



University of Cape Coast

# SAM JONAH LIBRARY



# LIBRARY USER GUIDE

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# UNIVERSITY OF CAPE COAST

## SAM JONAH LIBRARY

### LIBRARY USER GUIDE

#### INTRODUCTION

The University Library is dedicated to meet the information needs of the University community, balancing traditional services and innovative services while stressing its role as a centre of learning and discovery. The purpose of this user guide is to enable Library users to locate and retrieve information resources and make effective use of the University Library System (ULS). In addition to the guidelines, the Library organises occasional orientation and user education for users. You are however encouraged to approach library staff whenever you are in difficulty.

The University Library is committed to creating a welcoming, attractive, secured and resourceful Library environment. Please make good use of the wide range of resources, facilities and services to enhance your academic work.

#### ABOUT THE UNIVERSITY LIBRARY SYSTEM

##### Brief History

The University of Cape Coast Library was established in 1962 with an initial collection of about 650 books. The books were transferred from the erstwhile Kumasi College of Arts and Education, now Kwame Nkrumah University of Science and Technology. The collection was first housed in one of the lecture rooms in the then Faculty of Arts. The UCC library system comprises the main library (Sam Jonah Library) and 31 other satellite libraries located in the colleges, faculties, schools, departments and halls. In April 1963, the Library was moved into a temporary building with a capacity for 40 readers and 20,000 volumes.

The Sam Jonah Library, University of Cape Coast is currently one of the largest academic libraries in Ghana. The collections are housed in a magnificent four-storey library complex at the heart of the University's new site. It has the capacity for holding 750,000 volumes excluding pamphlets and journal collections. The Library can seat 2000 users at a time. It is the most frequently utilised facility in the University, with approximately 5000 visits per day. The library supports colleges, schools, faculties, departments and hall libraries.

## **Vision**

To position the Library to contribute to the academic and scholarly excellence of the University by providing world class information resources, facilities and innovative services that will advance teaching, learning and research.

## **Mission**

To provide access to high quality scholarly information resources and innovative services to meet the individual and collective needs of our University community.

## **Core values**

The Library's values stem from its commitment to deliver real-time information resources to support teaching, learning, research and publication activities. This requires the staff to be more user-focused, innovative, flexible, professional and dynamic so as to position themselves to be abreast with all the academic programmes that are offered in the University. The core values that provide the general guidelines for the realisation of the vision are:

***Teamwork and Visionary Leadership:*** We strive for excellence as a team through effective monitoring of operational activities while at the same time encouraging professional development through the acquisition of knowledge and skills.

***User-Focused:*** The Library staff develops information access tools to meet the specific requirements of the academic community. ***Innovation:*** Since the pillar of innovation in the library are its products and services, staff are given in-service training and motivated to be creative to support the mission of the University. The Library fosters innovation and embraces change.

***Partnerships:*** The Library management continued to pursue active partnership policy with the staff of the University as well as institutional members of the Consortium of Academic and Research Libraries in Ghana (CARLIGH) at the local level and other institutional libraries at the international level, as well as AFLIA and Ghana Library Association.

***Professionalism:*** By setting very high standards in information services, library staff are approachable, reliable, efficient, effective, competent and responsive to the needs of clients.

***Ethical Considerations:*** In the provision of information to all category of users the staff adheres strictly to all ethical considerations in the information profession, especially, by upholding and protecting the principles of intellectual property rights. The library believes that an environment of trust, respect, and integrity is core to success. `

There are robust menu of activities and delivery instruments with which staff delivers value-added services to the clients. The basic pre-requisite for delivering information support services to end-users and potential users is to make services accessible and easy to use, and the information provided should be relevant and delivered on timely basis.

## **DEPARTMENTS / SECTIONS / UNITS**

The University Library's operations are organised under:

Departments	-	3
Sections	-	12
Units	-	8

### **DEPARTMENT OF CLIENTS SERVICES (DCS)**

The Department of Clients Services consists of four sections: Reference and Students Support, Reader Services and Circulation, Persons with Special Needs, and Satellite Libraries. An important component of DCS is faculty liaisons. This component includes direct contact with the respective academic departments and individual Academic Librarians to promote awareness of the library's, collections and services.

