

**NCAA
TECHNICAL LIBRARY**

**POLICY
&
PROCEDURES MANUAL**



NCAA TECHNICAL LIBRARY POLICY AND PROCEDURE MANUAL

PREFACE

This manual is one of the set of manuals forming the Nigeria Civil Aviation Authority's, NCAA Technical Guidance Material (TGM). These manuals are produced to provide the information, policy and procedures needed to perform the tasks as required by the Nigeria Civil Aviation Authority.

It is required that all staff use this manual and ALL other relevant working document relating to specific tasks and responsibilities in the performance of their duties.

This manual is subject to regular review and improvement as approved by the DIRECTOR GENERAL.

Capt. Musa Nuhu
Director General, NCAA

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- Port Harcourt	9
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CHAPTER 1

1.1 INTRODUCTION TO THE LIBRARY POLICY & PROCEDURES MANUAL

This manual contains the policy, procedures and relevant information needed for the performance of Technical Library operations services.

1.2 VISION AND MISSION STATEMENTS.

VISION

To be one of the leading Civil Aviation Authorities in the World.

MISSION

To provide Aviation Safety and economic regulatory services in the most efficient, effective, quality and technology driven manner to the satisfaction and benefit of all stakeholders, consistent with the highest international standards and the sustainable development of the industry and national economy.

Drawing from the above, the Nigerian Civil Aviation Authority (NCAA) has the all important responsibility of regulating the nation's Aviation industry; by striving to guarantee an incident and accident free, as well as an economically well-regulated Air Transport sector.

1.3 THE AVIATION INDUSTRY: AN INFORMATION RESOURCES CENTER

The Technical Library, selects, acquires, organizes and dispenses technical working documents and allied information resources to the workforce in their day-to-day task of regulating the industry. The library therefore houses and holds a dazzling array of working technical documents issued by various regulatory bodies, Airline Control Manuals, aircraft manufacturers, aircraft engine manufacturers for the safe and economic conduct of air transport. They exist in both print and non-print forms (hard copies and machine readable materials.)

1.4 OPERATIONAL STRUCTURE OF THE NCAA TECHNICAL LIBRARY

The NCAA Technical Library, is directly responsible to the Director of Airworthiness Standards and operates in three main units under the leadership of a General Manager.

The General Manager Library Services, who is the head of the Library, is responsible for the day to day management of Library Services.

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The three main units in the Technical Library are as follows:

- (a) Technical Processes Unit (TPU)
- (b) Reader Services Unit (RSU)
- (c) Non-Book Media Unit (NBMU)

(A) Technical Processes Unit (TPU)

This is the first operational unit in the Technical Library. This unit is responsible for the selection, acquisition, and processing of resources from the Airlines and Technical Publishers. Most of these materials are sourced online.

The processed documents in hardcopies are arranged on the shelves in a systematic order to facilitate easy retrieval using Library Holdings. On the other hand, online documents are indexed to showcase the revision status in the electronic Online Holdings. More so, the unit indexes and updates all the FSG Airline Control documents in each Directorates Holdings, and also amends different manuals. It produces Technical Bulletin and disseminates to staff through online services.

The unit is composed of the following category of staff:

- (i) Deputy General Manager
- (ii) Asst. General Manager
- (iii) Chief Librarian
- (iv) Asst. Chief Librarian
- (v) Principal Librarian
- (vi) Senior Librarian
- (vii) Librarian II

(b) Readers' Services Unit (RSU)

The readers services operations starts at circulation desk which is the first point of contact. This Unit is the “gateway” to the Technical library community of users. It takes over from the Technical Processing Unit and so the unit is responsible for making the processed materials available to library users as and when demanded.

