

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

# TABLE OF CONTENTS

**INTRODUCTION** - Duncan Parsons, Dean of the Library .....page i

**WAYNE G. BASLER LIBRARY PURPOSE STATEMENT** .....page ii

**VISION AND MISSION STATEMENTS OF NORTHEAST STATE** .....page iii

## **I. PUBLIC SERVICES**

### **A. ORGANIZATION**

1. Introduction..... A-1

2. Hours of Operation ..... A-2

3. Site Locations and Addresses ..... A-3

4. Lost and Found ..... A-4

5. Copyright ..... A-5

6. Suggestions/Complaints/Compliments ..... A-15

7. Security – Opening and Closing ..... A-20

8. Photocopy Machines ..... A-23

9. Fax Equipment ..... A-24

10. Print Conservation System..... A-25

11. Theft/Vandalism ..... A-26

12. Library User Conduct and Study Atmosphere..... A-28

13. Emergencies ..... A-31

14. Evaluation of Library Services and Resources ..... A-33

15. Center for Teaching Excellence..... A-34

### **B. REGISTRATION**

1. Introduction.....B-1

2. Borrower Categories .....B-2

3. Student/ Faculty/ Staff Registration.....B-3

4. Community Borrowers.....B-4

5. Reciprocal Borrowing Agreements.....B-7

6. Universal Borrowing Card.....B-8

7. Use of Conference Rooms .....B-11

## **C. CIRCULATION**

1. Introduction.....	C-1
2. Materials Available for Loan.....	C-2
3. Circulation Periods, Renewals and Limitations.....	C-3
4. Fines.....	C-4
5. Circulation Program.....	C-5
6. Shelving Materials.....	C-7
7. Overdue Notices.....	C-8
8. Lost/ Damaged Materials and Refunds.....	C-10
9. Holds on Student Records.....	C-12
10. Confidentiality of Circulation Records.....	C-14
11. Charge/ Copying/ Printing/ Finance.....	C-18
12. Reserve Materials.....	C-20
13. Statistics.....	C-22
14. Wireless Laptops.....	C-23

## **D. REFERENCE**

1. Introduction.....	D-1
2. Reference Desk Generalities.....	D-2
3. Scheduling Reference Desk Duty.....	D-3
4. Reference Assistance – In Person.....	D-4
5. Reference Assistance – By Telephone.....	D-5
6. Reference Assistance – By Email.....	D-8
7. Interlibrary Loan Requests.....	D-10
8. Statistics.....	D-11
9. Bibliographies.....	D-13

## **E. LIBRARY INSTRUCTION (LI)**

1. Introduction.....	E-1
2. Faculty Involvement in LI.....	E-2
3. Point of Use Instruction.....	E-3
4. Point of Use Instruction Evaluation.....	E-4

## **F. INTERLIBRARY LOAN**

1. Introduction.....	F-1
2. Interlibrary Loan Request – OCLC.....	F-2
3. Interlibrary Loan Supply – OCLC - FirstSearch.....	F-5
4. Finances.....	F-7
5. Statistics.....	F-10

## **G. AUDIOVISUALS**

1. Introduction.....	G-1
2. Scheduling/Checkout.....	G-2
3. Video/DVD Loan Policy.....	G-4
4. Student Use of AV Equipment .....	G-6

## **H. PERIODICALS**

1. Introduction.....	H-1
2. Checking In New Materials .....	H-2
3. Materials Selection.....	H-3
4. Ordering – Direct .....	H-4
5. Ordering – Subscription Agency .....	H-5
6. Missing Issue/ Claims/ Replacements .....	H-6
7. Microfiche Ordering and Receiving .....	H-7
8. Stack Maintenance .....	H-8
9. User Assistance.....	H-9
10. Periodical Indexes.....	H-10
11. Microfiche Reader/Printers .....	H-11
12. Periodical Statistics.....	H-12
13. Interlibrary Loan Requests.....	H-13
14. Binding.....	H-14
15. Weeding.....	H-15
16. Periodicals List.....	H-16
17. Security Measures.....	H-17

## **I. COLLECTION DEVELOPMENT**

1. Introduction.....	I-1
2. Purpose.....	I-2
3. Selection Responsibility.....	I-3
4. Criteria for Selection of Materials .....	I-4
5. Special Circumstances .....	I-5
6. Special Formats.....	I-7
7. Gifts.....	I-9
8. Weeding .....	I-10
9. Reconsideration of Materials .....	I-11
10. Preservation/Repair of Materials .....	I-14