#### *Mandate*

The Department seeks to render diverse and innovative services to meet the unique information needs of library clients, and periodically evaluate its resources and services to remain relevant to the changing needs of users.

### **DEPARTMENT OF COLLECTION MANAGEMENT AND TECHNICAL SERVICES (DCMTS)**

The Department of Collection Management and Technical Services (DCMTS) is a division of the Library responsible for the development and management of library collections as well as technical services of the Library. The Department has four (4) Sections and five (5) Units. The sections are Acquisition, Preservation and Curriculum Support Section, Cataloguing, Bindery and Photocopying Section, Periodicals Section, and Special Collection Section. The Cataloguing, Bindery and Photocopying Section has three units: Cataloguing Unit, Bindery Unit and

Photocopying Unit. The Special Collection Section also has three units: the Gallery Unit, Africana Unit and the Development Information Unit.

*Mandate*

The DCMTS shall:

ensure that major stakeholders of the Library are involved in the selection of books and electronic resources of the Library.

ensure balance of information resources for all academic programmes offered by the University  
effectively manage and preserve the library's information resources

provide accurate and timely information resources

facilitate quick and easy access to **library materials**.

**cater for the longevity of information sources.**

**DEPARTMENT OF INFORMATION TECHNOLOGY AND RESEARCH SUPPORT  
(DITRS)**

The Department is responsible for managing the Information Technological infrastructure of the Library for optimal functioning of all its services and resources. The department works in collaboration with the Directorate of ICT and conforms to the ICT policy of the University. The Department comprises four (4) sections: Library Information Technology Infrastructure Support Section, Learning and Research Support Section, Electronic Resources Management/Digital Services and Information Literacy Section and Distance Library Services Section.

*Mandate*

The Department shall provide an innovative learning and research environment equipped with technological resources and facilities that inspire interdisciplinary research. DITRS shall:

strengthen the Library's priority towards the University's research activities

promote and support user independence through the provision of needed ICT infrastructure.

provide a conducive learning space for academic and research work.

make relevant scholarly information resources accessible to the students, academic and non-academic staff.

provide IT support and training for staff and patrons.



## **STAFFING**

The University Library System has a staff strength of 204.

The breakdown is as follows:

18 Senior Members; 17 Academic Librarians, 102 Senior Staff, 45 Junior Staff, 39 Administrative and Bindery Staff

The Library staff are made up of highly qualified and experienced professionals and para professionals as well as administrative and technical support staff.

## **Opening Hours**

The Library operates the following opening hours:

### ***Semester Period***

Monday-Friday: 9am - 10pm

Saturday: 9am - 8pm

### ***Examination Period***

Mondays - Saturdays 9:00am - 5:00am

Sunday & Holidays: Closed

### ***Vacation Period***

Mondays - Fridays 9:00am - 4.30pm

## **CIRCULATION AND BOOK LENDING SERVICES**

All books from the regular collection, may be checked out. Residents of the University community are welcome to use the Library facilities and resources. One of the Library's primary functions is to provide easy access to information for the University community. The bonafide library users include:

- students
- academic staff
- administrative staff
- part-time faculty staff
- retired staff

- spouses or dependents of staff
- alumni
- permitted researchers and other users.

All citizens will be accorded the privilege of using materials in the Library; however, they may not borrow materials from the Library.

Persons requiring borrowing service shall provide a form of identification, except under rare situations, with the express approval by the Client Services Librarian. The Library reserves the right to recall any or all materials checked-out, despite the borrowing period or renewal privileges of the Client.

### **Lending/ Borrowing of Library Materials**

The borrowing service is rendered to only registered users of the library.