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Reader Services Unit staff are responsible for answering reference queries from library clientele. Also monitors loan dispensation and recovery using established instruments. This unit is composed of the following category of staff:

- (i) Deputy General Manager
- (ii) Asst. General Manager
- (iii) Chief Librarian
- (iv) Asst. Chief Librarian
- (v) Senior Librarian
- (vi) Librarian II

(c) NON BOOK MEDIA UNIT (NBMU)

This third unit handles acquisition, indexing, and amendment of Audio-Visual materials and Serial resources. The Audio-Visual Media consists of all machine readable media or materials which cannot be read with the natural eyes. They therefore consists of all information resources on CD-ROM. Staff in this unit consists of the following:

- (i) Deputy General Manager
- (ii) Asst. General Manager
- (iii) Chief Librarian
- (iv) Asst. Chief Librarian
- (v) Senior Librarian
- (vi) Librarian II

(See page 4-4 for the Library's Operational structure, and staff positions)

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CHAPTER 2

2.1 NCAA TECHNICAL LIBRARY ACQUISITION AND DOCUMENTS RESIDENCY POLICY

(A) Purpose

The essence of an acquisition policy is to provide guidelines for Librarians in their job of:

- Collecting relevant publishers’ catalogue or selection tools; which or advertise manuals or Documents titles.
- Selecting relevant information resources for Library Services, and by extension,
- Acquiring the right information resources for the organization.

The operative words here are **Relevant Information Resources**. This is necessary to guarantee up-to-datedness and ensure strict adherence to **ICAO Standards and Recommended Practices (SARP)**

(B) NCAA Technical Library Collections

The NCAA Technical Library, houses a wide array of Technical Working Documents as follows:

(i) Airline Control Manuals namely:

- Maintenance Control Manual
- Maintenance Procedures Manual
- Approved Maintenance organization (AMO)
- Statement of Compliance
- Operations Manuals Part A – E
- Flight Dispatch Manual,
- Cabin Crew Manual, etc

(ii) Aircraft manufacturers’ manuals, which encompasses such materials as:

- MPD, MRB
- Maintenance Manuals

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- Flight Manuals and others
- (iii) Aircraft Engine Manufacturers’
 - Manuals Illustrated Parts Catalog
 - Pilots Operating Handbook
 - Operating and Maintenance Manuals, etc.
- (iv) General Regulatory Documents, by which is meant, such materials as:
 - ICAO Documents
 - UK CAA Documents
 - US FAA Document

(i) Technical Journals

(i) General Guidelines for Selection

- The library does not as a matter of policy, select and acquires conventional text books, but only Aviation Technical working Materials.
- The library consists of only the Technical Library Regional office in Lagos.

D. Responsibility for Selection and Acquisition

The responsibility for selecting materials for the NCAA Library system lie with the following:

- Directly with all Librarians, with inputs from the Directorates and Departments, who are called upon via call up memos to make their inputs as the need arises.
- Indirectly with library users whose unsatisfied reference queries by way of specific information resources are listed for acquisition. This is one of the roles played by request slips given to Library users.

E. Residence of Technical Documents

The variety of working Documents listed above, are resident as follows:

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S/N	Document Type/Group	Residence
1	General Regulatory Document: ICAO, FAA, UKCAA, etc	Technical Library Regional Office, Lagos
2	Aircraft Engine Manufactures' Manuals	Technical Library Regional Office, Lagos
3	Airline Operators' Manuals	Technical Library Regional Office, Lagos
4.	Aircraft Manufactures' Manual	Technical Library Regional Office, Lagos
5.	Technical Journals	Technical Library Regional Office, Lagos



CHAPTER 3

3.1 PROCEDURE FOR LIBRARY SERVICE DELIVERY AND CONTROL IN THE NCAA TECHNICAL LIBRARY SYSTEM.

The Aviation Industry is an information intensive one. Against this background, the Nigerian Civil Aviation Authority (NCAA) maintains a Technical Library System whose function is to ensure rapid access to technical working information in its entire ramification to its community of users.

(a) The NCAA Technical Library System therefore encompasses:

The Central Technical Library at Lagos Regional Office that represents the Corporate headquarters, Abuja, and other Regional offices during its transition period.

(b) Library Service Delivery Operations

The process of delivering service in the Library is a two- pronged operation. In order of workflow, these are:

- The Technical (Amendment) processes and control
- The Reader Services

(i) **Technical (Amendment) Processes:** These are the processes through which newly reviewed documents (new accessions) undergo before finally put on the shelves for readers' use.

