SOP: Library Facility and Resource Access Management

1. Purpose

This SOP details **Library facility and resource access management**, covering policies for library entry, resource borrowing and returns, digital resource access, user eligibility and registration, facility maintenance and security protocols, access rights for different user groups, and incident reporting procedures. The goal is to ensure efficient, secure, and equitable access to library resources and facilities for all users while preserving the condition and availability of library materials.

2. Scope

This SOP applies to all staff, students, faculty, and external visitors who use the library facilities, resources, or services.

3. Responsibilities

- **Library Staff:** Implement and enforce access policies, maintain records, monitor facility use, and handle incident reports.
- **Users:** Adhere to library policies and guidelines, handle resources responsibly, and report incidents or issues promptly.
- **Security Personnel:** Monitor entry/exit, enforce security protocols, and respond to emergencies.

4. Procedures

4.1 Library Entry

1. All users must present a valid identification card or visitor pass to enter the library premises.
2. External visitors must register at the front desk and receive temporary access passes.
3. Bags and personal items may be checked as per library policy.

4.2 User Eligibility & Registration

1. Eligibility: Library membership is available to students, faculty, staff, and approved external users.
2. Registration: Prospective users must complete the registration process, supplying required identification and contact information.
3. Access credentials (e.g., library cards, digital access IDs) are issued upon successful registration.

4.3 Resource Borrowing and Returns

1. Borrowing limits and return deadlines are defined according to user group (see table below).
2. Items must be checked out and returned at designated service points.
3. Overdue items may incur fines and/or suspension of borrowing privileges.

User Group	Borrowing Limit	Loan Period
Students	5 items	14 days
Faculty/Staff	10 items	28 days
External Members	2 items	7 days

4.4 Digital Resource Access

1. Registered users can access digital resources (e-books, journals, databases) through the library portal using their credentials.
2. Remote access may be provided for eligible users according to licensing agreements.
3. Sharing access credentials is prohibited.

4.5 Facility Maintenance and Security Protocols

1. Regular inspections are conducted to ensure cleanliness and functionality of facilities.
2. Food and drinks are restricted to designated areas.
3. Security cameras monitor public areas; unauthorized entry after hours is prohibited.
4. Maintenance issues must be reported to the library office promptly.

4.6 Access Rights for Different User Groups

User Group	Facility Access	Resource Access
Students	Full during operating hours	Physical + Digital
Faculty/Staff	Full, including some after-hours access	Physical + Digital + Reserved Holdings
External Members	Limited during public hours	Physical only

4.7 Incident Reporting Procedures

1. Incidents related to facility use, resource loss/damage, or access violations must be reported to library staff immediately.
2. The staff will document the incident using the Incident Report Form.
3. Serious incidents may be escalated to campus security or administration.

5. Review and Update

This SOP is reviewed annually or as required by changes in policy or facility operations.

6. Related Documents

- User Registration Form
- Incident Report Form
- Library Rules and Regulations
- Digital Resource Access Policy