- undergraduate students may borrow a maximum of six (6) books/items at a time.
- graduate students may borrow a maximum of eight (8) books/items at a time. The duration for borrowing is two weeks for students. After the two weeks elapse, the item could be renewed for another two weeks if a request for the item has not been placed. After this, the borrower shall be barred from renewing the same item.
- in order for external borrowers to enjoy borrowing services, they need to be introduced by a staff of the University who will serve as a guarantor.
- clients categorised as *other* may borrow a maximum of five (5) books/items at a time.
- academic staff may borrow a maximum of ten (10) books/items at a time for a semester. Senior members (Faculty, Research and Senior Members Administrative) may, however, borrow materials for a semester duration.
- Borrowing depends on the availability of the books/materials

### **Fines**

Fines are accrued at one cedi (C1.00) per day for a period of twenty-one (21) days for overdue Books, after which the item is charged to the LOST status. Once a book is charged to the LOST status, a processing service fee of C10.00 is collected if the book is returned. If the book is not

returned, the client will be charged ₵10.00 processing fee and three times the current cost of the book. If a client fails to return an item on recall, such a client will be liable to pay a fine of five (5) Ghana cedis per day until it is returned.

## **LIBRARY SERVICES**

The University Library provides the following services:

### **Reference and Students Support**

This involves the personal and professional assistance provided to library users seeking information from the Library System. The users are assisted in person, by telephone, live chat or email.

The specific services provided include:

### **Subject Clinics**

The Section organises proficiency courses including computer assisted learning programmes on difficult subjects that the students have challenges such as Mathematics, Sciences, Information Technology etc.

### **Reading and Learning Habit Support**

The Section organises programmes that will enhance reading habits of the students eg. Readerthon

### **Counselling**

There is a counselling system in the Library to support students with special needs.

### **Orientation and User Education**

This service involves developing instructional programmes designed to teach and assist library users on how to locate and retrieve information quickly from the Library. It usually covers the Library's system, how materials are organised, the structure of the collection and specific resources and finding tools like the library catalogue, indexes and abstracting services and bibliographic instructions.

The Library organises orientation programme for all first year and new users annually, to equip library users with skills to locate and retrieve library resources and effective use of library resources.

New faculty staff and administrative staff are also given orientation on request.

### **Reader Services and Circulation**

The Reader services manages daily shelving of Library books/materials and ensures that Library study/ learning spaces are available and ready for use.

### **Electronic Support Services**

The Library's Electronic Support Unit assists users to use the Electronic information resources. It also provides computing facilities such as desktop computers, internet, printing and scanning services. The specific services provided include:

- Request for literature searches and articles
- Inter library loans
- Printing/Scanning
- Computer assisted learning
- Software installation

### **Digitisation services**

The Digital services include the management of the Institutional Repository and other digitisation activities. The Unit also manages the social media sites of the Library.

### **Research Support Services**

The Learning and Research Support Section provides research support for teaching, learning and research activities of the University. They engage with the research community to support and promote innovative learning and high quality research that attracts global visibility. The Section provides the following specific services:

- learning space for research purpose (Research Commons)
- collaborates and connect students and faculty members on research projects.
- research data/outputs management.
- training on information literacy skills and the use of e-resources and turnitin.
- assists in identifying scholarly publishing avenues.
- offers assistance on open access and intellectual property.

- assists in metadata, archiving and digitisation.
- scholarly information to support research works
- promote and support user independence through innovative learning.
- provide literature searches for research works;
- provide print/scan/copy services

### **Distance Learning Library Services**

The Distance Learning Library Services section provides services to the Distance Learning students and academic staff. Some of the specific services provided include:

- access to electronic information resources (E library platform)
- research support services for students and faculty on the Distance Education mode.
- literature searches for Distance Education students and faculty.
- information literacy instructions for students and faculty on the Distance education model.
- connect with students through interactive platforms (WhatsApp, E-mails, SMS, Facebook, and twitter) to offer library and information services.
- assistance on open access, intellectual property and publishing.
- orientation programmes for fresh students.
- facilitate online chats with librarians (reference assistance and instructions/Ask a librarian)
- Selective Dissemination of Information (SDI).
- update students on available resources and services for a successful programme.
- aid distance learning students and faculty to register for online off-campus access to electronic resources such as online databases.
- work closely with the College of Distance Education to achieve its mandate.
- work with relevant partners and stakeholders to set up physical libraries at the various centres of the College. This will give Distance Learners residing in such areas an additional option to access the E-Library resources.