(ii) **Reader Services:** Requested documents by staff are promptly searched online before serving the library users through their official emails. Moreover, the NCAA E-Library Portal as well offers opportunity to each staff to directly access manuals with information provided on the platform software ONLY through their official emails.

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a) TYPES OF MANUALS

The Documents in the Library fall into four main groups viz:-

- (i) Airline Control Documents
- (ii) General Regulatory Manuals (GRM) which encompasses ICAO, FAA, Nig CARs etc.
- (iii) Aircraft Manufacturers manual (AMM)
- (iv) Engine manufacturers manual (EMM)
- (v) Audio visual or Non Book Media.

b) SOURCES OF MANUALS AND DOCUMENTS

There are four main sources through which the manuals listed above come into the library:

These are:

- (i) By mandatory submission of Technical Documents by Airline Operators
- (ii) By subscription to Technical working information publishers:
- (iii) By direct purchase
- (iv) By allocation from the other Aviation Regulatory bodies especially The apex body ICAO

3.2 E-LIBRARY PORTAL OPERATION

- E-library or digital library is a collection of informative documents in the digital/electronic form on the internet or cloud storage.
- Before now the Technical Library has been operating as a paper based manual library where it takes long period of time and sorting through endless documents to find relevant data or information for Inspectors.
- With the digitization of the Technical Library, we've been able to move our operations to a 21st century relevant system and ensure efficient and seamless operation. The E-library provides a library that never closes and ensures not just

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Aviation Safety Inspectors but that all staff can access relevant documents they need to stay informed and carry out their work activities. Note that uploaded documents are collected from all Directorates and Departments accompanied with a memo

A) ACCESSIBILITY

- To access the E-Library Portal the Technical Library will first of all create User ID and password for each Staff.
- After the activation the Staff will have real time access to all documents relevant to his/her day to day operations based on the Directorate functions.
- Note that uploaded documents are collected from all the Directorates and Department while each updated document should be forwarded to the Technical Library for onward update to maintain the currency of the Collections.
- All documents are to be sent to the Technical Library official email; technical.library@ncaa.gov.ng

3.3 TECHNICAL PROCESSES, THE MAINTENANCE OF OVERALL CURRENCY, AND DOCUMENTS CONTROL IN THE TECHNICAL LIBRARY

The first step in the documents amendment and control operation in the NCAA Technical Library System is the handing over of newly received or acquired resources to the Central Recorder, who registers them in the Central Register.

These Documents could either be:

- Full Documents for processing and direct placement on the shelves,
- Loose revision sheets for the purpose of updating subsisting Documents, **OR**
- A complete re-issuance of the entire manual

3.4 THE AMENDMENT OPERATION

Amendments are therefore done by page to page withdrawal of superseded pages or complete re-issuance of the whole manual. This operation requires the completion of the Revision table as per:

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- (i) Revision Number,
- (ii) Issue Date,
- (iii) Date Incorporated,
- (iv) by whom incorporated.(please see Record of Revisions page (i)

Amendments of documents are carried out regularly to ensure up-to-datedness of Technical Working Documents. However, the outdated Technical manuals are withdrawn from the library.

3.5 DOCUMENTS CONTROL ACROSS THE NCAA LIBRARY SYSTEM

As mentioned earlier, the NCAA Library System consists of:

The Central Technical Library at Lagos Regional Office that represents the Corporate Headquarters, Abuja and other Regional Offices during this transition period.

3.6 LIBRARY HOLDING/CATALOGUE

The Central Technical Library at Lagos Regional Office maintains Library Holdings/ Catalogues. The Technical Library therefore, maintains specific holdings for each Directorate.

These library holdings are checked document by document on a regular basis, on relevant indexes, mainly online, to identify latest amendments/supplements.

3.7 OPERATION AND DISPENSATION OF ICAO DOCUMENTS

ICAO Documents are accessed online through ICAO Portal as ICAO member state.

Secondly, the management approves annual subscription to Information Handling Services (IHS) which gives real time updates and amendments to ICAO documents.

To maintain the currency of ICAO publications, requested documents by staff are promptly searched online before serving the Library users through their official emails.