## APPENDIX

Library Bill of Rights.....	APP-1
Code of Ethics of the American Library Association.....	APP-2
Freedom to View.....	APP-4
Challenged Materials-An Interpretation of the Library Bill of Rights.....	APP-5
The Freedom to Read.....	APP-6
ALA/Libraries: An American Value .....	APP-8
Intellectual Freedom Principles for Academic Libraries .....	APP-9
Copyright Notice.....	APP-10

Library Circulation Manual  
Interlibrary Loan Procedures

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

## INTRODUCTION

\*\*\*\*\*

The Wayne G. Basler Library Policies & Procedures Manual has been written and revised by the Library's professional and support staffs to provide clarification, consistency and documentation of the many areas of library service offered at Northeast State. The policies reflect the mission, goals and objectives of Northeast State, the Library, the regulations of the Tennessee Board of Regents and the American Library Association. The procedures are guidelines to carry out these tasks.

The Wayne G. Basler Library, through its resources, facility and staff, is dedicated to providing open access to information and to offering the services and tools with which to locate and interpret that information. As patron needs and information technologies continue to evolve so, too, will the means with which the Library attempts to fulfill its role within the Northeast State community. This manual, therefore, will be revised on an as-needed basis in order to reflect the necessary changes.

Duncan A. Parsons  
Dean of the Library  
July, 2010

**WAYNE G. BASLER LIBRARY**  
**POLICIES & PROCEDURES MANUAL**  
**STATEMENT OF PURPOSE**  
**NORTHEAST STATE**

---

The purpose of the Library is to provide the learning resources and ancillary services in support of the mission of Northeast State.

This purpose is accomplished by providing:

1. A wide variety of print and nonprint materials which enhance the curriculum, the personal growth of the individual and which support the cultural and recreational needs of the college community.
2. Bibliographic instruction to assure expeditious and accurate use of information resources available within the Library and accessible to the Library through other means.
3. An environment which promotes learning and implements changing technology through its staff, facility, equipment and programs.

# NORTHEAST STATE COMMUNITY COLLEGE

## Vision

Northeast State shall be a premier learning-centered institution whose students and graduates are among the best-prepared individuals to meet current and emerging needs.

## Mission

Northeast State is an open-access, public, comprehensive community college that advances the lifelong educational development of the residents of the region and strengthens the economic and social/cultural aspects of the community. To facilitate teaching, learning, service, and student success, the College provides innovative, high-quality, and relevant associate, certificate, and career-focused educational programs and services. Programming and comprehensive support services are offered through varied delivery systems and at multiple sites throughout its primary service area of Carter, Johnson, Sullivan, Unicoi, and Washington Counties. Within all aspects of its operations, Northeast State serves the public's interest through the wise use of fiscal, human, and physical resources.

## Guiding Beliefs

Northeast State Community College embraces these guiding beliefs:

**Accessibility** - Residents should have the opportunity to reach their full potential through participation in higher education.

**Accountability** - Effectiveness and efficiency are achieved through the wise use of fiscal, human, and physical resources.

**Cooperation** - Forming partnerships and working with others facilitates the achievement of common goals.

**Diversity** - Creativity and achievement are fostered through respect for all individuals and their ideas.

**Excellence** - Quality is ensured by using information gathered through a continuous assessment, planning, and implementation process.

**Integrity** - Success occurs in an environment of honesty, openness, fairness, and trust where people are treated with dignity and respect.

**NORTHEAST STATE  
WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**NORTHEAST STATE  
WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section A: Organization**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

In its support of the philosophy and objectives of Northeast State, the public services staff of the Wayne G. Basler Library is dedicated to the provision of prompt, courteous, efficient service to students, faculty, staff, and the community. The Library maintains an atmosphere beneficial to study, research, and the pursuit of information, staffed with qualified professional librarians and library staff.

Whether on the main campus, at one of the Colleges off-campus sites, or from a remote computer in the community, Library users have access to a wide variety of resources be they physical, human, or virtual.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 2. Hours of Operation

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Wayne G. Basler Library is open as many hours as possible for the convenient utilization of its facility by students, faculty, staff and community members. The Library is dedicated to the concept that it must be adequately staffed to accommodate users during the hours of operation. Staffing considerations are of primary importance in determining the number of hours the Library is open for operation.