## **Technical services**

The technical services provided by the University Library System include:

### **Photocopying Unit**

The Photocopying unit located on the lower ground floor (basement) of the Library, provides reprographic services to Library users at a minimal fee.

### **Bindery Services**

The Bindery unit performs the in-house treatment of mutilated, worn out and damaged materials to ensure the longevity of library materials. The Unit also provides support for materials that are not easily shelved without damage. In addition, the Unit does binding of journal issues or newspapers to make them easier for library staff and users. The Unit renders commercial services at a fee for books, dissertations and theses and other documents.

### **Persons with Special Needs Services (PSNS) Section**

The PSNS has three laboratories, two are located at the lower ground floor, and one at the right hand side corner of the ground floor. The Section provides library and information services to persons with special needs to enable them have equal access to information for academic, social, and professional life.

## **LIBRARY SPACES AND FACILITIES**

The Sam Jonah Library has the following spaces:

### **Collections Spaces:**

#### **Reference Section**

The Reference Section has books on all disciplines that are offered by the University and is located on the Right of the ground floor of the Sam Jonah Library.

#### **Arts and Humanities Collection**

Arts and Humanities books are located on the Right wing of the first floor in the Sam Jonah Library.

#### **Social Sciences Collection**

Books on Social Science and Education are located on the Left wing of the first floor in the Sam Jonah Library.

### **Science Collection**

Books on Sciences and Medicine are located on the Right wing of the second floor in the Sam Jonah Library.

### **Law Library**

The Law Library is located on the East End of the second floor of the Sam Jonah Library. The Law Library houses all the Law Collection of the University.

### **Periodicals Section**

The Periodicals Section is located on the left wing of the third floor of the Sam Jonah Library, and is responsible for the management of information materials produced periodically at regular intervals. Such materials include newspapers, journals, magazines, newsletters and reports.

### **Africana Unit**

The Africana Unit located at the East end of the first floor of the Sam Jonah Library. It serves as the repository of books and other materials authored by Africans and about Africa including Ghana. All the materials under this unit are for Reference purposes only.

### **Development Information Unit (DIU)**

Development Information Unit (DIU) is located on the East end of the third floor of the Sam Jonah Library. The Unit keeps and provides access to World Bank Publications and other information on development as well as current statistics and reports on development works in Ghana and the world.

### **Gallery Unit**

The Gallery Unit acquires and manages items that are considered to be of historical and monumental achievements of the University. The Unit specifically:

- collects, preserves and exhibits relevant souvenirs, paraphernalia, past and present physical and human resources of the University.
- showcases the achievements of the University including pictures, trophies and inventions.
- showcases special publications of the University.

## **Learning Spaces**

### **Senior Members Commons**

The Senior Members Commons is located at Right Wing of the Ground floor of the Sam Jonah Library is for only Senior Members that includes Lecturers, Registrars/Research Fellows etc.

### **Research Commons**

The Research Commons located at the West wing of the second floor of the Sam Jonah Library is for only Graduate students and Faculty members. The Section provides innovative research environment with resources and facilities that inspire interdisciplinary research, promote research output and scholarly excellence.

### **Knowledge Commons**

The Knowledge Commons located at the West wing of the second floor of the Sam Jonah Library is for only undergraduate students. The Section is equipped with computer workstations, discussion rooms as well as computing facilities are for the undergraduate students.

### **Social Learning Area**

This is located on the second floor in between the Research Commons and Knowledge Commons. It is a modern technologically enriched space for learning and exchange of knowledge and ideas.