Moreover, the NCAA E-Library Portal as well offers opportunity to each staff to directly access ICAO documents with information provided in the Platform Software ONLY through their official emails.

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3.8 AMENDMENT OF COMPACT DISCS CD’S)

Like other Technical working CDs are amended by the withdrawal of the out-dated ones, and their replacement with the new and current ones. No outdated CDs are kept or entertained in the NCAA Library System as they are regularly checked and outdated ones are weeded.

3.9 READERS’ SERVICES AND ITS OPERATIONAL INSTRUMENTS

The principal feature of Readers’ services in the Library is the circulation or control Desk. In rendering service to the Library user, the Librarian must have on the circulation Desk, the following instrument or equipment:

- (i) Library holding
- (ii) Loans or Borrowers’ Register
- (iii) Borrowers’ request slips
- (iv) Borrowers’ overdue Notice slips
- (v) Amendment Acknowledgement slips etc
- (vi) Official stamps
- (vii) Reserved Reading slips etc

All these are needed for proper records.

On the whole, the Readers’ services operation, follow the following steps or sequence viz:-

Step 1:- The access to the Library is the main Library door directly in front of the Library. In the Library, there is a circulation and control desk manned by an officer at all times. There is a duty Roster which stipulates who and who should be at the Desk, on any given day.

Step 2:- At the Desk, the officer on duty, hands the Library user with the request slip which contains the following information viz:-

- Particulars of the borrower
- Title(s) of the Document or manual
- Date issued

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- The officer's Unit/Department
- Telephone numbers (Personal/ Intercom)
- Date Returned
- Signature of the borrower
- Name of the officer charging out the document
- Duration of Loan

(Please see Appendix – E)

Step 3:- Armed with the completed request slip, the duty officer, as a matter of compulsion and official procedure, checks the documents being requested against the list of Library holdings. The list of Library Holdings is a computer print-out of the shelf by shelf arrangement of materials in the Library. He then moves straight to the shelf to pick the document; which he hands over to the Library user after he must have completed the borrowers form satisfactorily. The borrower, is allowed to keep the documents for a maximum of one week in the first instance; subject to renewal if need be.

Step 4:- The completed slip is now filed in the loans file, awaiting the return of the documents

Step 5:- On return of the document, it is physically examined for possible defacement or mutilation. It is then checked against the original borrowers slip, and endorsed as returned and put back to the shelf while the request slip is filed. If the book or documents is not returned to the Library, an overdue notice is dispatched to the borrower to recall the document. (Please see also Appendix F)

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CHAPTER 4

4.1 STAFF SCHEDULE OF DUTIES/OPERATIONAL STRUCTURE & STAFF POSITIONS

NCAA TECHNICAL LIBRARY STAFF SCHEDULE OF DUTIES

For the purposes of effective control and accountability the staff is hereby divided into the following operational groups under the leadership of the General Manager.

(A) THE GENERAL MANAGER

The duties of the General Manager include the following:

- Responsible to Director of Airworthiness Standards.
- Formulating and initiating programs for library and information services
- Day to day management of library service by closely monitoring the activities of library and its staff to ensure optimum service delivery.
- Formulating and initiating programs for library and information services.
- Appraisal of resources to ensure up-to-datedness
- Supervising the production of Technical Library Bulletins at an established frequency as a current awareness services Supervising the production of Technical Library Bulletins at an established frequency as a current awareness services
- Collecting and editing selected titles and publications for acquisition
- Taking further actions for staff training and development.
- Supervising the weeding of library out-dated resources/materials
- Preparing periodic reports and estimates in respect of library services
- Other duties as assigned from time to time
- Periodic auditing of materials along with group leaders
- Other duties as assigned.

