may download materials, such as e-books and articles, for personal use within the limits specified by licensing agreements. These limits are designed to ensure compliance with copyright laws.
- **Printing Policies:** Users are allowed to print a reasonable number of pages from digital resources. The library will specify the maximum number of pages permitted for printing to prevent excessive use and adhere to licensing restrictions.

6. Accessibility Services

Adaptive Technologies

- **Assistive Tools:** The digital library is equipped with a variety of adaptive technologies, including screen readers, magnifiers, and text-to-speech software, to ensure that all students can access digital resources effectively.

- **User Training:** Library staff can provide training on how to use these technologies, helping users navigate digital content more easily.

Resource Availability

- **Special Accommodations:** Students requiring additional support or accommodations due to disabilities are encouraged to contact library staff. The library is committed to providing tailored assistance to meet individual needs.
- **Collaboration with Disability Services:** The library works closely with the college's disability services to ensure that all resources are accessible and that students receive the necessary support.

7. Emergency Procedures

Technical Issues

- **Immediate Support:** If users encounter technical difficulties while accessing digital resources, they should promptly contact library support. Support can be reached via:
 - **Help Desk:** Located at the library entrance during operational hours.
 - **Email:** Users can send a detailed description of the issue to the library's support email for assistance.
 - **Phone:** A dedicated support phone line is available for urgent inquiries.

Data Security

- **Reporting Protocol:** Users are encouraged to report any suspicious activity or security breaches immediately to library staff. This includes unauthorized access attempts, phishing emails, or unusual account activity.
- **Privacy Assurance:** The library is committed to maintaining user privacy and will investigate all reports of security concerns to ensure the integrity of digital resources.

8. Collaboration with Faculty

Resource Recommendations

- **Faculty Involvement:** Faculty members are invited to suggest digital resources, such as e-books, journals, and databases, to enhance the library's collection and support specific curriculum needs.
- **Review Process:** Suggested resources will be reviewed by library staff to ensure they meet academic standards and align with the college's educational goals.

Instructional Sessions

- **Collaborative Design:** Librarians can partner with faculty to create tailored instructional sessions that focus on effectively using digital resources for specific courses or projects.
- **Session Content:** These sessions may cover topics such as:
 - Research strategies for accessing digital content
 - Best practices for citing digital materials
 - Tools for managing citations and bibliographies
- **Scheduling:** Faculty interested in scheduling instructional sessions should contact the library to discuss objectives and logistics.

9. Promotional Strategies

Awareness Campaigns

- **Multichannel Promotion:** The library will utilize various channels to promote digital resources, including:
 - **Newsletters:** Monthly newsletters will feature highlights of new digital resources, upcoming workshops, and user tips for accessing materials.
 - **Social Media:** The library will maintain active social media profiles to share updates, celebrate new acquisitions, and engage with the campus community.
 - **Campus Events:** Participation in campus events, such as orientation and academic fairs, will provide opportunities to showcase digital resources and inform users about library services.

User Education

- **Workshops and Training:** Regularly scheduled workshops will educate users about the range of digital resources available, focusing on:
 - Effective searching techniques
 - Resource evaluation skills
 - Citation management
- **Informational Sessions:** Additional informational sessions will be organized throughout the academic year, targeting specific user groups, such as new students or faculty members, to enhance their understanding of digital offerings.

10. Annual Goals and Objectives

Service Improvement

- **Yearly Objectives:** The library will establish specific goals each academic year aimed at:

- **Expanding Digital Collections:** Identifying and acquiring new digital resources to meet the evolving needs of the academic community.
- **Enhancing User Access:** Improving access to existing resources by refining the user interface and navigation tools on the library website.

Technology Integration

- **New Technologies:** Goals will include exploring and integrating emerging technologies that can enhance the digital library experience, such as:
 - Implementing advanced search algorithms to improve resource discovery
 - Adopting user-friendly platforms for accessing e-books and databases
- **Feedback-Driven Changes:** User feedback will guide technology integration, ensuring that new tools align with the needs and preferences of the New Vision College community.

3. Roles and Responsibilities

1. Role and Responsibility of Students

- **Respect Library Policies:** Students must adhere to all library rules and regulations regarding access and use of digital resources.
- **Timely Return of Materials:** Students are responsible for returning borrowed materials on time to avoid fines and ensure availability for others.
- **Active Participation in Training:** Students should engage in workshops and training sessions to enhance their understanding of digital resources and tools.
- **Reporting Issues:** Students must promptly report any lost or damaged materials, technical issues, or security concerns to library staff.
- **Academic Integrity:** Students should utilize digital resources ethically and responsibly, ensuring proper citation of materials used in their research and assignments.

2. Role and Responsibility of Digital Library Attendants

- **User Assistance:** Digital library attendants assist users in locating and accessing digital resources, providing guidance on navigation and use of technology.
- **Monitoring Library Environment:** They help maintain a conducive study environment by monitoring conduct and ensuring adherence to library policies.
- **Technical Support:** Attendants provide basic technical support for digital tools and resources, assisting users with troubleshooting issues.
- **Resource Management:** They assist in the management of digital collections, including the organization and cataloging of e-books and multimedia resources.
- **User Education:** Attendants may lead training sessions and workshops to educate users about available digital resources and how to effectively utilize them.

3. Role and Responsibility of ICT Personnel

- **Technical Infrastructure:** ICT personnel are responsible for maintaining the technical infrastructure that supports the digital library, including servers, networks, and software systems.
- **System Security:** They ensure the security of digital resources by implementing measures to protect user data and prevent unauthorized access.
- **Technical Support:** ICT personnel provide advanced technical support to library staff and users, resolving complex issues related to digital resources and systems.

- **Software Management:** They oversee the installation, configuration, and updates of software applications used in the digital library, ensuring that all systems are running smoothly.
- **Training and Development:** ICT personnel may offer training for library staff on new technologies and systems to enhance the delivery of digital library services.

4. References

1. **New Vision College Library** official site for policies, resources, and services.
2. New Vision College Journal link: <https://link.springer.com/journal/11573/volumes-and-issues> and <https://librarian.springernature.com/>
3. **American Library Association (ALA)**: Guidelines on library services and user engagement. [American Library Association](#)
4. **Association of College and Research Libraries (ACRL)**: Standards for academic library services and digital resources. Association of College and Research Libraries
5. **Copyright Clearance Center**: Information on copyright policies related to digital resources. [Copyright Clearance Center](#)
6. **Campus Technology**: Resources and articles on integrating technology in academic libraries. [Campus Technology](#)