## PROCEDURE

Hours of operation are as follows:

Fall, Spring, and Summer Semesters (When classes are in session):

Monday-Thursday	7:30 A.M. to 8:30 P.M.
Friday	7:30 A.M. to 4:30 P.M.
Saturday	9:00 A.M. to 5:00 P.M.
Sunday	Not Open

---

Between Semesters and When Classes Are Not in Session:

Monday-Thursday	7:30 A.M. to 4:30 P.M.
Friday	7:30 A.M. to 4:30 P.M.
Saturday	9:00 A.M. to 5:00 P.M.
Sunday	Not Open

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 3. Site Locations and Addresses

EFFECTIVE DATE: July 2010

---

Northeast State @ Elizabethton  
386 Highway 91 North  
Elizabethton, TN 37643  
423.547.8450

Northeast State @ Gray  
104 Dillon Court  
Gray Industrial Park  
Gray, TN 37615  
423.323.0248

Northeast State @ Kingsport  
222 West Main Street  
Kingsport, TN 37760  
423.354.2525

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 4. Lost and Found

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library makes every effort to return items of value and importance to the library user should they be left in the Library. Items are held for the remainder of the semester, and then disposed of. With identifiable items the library user is contacted by telephone.

### PROCEDURE

1. Take the item to the Circulation Desk.
2. If the item can be traced to an individual call the library user and notify him/her of the item's location.
3. Hold the item until the user can pick it up – or for the remainder of the semester.
4. If the item cannot be traced to an individual – or after the end of the semester – the item is disposed of in an appropriate manner.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES

SECTION: I. A. PUBLIC SERVICES - ORGANIZATION

POLICY TITLE: 5. Copyright

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library abides by the United States Copyright Law of 1909, revised in 1976 (US Public Law 94-553, General Revision of the Copyright Law). Copying not specifically allowed by the Copyright Law, Fair Use Doctrine, or proprietor's permission is prohibited in the Northeast State libraries. We also adhere to the Digital Millennium Copyright Act of 1998, which includes (but is not limited to), copyright issues that relate to "online" content including Internet resources and materials utilized for distance education.

According to the US Copyright Office, copyright "is a form of protection provided by the laws of the United States (title 17, U.S. Code) to the authors of 'original works of authorship,' including literary, dramatic, musical, artistic, and certain other intellectual works." It applies to both published and unpublished works. Section 106 of the 1976 Copyright Act gives the copyright owner "the exclusive right" to copy or prepare derivatives from works; distribute copies to the public; perform audiovisual works in public; and/or display literary, musical, dramatic and choreographic works, pantomimes, and motion pictures and other audiovisual works.

Fair Use establishes restrictions on those rights. It allows usage of materials when certain conditions have been met. Copying for purposes such as criticism, comments, news reporting, teaching, scholarship, and research are sometimes not an infringement of copyright. Several factors are considered in determining fair use: whether the use is educational rather than commercial; the nature of the work—whether it contains plans or designs meant to be used; whether it is work meant for public viewing; the percentage used from the entire work and whether it will decrease the market value of the work.

**The Professional Library Staff at Northeast State has prepared a very brief summary of basic copyright guidelines for student, staff, community borrowers, and faculty use as of July 2008. These guidelines are for distribution to Library users upon request. Please be aware that profound changes have been taking place since**

**this manual was last updated – particularly as applied to distance education and to online course delivery (the TEACH Act as well as the Digital Millennium Copyright Act). For a more comprehensive, up-to-date definition of copyright and fair use, as provided by the Copyright Office, see the US Copyright Office Web Site at <http://www.copyright.gov/>.**

Please note: The ultimate responsibility for copyright compliance belongs to the individual(s) making the copy/copies. When in doubt assume there is a violation of copyright law and contact the owner of copyright to request permission. Keep a copy of the request for permission and the permission granted.

The Library will assist in obtaining the necessary request forms and publishers' addresses. It is the individual's responsibility to complete the forms and contact the publishers.

Improper use of copyrighted material (print, audiovisual, software, etc...) may render educators liable to federal prosecution. Ignorance of the law is not defensible. Violations of the copyright law in teaching practices may subject the instructor and the institution to liability for actual and/or statutory damages. TBR and institutional policies require adherence to copyright law.

## PROCEDURE

The Wayne G. Basler Library makes every effort to abide by copyright law and ensure that the faculty, staff, students, and community borrowers of Northeast State are aware of copyright policies affecting library materials. The following statements detail steps the Wayne G. Basler Library has taken to make the campus aware of copyright procedure.