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(B) TECHNICAL PROCESSING UNIT (TPU)

Staff in this unit includes:

- (i) Deputy General Manager
- (ii) Asst. General Manager
- (iii) Chief Librarian
- (iv) Asst. Chief Librarian
- (v) Principal Librarian
- (vi) Senior Librarian
- (vii) Librarian II

- Responsible for liaising with Technical Publishers and updating of on-line access to Technical publications.
- Responsible for central recording of all in-coming documents, sorting and transmission to other group for second stage recording and necessary actions.
- Shelving and Arrangement of new incoming manuals/documents
- Caters for and amend all Engine Manufactures Manuals
- Also caters for and amend all the Aircraft Maintenance Manual
- Providing library collection development services
- Prompt return of all acknowledgement slip to DGM (LS) for prompt dispatch to the publishers. This is to keep subscription channel open.
- Compiling comprehensive addresses of all Aviation Technical Publishers
- Initiates actions for staff development and training
- Regular updating of the Technical Library Holdings
- Collating all acknowledgement slips from publishers for necessary actions
- Other duties as assigned from time to time
- Handles all matters under the supervision of the G.M- L/S

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(C) READER SERVICES UNIT (RSU)

- a) Asst. General Manager
- b) Chief Librarian
- c) Asst. Chief Librarian
- d) Senior Librarian
- e) Librarian II
- f) Ensuring prompt optimum service delivery to library users
- g) Responsible for the up to datedness of all ICAO document
- h) Handling difficult reference queries from users
- i) Closely monitoring of loans dispensation and recovery using established instruments.
- j) Take full charge of all the activities in the reference/ circulation desk for effective readers' services
- k) Responsible for production of Technical Library Bulletin and dissemination to all NCAA staff
- l) Provides on-line services to users using available media
- m) Handles on-line information services with staff at the regional offices and outside the country as information need arises
- n) Mounting displays and other current awareness services
- o) Handling the weeding of library stock of 'dead' records continuously carryout shelve reading.
- p) Regular updating of the Technical Library Holdings
- q) Other duties as assigned from time to time
- r) Handles all matters under the supervision of the G.M- L/S

(D) NON BOOK MEDIA UNIT (NBMU)

- (a)** Asst. General Manager
- (b)** Chief Librarian

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(c) Asst. Chief Librarian

(d) Senior Librarian

(e) Librarian II

- Handles all matters concerning non book acquisition and amendments, under the supervision of the G.M- L/S
- Sorting of all Technical documents, Compact Disks (CD) and transmission to other staff for second stage recording and necessary actions.
- In charge of recording, processing, and Organization of Audio Visual Resources
- Prepares and updates indexes to Audio Visual Resources
- Responsible for recording, updating and displaying of latest Technical Journals
- Other duties as assigned from time to time
- Handles all matters under the supervision of the G.M- L/S

All group leaders are responsible to the G.M- Library Services, while all group members are responsible to their group leaders. Group leaders are held accountable for the jobs of their respective groups. Individual officers are to call attention, or initiate action via a memo to their respective group leaders and subsequently to the Head, Library Services for correcting any lapses especially as it concerns up-to datedness of documents in their schedule, and the job generally. Articulation of detailed individual schedule of duties based on Group responsibilities, to be spelt out by Group leaders.

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CHAPTER 5

• NCAA TECHNICAL LIBRARY SCHEME OF SERVICE

There exist two main cadres of staff in Library Service. These are:

(A) THE LIBRARY OFFICER CADRE

The approved career progression for this cadre is as follows:

POST AND SALARIES

- (a)** Library Officer - Grade Level 07
- (b)** Higher Library Officer - Grade Level 08
- (c)** Senior Library Officer - Grade Level 10
- (d)** Principal Library Officer - Grade Level 12
- (e)** Asst. Chief Library Officer - Grade Level 13
- (f)** Chief Library Officer - Grade Level 14

- A Library, who acquires a qualification that qualifies him for appointment into the higher cadre, will be eligible for promotion or transfer to the cadre
Minimum entry requirement is a diploma in Library Science from a recognized institution
- General functions are those of assisting the professional cadre (Librarian cadre) in the day to day operation of library services.
- This cadre is also known as the library Para-Professional cadre

(B) THE LIBRARIAN CADRE

The approved career progression for this cadre is summarized as follows:

POST AND SALARIES

- (a) Librarian, Grade II..... Grade Level 08
- (b) Librarian, Grade I..... Grade Level 09
- (c) Senior Librarian..... Grade Level 10
- (d) Principal Librarian..... Grade Level 12
- (e) Assist. Chief Lib..... Grade Level 13
- (f) Chief Librarian..... Grade Level 14
- (g) Asst. General Manager.....Grade Level 15
- (h) Deputy General Manager Grade Level 16