### **Graduate Study Area**

The Graduate study area located in the basement at the Sam Jonah Library. It is restricted to graduate students only. The study area has discussion cubicles for graduate students.

### **Discussions / Seminar Rooms**

These are located in the Commons (Research and Knowledge) where discussions and seminars are held. It has to be booked in advance for a maximum of 4 hours per day.



### **Conference Room**

The Conference Room, Sam Jonah Library is located on the ground floor where meetings are held. It has a seating capacity of 40.

### **Intelligence Centre (Training Room)**

This is located at the Basement near the Graduate Study Area. Training programmes, Seminars and meetings are held at the Intelligence Centre (Training room). It has a seating capacity of maximum of 40.

## **LIBRARY COLLECTIONS**

### **Africana Collection**

Africana collection consists of books/materials on Sub- Saharan Africa and the Africa continent. It also includes books/materials on Ghana and about Africa.

### **Reference Books**

Reference books consists of quick reference materials such as Encycloepadia, Dictionaries, World books, Almanacs, Year books etc for research purposes.

### **Lending Books**

Lending books consists of textbooks on the various academic courses that could be borrowed by Users for use.

### **Periodicals**

Periodical collection consists of print Journals, Magazines, Newsletters, Reports, Newspapers, Government publications etc

### **Development Information**

The Development Information is a collection of information resources from the World Bank and other related subjects.

### **Library Publications**

The library publishes the following:

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- Acquisitions Bulletin
- Annual Reports
- Library Policies, Procedures and Manuals.
- Library Research Findings and Technical Reports

### **Electronic Information Resources**

This is a collection of world class E journals/E books that the Library subscribes to for academic work through the Consortium of Academic and Research Libraries in Ghana (CARLIGH).

Eg. EBSCO host, Emerald, Taylor & Francis, Jstor etc.

### **Past Examination Questions**

This is a collection of all the Past Examination questions of the University. The resources are available in both print and electronic version.

### **Gallery Collection**

The University Library houses a collection of records, artefacts, portraits, photographs, trophies, souvenirs, paraphernalia etc that will help to reconstruct the history of the University.

### **Government Publications**

This is collection of government publications including Acts of Parliament, Hansards etc.

### **University Publications**

This is a collection of publications of the University of Cape Coast including policies, handbooks etc.

### **E Books**

A collection of Electronic books for UCC Academic programmes.

### **Theses/Dissertations**

The Theses/Dissertations is a collection of the University theses/dissertations at various levels over many years.

## **UCC Institutional Repository**

An electronic archive database of the Research outputs of the University including staff publications.

## **Satellite Libraries**

There are 31 Satellite Libraries in the ULS. These are:

1. Biological Sciences Library
2. Sociology Library
3. Institute of Education Library
4. Faculty of Science & Technology Education Library
5. Tourism Library
6. College of Education Library
7. School of Agriculture Library
8. Physics Department Library
9. Oguaa Hall Library
10. Adehye Hall Library
11. Valco Hall Library
12. ATL Hall Library
13. School of Medical Science Library
14. Children's Library
15. Clinical Teaching Centre Library
16. Maths & Statistics Library
17. School of Economics Library
18. Classics & Philosophy Library
19. Confucius Library
20. Sasakawa Library
21. Geography & Regional Planning Library

22. UCC Hospital Library
23. Kwame Nkrumah Hall Library
24. Primary School Library
25. Religion & Human Values Library
26. Casely Hayford Hall Library
27. History Library
28. Chemistry Library
29. Institute of Development Studies Library
30. Music & Dance Library
31. Basic Education Library

## **LIBRARY RULES AND REGULATIONS**

Library clients are expected to conform to certain standards of conduct so that they do not interfere with the use, enjoyment, comfort or convenience of the Library by others. The following rules shall be observed by all users of the Library:

### **General Rules**

- silence must be observed in the Library.
- smoking is not permitted in the Library.
- users must dress decently and behave in a manner that will not be offensive to other Library users
- no food including all types of drinks and fruits shall be brought into the Library except at designated areas.
- readers' mobile phones must be switched off or kept silent while in the Library.
- users should treat Library materials, equipment and facilities with care and report any defect or damage to the Library staff.
- the Library shall not be responsible for the safe keeping and any loss/damages of belongings left in the Library premises.
- every person using the Library shall have due regard to the right of others to use the Library in accordance with the Policy and shall not interfere with their use of the Library.