## **COPYRIGHT NOTICES ON EQUIPMENT**

To inform users of copyright law, the Wayne G. Basler Library places copyright notices on all equipment capable of reproducing copyrighted materials, including:

- Photocopy machines
- Microfilm printers
- Telefacsimile machines

The copyright notice states:

The copyright laws of the United States (Title 17, US Code) govern the making of photocopies or other reproductions of copyrighted material. The person using this equipment is liable for any infringement.

## **LIBRARY VIDEO AND AUDIO TAPES**

1. Read and abide by restrictions stated on packaging.
2. Observe whether tape is limited to “Home Use Only” or “Public Performances Allowed”. If the restriction is not evident, request clarification from the company in writing.
3. Place label in an appropriate location on the material.

## **INTERLIBRARY LOAN**

Read and abide by the guidelines for making photocopies as they are outlined in the TBR Policies and Guidelines. Stamp each outgoing photocopy with copyright statement.

## **FAIR USE GUIDELINES**

### Guidelines for Photocopying

Guidelines for Classroom Copying in Not-For-Profit Educational Institutions with Respect to Books and Periodicals

- I. **Single Copying for Teachers**  
A single copy may be made of any of the following by or for a teacher at his or her individual request for his or her scholarly research or use in teaching or preparing to teach a class:
  - A. A chapter from a book;
  - B. An article from a periodical or newspaper;
  - C. A short story, short essay or short poem, whether or not from a collective work - such as an anthology;
  - D. A chart, graph, diagram, drawing, cartoon or picture from a book, periodical, or newspaper (syndicated cartoons may not be copied).
- II. **Multiple Copies for Classroom Use**  
Multiple copies (not to exceed in any event more than one copy per pupil in a course) may be made by or for the teacher giving the course for classroom use or discussion; provided that:
  - A. The copying meets the test of brevity and spontaneity as defined below; and,
  - B. Meets the cumulative effect test as defined below; and,
  - C. Each copy includes a notice of copyright.

## Definitions

### Brevity

- (i) Poetry: (a) A complete poem if less than 250 words and if printed on not more than two pages or, (b) from a longer poem, an excerpt of not more than 250 words.
- (ii) Prose: (a) Either a complete article, story or essay of less than 2,500 words, or (b) an excerpt from any prose work of not more than 1,000 words or 10 percent of the work, whichever is less.

(Each of the numerical limits stated in (i) and (ii) above may be expanded to permit the completion of an unfinished line of a poem or of an unfinished prose paragraph.)

- (iii) Illustration: a chart, graph, diagram, drawing, cartoon or picture per book or per periodical issue.
- (iv) “Special” works: Certain works in poetry, prose or in “poetic prose” which often combine language with illustrations and which are intended sometimes for children and at other times for a more general audience fall short of 2,500 words in their entirety. Para. (ii) above notwithstanding, such “special works” may not be reproduced in their entirety; however, an excerpt comprising not more than two of the published pages of the special work and containing not more than 10 percent of the words found in the text thereof, may be reproduced.

### Spontaneity

- (i) The copying is at the instance and inspiration of the individual teacher, and
- (ii) The inspiration and decision to use the work and the moment of its use for maximum teaching effectiveness are so close in time that it would be unreasonable to expect a timely reply to a request for permission. That is to say, using something over a period of years is not within the spirit of the guidelines.

Adapted from Copyright and Fair Use in the Classroom, on the Internet, and the World Wide Web with permission from Information and Library Services, University of Maryland University College, Adelphi, MD, found at <http://www.umac.edu/library/copy.shtml> accessed on June 4, 2010.

## Cumulative Effect

- (i) The copying of the material is for only one course in the school in which the copies are made.
- (ii) Multiple copies of different works which could substitute for the purchase of books, periodicals, or publisher's reprints is in violation of copyright law.
- (iii) There shall not be more than nine instances of such multiple copying for one course during one class term.
- (iv) Copying the same works from semester to semester is not within the spirit of the fair use guidelines.

### Reserve in the Library:

Due to copyright restrictions the Library will only accept one photocopy from any one source (book, periodical, etc.) for Reserve. The photocopy may be on Reserve for one semester only and may not be kept on Reserve on a term-to-term basis. All photocopies must include a notice of copyright. The effect of photocopying should not be detrimental to the market for the work. It is a violation of copyright to place a photocopy on Reserve in order for students in the class to make their own photocopies. Also please note that it is a copyright violation for students to make photocopies from workbooks and answer books placed on Reserve, which fall under the consumable works restrictions. The librarians have provided such works with a copyright notice on the cover.