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(i) General Manager..... Grade Level 17

● **LIBRARIAN II**

(a) SALARY: Grade level 08 as per NCAA salary structure

(b) DUTIES:

- Catering for, and amending assigned aircraft documents
- Central recording of all in-coming documents, sorting and transmission to other units for second stage recording and care taking.
- Initial cataloguing and classification of documents, using approved schemes
- A member of the selections team
- Preparation of access cards
- Other duties as assigned

(c) QUALIFICATION/ METHOD OF ENTRY

A minimum of B.Sc. or BLS Library science

(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA) and evidence of Computer literacy.

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy.

● **LIBRARIAN I**

(a) SALARY: Grade level 08 as per NCAA salary structure

(b) DUTIES:

- Catering for, and amending assigned aircraft documents
- Partaking in preparing and updating indexes to audiovisual resources
- Processing and organized audio-visual materials
- Manning the reference and circulation desks for effective Readers’ services, based on a roaster
- Selecting Audio-visual resources from publishers catalogues

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- A member of the selection team
- Other duties as assigned

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 3 years Post Qualification experience.

(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA), and evidence of computer literacy.

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy.

• **SENIOR LIBRARIAN**

(a) SALARY: Grade level 10 as per NCAA salary structure

(b) DUTIES:

- Caters for, and amends assigned aircraft documents
- Preparing access cards for use in the Readers' services unit (RSU)
- Initial processing of new accessions by assigned accession numbers, and inserting ownership marks
- A member of the selections team
- Other duties as assigned

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 6 years Post Qualification experience, a minimum of 2 years of which should have been spent performing functions related to Aviation Technical Library duties.

(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA), and evidence of computer literacy.

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(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy.

• **PRINCIPAL LIBRARIAN**

(a) SALARY: Grade level 12 as per NCAA salary structure

(b) DUTIES:

- Caters for, and amends assigned aircraft documents
- Leading in the work of the unit
- Handling audio-visual services using appropriate hardware
- Selecting audio-visual resources from catalogues
- Other duties as assigned

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 9 years Post Qualification experience, a minimum of 3 years of which should have been spent performing functions related to Aviation Technical Library duties.

(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA), and evidence of computer literacy.

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy.

• **ASSISTANT CHIEF LIBRARIAN**

(a) SALARY: Grade level 13 as per NCAA salary structure

(b) DUTIES:

- A principal professional officer of the library
- Caters for, and amends assigned aircraft documents

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- Cataloguing and classifying materials using approved schemes
- Caters for, and amends assigned aircraft documents.
- Collating acknowledgment slips for return to publishers
- Other duties as assigned

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 12 years Post Qualification experience, a minimum of 4 years of which should have been spent performing functions related to Aviation Technical Library duties.

(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA), and evidence of computer literacy.

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy.

• CHIEF LIBRARIAN

(a) SALARY: Grade level 14 as per NCAA salary structure

(b) DUTIES:

- Taking full charge of a major unit of operation or section of the Library
- Ensuring prompt availability of requested information resources by the library
- Chief selector and coordinator of resources from publishers' catalogues
- Closer monitoring of loans dispensation and recovery, using established instruments
- Handling the weeding of the library of dead records
- Managing and overseeing all library records

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- Other duties as assigned.

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 15 years Post Qualification experience, a minimum of 5 years of which should have been spent performing functions related to Aviation Technical Library duties.

(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA), and evidence of computer literacy.

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy.

- **ASST. GENERAL MANAGER**

(a) SALARY: Grade level 15 as per NCAA salary structure

(b) DUTIES:

- Taking full charge of a major unit of operation or section of the Library
- Leading and handling Audio- visual services using appropriate soft and hardware
- Processing and organizing audio-visual resources
- Selecting audio-visual resources from publishers catalogues
- Collating such selections for purchase
- A member of the Library Board
- Other duties as assigned.

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 18 years Post Qualification experience, a minimum of 6 years of which should have been spent performing functions related to Aviation Technical Library duties.