- every person using the Library will comply with prescribed terms and conditions of use and all relevant University policies, procedures and codes of conduct.
- no person in the Library shall behave in a manner which is offensive to or unduly inconveniences other Library users or which causes or is likely to cause damage to any Library material or Library facility.
- rights to use the Library are non-transferable.
- on demand by a member of the Library staff, any person leaving the Library shall present for inspection at the Library exit any materials, bags or receptacles being removed from the Library.
- no person may reserve a seat for a colleague.
- all articles brought into the Library shall be brought in at the sole risk of the person doing so. Articles left unattended for more than 10 minutes may be removed by the Library staff. Items left in public areas at the time the Library closes shall be cleared away by Library staff. The University and, in particular, the University Librarian and the Library staff, shall have no responsibility for personal belongings brought into the Library.

### **Computer Use Regulation**

- priority shall be given to students engaged in academic and research work and on first come first served basis. In situations where demand for the library computers is high, each user shall be given a time limit not exceeding four hours.
- users shall not install or download any software or attempt to alter software configurations.
- users may save files or documents on a USB drive or cloud storage. Files saved to the hard drive shall be deleted on daily basis.
- the use of pen drives and other removable devices must be supervised by library staff.
- the use of library computers for watching movies, pornographic video and images, as well as playing and downloading any music videos and audio files is prohibited.
- library computers shall not be used to visit online chat rooms or social media sites such as facebook, twitter, etc.
- library staff may interrupt library clients using computers for non-academic purposes. Such computers shall be assigned to other users.
- food and drinks are not permitted in all IT installations

- the Library welcomes the use of laptops and other personal computing equipment by students, faculty, and staff. Library students may connect personal equipment to the Library's wireless network, which is available on all floors of the Library. Library clients may not unplug any of the Library's equipment or electrical and ethernet cables. Use of personal equipment, such as extension and power cords, must not pose a safety hazard for others.

## **ORGANISATION OF LIBRARY COLLECTIONS**

The Library collections are organised based on the Library of Congress Classification Scheme.

### **How to use the Library (Physical Library)**

#### **How to find a material in the Library**

The physical collection can be accessed with the help of Library Catalogue (OPAC). The Library Catalogue or OPAC is an index of all the Books/materials available in the Library.

#### **How to use the OPAC**

The OPAC is available on all the Library computers and could also be assessed on the following link 156.38.97.107:8001

As a general rule, all libraries use one of three classification systems to classify and organise books and materials. The University Library system uses the Library of Congress Classification Scheme. This system accomplishes the purpose of organising the Library resources into subject areas. The Library of Congress system assigns a letter and number code to the various subject areas.

### **General outline of The Library of Congress Classification System**

- A.....General Works
- B.....Philosophy, Psychology, and Religion
- C.....General History
- D.....History
- E and F.....American History and Auxiliary Sciences
- G.....Geography, Anthropology, and Recreation
- H.....Social Sciences
- J.....Political Science

K.....Law  
L.....Education  
M.....Music  
N.....Fine Arts  
P.....Literature  
Q.....Science  
R.....Medicine  
S.....Agriculture,  
T.....Technology  
U.....Military Science  
V.....Naval Science  
Z.....Bibliography and Library Science

The arrangement of books on the shelves is alphabetical based classification letters, from A to Z and within each group numerically from 1 to 9999. The classification code for a book is located at the bottom of the record in the computerised catalogue (OPAC). The codes are also located on the spines of the book, and in addition, code letters appear on each book shelf. The Alpha-numeric code assigned to each book is known as a **Call Number/Mark**, and might look like the one below:

### **Example**

#### **RC 280.B8.L53**

This is the call number for “The Breast Cancer Survival Manual” by John Link

You will find this call number both on the spine of the book and on the record that represents this book in the catalogue.