### Requesting Permission to Duplicate Materials

If the applicable conditions of Fair Use are not met, and the instructor would still like to use copyrighted materials for educational use, the instructor must specifically request permission from the publisher prior to using material in class. The Association of American Publishers has drawn up a procedure for requesting permission to duplicate materials. The information required is listed below. The request should be sent with a self-addressed stamped envelope to the Permissions Department of the publisher. In the letter be sure to include the following information:

1. Title, author and/or editor, ISBN, and edition of materials to be duplicated;
2. Exact materials to be used, giving amount, page numbers, chapters and, if possible, a photocopy of the materials;
3. Number of copies to be made;
4. Use to be made of the duplicated materials;
5. Form of distribution (classroom, newsletter, Internet site, etc.);
6. Whether or not the material is to be sold;
7. Type of reprint (photocopy, computer printout, offset, typeset, etc.).

Further permission request guidelines and sample of a standard permission request form may be viewed on The Association of American Publishers website.

[http://www.publishers.org/main/copyright/copypermission\\_01.htm](http://www.publishers.org/main/copyright/copypermission_01.htm)

### Photocopiers

Students, staff, and faculty who use photocopying machines anywhere in the college are responsible for any violations they may commit. Photocopying machines have been posted with the following notice:

The copyright laws of the United States (Title 17, US Code) govern the making of photocopies or other reproductions of copyrighted material. "The person using this equipment is liable for any infringement."

### Guidelines for Multi-Media Materials

Multimedia and copyright issues can be rather difficult to interpret and apply. If you intend to copy any AV item the best advice is: always seek permission from the copyright holder.

The following are very general guidelines for types of materials and permissible amounts:

- Motion media:
  - Up to 10 percent of the total or three minutes, whichever is less.
- Text material:
  - Up to 10 percent of the total or 1,000 words, whichever is less.
  - An entire poem of less than 250 words may be used, but no more than three poems by one poet or five poems by different authors in an anthology. For poems exceeding 250 words, 250 words should be used but no more than three excerpts from one poet or five excerpts from different poets in the same work.
- Music, lyrics, and music video:
  - Up to 10 percent of the work but no more than 30 seconds of the music or lyrics from an individual musical work.
- Illustrations or photographs:
  - No more than five images from one artist or photographer.
  - No more than 10 percent or 15 images, whichever is less, from a collection.
- Numerical data sets:
  - Up to 10 percent or 2,500 fields or cell entries, whichever is less, from a copyrighted database or data table.
- Copying of a multimedia project:
  - No more than two copies may be made of a project.

--Per UMUC's Copyright and Fair Use

(<http://www.umuc.edu/library/copy.shtml>, Accessed on June 4, 2010.)

For information regarding off-air recordings, public performance exemptions, copying AV materials, etc... please contact the Media Services Department in the Library or access some of the web addresses listed at the end of this section.

**IF IN DOUBT SEEK PERMISSION.**

### Guidelines for Coursepacks

The practice of creating “Coursepacks” of selected readings for students to use in their coursework is surrounded by controversy. It is probably an issue that falls more properly under the category of making multiple copies. In any event, under the law, coursepacks may be:

- Limited for brevity.
- Limited to one semester or term.
- Limited to non-profit educational settings.
- Subject to acquisition of permissions or licensing.

As mentioned previously, **IF IN DOUBT SEEK PERMISSION.**

### Guidelines for Educational Multimedia and Distance Education

1. Educational multimedia involves the integration of text, graphics, audio and/or video into a computer-based environment (online courses). Issues of copyright infringement are growing along with the growth of online courses on the World Wide Web.
2. Distance education and copyright were thoroughly revised with the passage of the TEACH Act (“Technology, Education and Copyright Harmonization Act”) in the Fall of 2002. This new law offers many improvements over the previous version but also carries with it some institutional requirements. For more information about the TEACH Act go to (<http://www.ala.org>) and query “TEACH Act”.
3. For questions regarding educational multimedia and distance education please access the web addresses listed at the end of this section or contact the Director of Academic/Instructional Technology at Northeast State.