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(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA).

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy

• **DEPUTY GENERAL MANAGER**

(a) SALARY: Grade level 16 as per NCAA salary structure

(b) DUTIES:

- Taking full charge of a major unit of operation or section of the Library
- Assisting the GM- Library with the day to day management of Library services
- A seasoned cataloguer, to supervise the cataloguing and classification of documents
- Supervising and seeing to the prompt amendment of Technical working documents
- Supervises and collates all library selections from publishers catalogues
- Handles the development of all Library Access systems public catalogue, etc.
- Initiates actions for staff development and training
- A member of the Library Board
- Other duties as assigned.

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 22 years Post Qualification experience, a minimum of 7 years of which should have been spent performing functions related to Aviation Technical Library duties.

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(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA).

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of vacancy.

● **GENERAL MANAGER LIBRARY SERVICES**

(a) SALARY: Grade level 17 as per NCAA salary structure

(b) DUTIES:

- Day to day management of library and information services
- Formulating and initiating programs for Library and information services
- Communicating with Aviation publishers for Library Collection Development.
- Producing the Library Bulletin as a current awareness service
- Taking further actions for staff development
- Regular appraisal of resources to ensure up-to-datedness
- A member of the Library Board
- Other duties as assigned.

(c) QUALIFICATION/METHOD OF ENTRY

A minimum of B.Sc. or BLS Library Science, with at least 22 years Post Qualification experience, a minimum of 7 years of which should have been spent performing functions related to Aviation Technical Library duties.

(d) ADDITIONAL REQUIREMENT

Membership of the Nigerian Library Association (NLA).

(e) ADVANCEMENT BEYOND THE GRADE

In accordance with NCAA condition of service and subject to availability of

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vacancy.

ANNUAL WORK PLAN

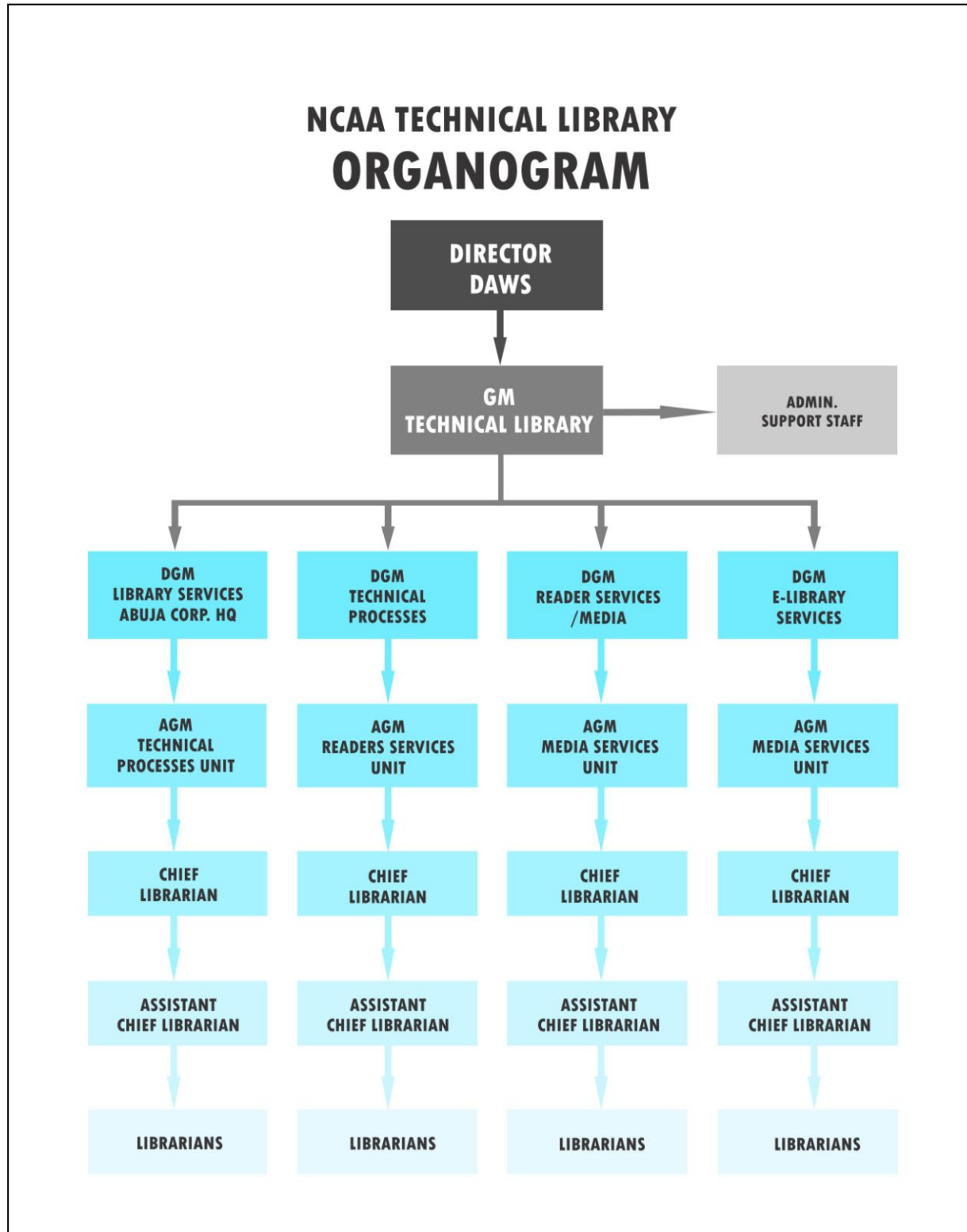
The NCAA Library System is the periscope through which both the local and International Aviation Communities see or perceive the Authority’s preparedness to grapple with its functions of regulating the Nigerian Civil Aviation Industry. The annual work plan will therefore encompass the following:

- Standardization of Library Services across the system
- Error proof publications distribution and control
- Development and enhancement of ICT Skills across the library system
- Ensuring up-to-datedness in the Library’s Information Resources Holdings
- Ensuring regular and continuous updating of technical working Documents across the Library system.
- Continuous weeding of obsolete Documents to guarantee continuous up- to-datedness
- Continuous self-Auditing to guarantee up-to-datedness
- Taking actions on Training to ensure continuous manpower development.
- Developing the Library into an Aviation Information Clearing House and Library of last Resort for the entire Industry.
- Continuous Fault/Deficiency monitoring of the Library’s equipment to guarantee a continuous and uninterrupted Library services.
- Continuous strengthening of the Regional Office Libraries to enhance coordination between the Regions and Headquarters.

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CHAPTER 6: APPENDICES



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NCAA TECHNICAL LIBRARY

Amendment Acknowledgment Slip

To: _____

From: _____

Date: _____

Subject: **Revision for Documents/Manuals in your Holding**

Please find the latest Revisions for the following Technical Documents/Manuals in your holding:

- 1.
- 2.
- 3.
- 4.
- 5.

Please acknowledge Receipt and confirm that action has been taken accordingly and return to the undersigned.

**C.M. OJAJUNI
Head, Library Services**

Please acknowledge Receipt/accomplishment of Revision/Amendment.

Revision accomplished Not accomplished

Name:.....

Designation:.....

Sign:..... Date:.....

Region/Dept.:.....

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NCAA TECHNICAL LIBRARY READER SERVICES UNIT

Name of borrower:.....
Dept:.....
Tel/Ext No......
Date Issue:.....
Date Due......

Dear Engr., Mr., Mrs., Miss.:
.....

OVERDUE NOTICE

Kindly return the following Library books/documents in your possession:

Title/Author of Documents

- (i).....
- (ii).....
- (iii).....
- (iv).....

.....

Head, Reader Services Unit

.....

Date

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NCAA TECHNICAL LIBRARY RECORD OF REQUEST FOR DOCUMENT

Date:.....

Requesting Officer:.....

Dept/Unit:.....

Tel/Ext. no:.....

Title/Author of Document (s)

(i).....

(ii).....

(iii).....

(iv).....

Supplied by.....

Date Returned:.....

Name and Signature of Receiver:

.....

Tel/Ext. No.....

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**THANK
YOU!**