If you go to any section of the shelves, you will notice that the books are arranged in alphabetical and numerical order with the call numbers.

You may access the catalogue (OPAC) online at; <https://erl.ucc.edu.gh>

- Go to E-Library on the website and select UCC Catalogue
- The catalogue is a joint catalogue of resources located at all our branch libraries.
- Use the box to search for a title, author, or subject.
- The results list will tell you the status of the item (if it is available, or its due date), the item’s location, and will allow you to place a hold on an item.

## **How to use the E Library and E resources**

The University Library provides an electronic gateway to the Library collection, facilities and services. The Electronic Library resources are available at the Library website: [www.erl.ucc.edu.gh](http://www.erl.ucc.edu.gh)

The Resources available on the E Library include:

- Electronic Databases
- Electronic Books
- UCC Catalogue
- Past Questions
- UCC Institutional Repository
- Research Guides
- Open Access Resources

The Electronic services available include:

- Ask Librarian Live Chat
- Subject Specialist
- Librarians Research Guides
- Information Literacy Instructions

## **Guidelines**

- Computers and Discussion rooms at the Electronic Support Unit are for academic purposes only.
- Computers and Discussion rooms are available on a first-come, first served basis.
- Users are entitled to four (4) hours length of time to use the facilities (Computers and Discussion rooms), extension of use may be considered subject to the availability of computers/space.

## **Procedure for Literature and Reference Searches Request**

Clients/Users can make literature and reference searches request physically by visiting the unit or electronically through the Units' email ([e-resources@ucc.edu.gh](mailto:e-resources@ucc.edu.gh)). To make literature and reference searches request, the following information is needed:



- Thesis/project topic – Literature searches
- Break down of topic – Literature searches
- Name of author - reference searches
- Year of publication - reference searches
- Subject area - reference searches

In general, all requests are responded to within 7 to 10 days. Clients/Users are notified on the outcome of their request through phone calls or e-mails. Articles may be delivered electronically through e-mails or on external storage medium such as hard drives or pen drives

Clients/Users are notified by email with reasons, if the request is unfulfilled.

- You may access electronic resources through the Library website at: <https://erl.ucc.edu.gh/>
  - i. Click E resources
  - ii. Click list of databases
  - iii. Select other resources, E resources (E Books, Past questions), E Library (Research Guide, UCC IR, UCC Cat)
- When you are off campus, you will need to use off campus access.
  - i. Visit the library website at: <https://erl.ucc.edu.gh/>
  - ii. Click E resources
  - iii. Select Off-Campus Access
  - iv. Enter username and password, if you have already registered for off-campus access.
  - v. If **Not Registered**, click on **Register for off Campus Access**.
  - vi. Complete the form and click submit

Note: Your off-campus account will be activated within 48 hours.

- vii. An email notification will be sent to your email after account has been created.

Now that you have access to your credentials, repeat steps (i-iii) to have access to the list of subscribed databases.

Visit <https://erl.ucc.edu.gh/>

- viii. Click E resources
- ix. Select list of databases
- x. Select other resources, E Books, Past questions, E Library (Research Guide, UCC IR, UCC Cat).

**Contact us.**

Tel.Nos: (03321) 30952/3 Ext 114-138

Fax : (03321) 32482/32488

University Librarian: (03321) 33482

Deputy University Librarian: (03321) 32488

Address: Sam Jonah Library  
University of Cape Coast  
University Post Office  
Cape Coast  
Ghana

*Social Media Sites*

Website: <https://erl.ucc.edu.gh/>

Email: library@ucc.edu.gh

Facebook: UCCMainLibrary

Twitter: @ucc\_library