### Guidelines for Internet Use

The Internet contains a vast array of materials, some copyrighted and some in the public domain. Most copyright experts agree that the Fair Use Doctrine applies to students and educators gathering research off the Internet. However, very few clear, concise copyright guidelines exist for Internet materials so users should always exercise caution when printing and downloading materials from the Internet. Pay close attention to copyright notices on web pages, and assume that items without notices are copyrighted. When creating web pages obtain permission before reproducing part of other web pages onto your own. Always properly credit Internet sources. Individual Internet users may be held responsible for copyright infringement.

Providers of Internet service may also be held liable for copyright infringement. However, the Digital Millennium Copyright Act, enacted by congress in 1998, offers some protection from copyright infringement to Internet Service Providers (ISP) who comply with the provisions of the Act. Colleges and universities are considered to be ISPs and are subject to the Act. As such, Northeast State complies with the provisions of the Act. Any copyright violations detected on the Northeast State website should immediately be reported to the Northeast State copyright agent along with proper documentation.

(Email: [copyagent@NortheastState.edu](mailto:copyagent@NortheastState.edu))

## **COPYRIGHT RESOURCES AT NORTHEAST STATE**

For books, electronic books, and videocassettes regarding copyright law please access the Library's catalog and/or consult with a member of the Library's staff. The Library has numerous resources to which the staff member can direct you.

Some World Wide Web addresses which may be useful are:

American Association of Publishers

[www.publishers.org](http://www.publishers.org)

American Library Association

[www.ala.org](http://www.ala.org)

Association of Research Libraries (ARL) Copyright & Intellectual Property Policies

[www.arl.org/pp/ppcopyright](http://www.arl.org/pp/ppcopyright)

Copyright Clearance Center's

Campus Guide to Copyright Compliance for Academic Institutions

[www.copyrightoncampus.com](http://www.copyrightoncampus.com)

United States Copyright Office

[www.copyright.gov](http://www.copyright.gov)

UMUC (University of Maryland University College) Copyright and Fair Use...

[www.umuc.edu/library/copy.shtml](http://www.umuc.edu/library/copy.shtml)

"The TEACH Toolkit"

<http://provost.ncsu.edu/copyright/toolkit>

George Mason University's "Copyright and the Internet"

<http://mason.gmu.edu/~montecin/copyright-internet.htm>

Kent University's "Copyright on the Internet"  
<http://literacy.kent.edu/Oasis/Workshops/copytoc.html>

U.S. Copyright Office's "Copyright Internet Resources"  
<http://www.copyright.gov/resces.html>

Rutgers University Libraries' "Copyright Information"  
[http://www.libraries.rutgers.edu/rul/rr\\_gateway/research\\_guides/copyright/copyright.shtml](http://www.libraries.rutgers.edu/rul/rr_gateway/research_guides/copyright/copyright.shtml)

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 6. Suggestions/Complaints/Compliments

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library attempts to provide pleasant, efficient and useful service to students, faculty, staff and community members so that library users view the Library in a positive way and want to make frequent use of it.

The Library encourages users' opinions regarding all aspects of its operation and provides a means for that expression. All comments are welcomed and reviewed by the Dean of the Library and any other appropriate college administrators.

### PROCEDURE

#### SUGGESTIONS/COMMENTS

1. Forms are kept in a display rack near the Circulation Desk.
2. There is an online web version of this form found on the Library's web site.
3. Inform the library users that they do not have to sign the forms, but that it is more effective if they do.
4. A librarian collects the forms, reads them, takes action on any that need it, and then initials, dates and sends them to the Dean.

#### COMPLAINTS

1. Invite the library user away from the public area.
2. Listen carefully and politely to what the complaint is and discuss it with the library user so that it is fully understood. Remain calm, considerate and polite at all times.

3. Try to resolve the complaint verbally, if possible, to the satisfaction of the library user.
4. If the library user remains unsatisfied, contact the Dean.
5. The Dean may show the particular policy involved in the Policies/Procedures Manual to the library user. This is done in a pleasant and informative manner.
6. Offer the person registering the complaint a copy of the Policy or Procedure involved.
7. If the matter is still unresolved give the library user a Wayne G. Basler Library Service Request Form to complete and turn in. It is to be completed as follows:
  - a. Library Department
  - b. Library Site
  - c. Date that complaint is received
  - d. Time of day received
  - e. Full name of person registering the complaint
  - f. Banner ID number if available
  - g. Home phone and work phone of complainant
  - h. Mailing address of complainant
  - i. Place where the incident occurred or about which he/she is complaining
  - j. An explanation of the complaint
  - k. Employee receiving the complaint
  - l. Manner in which complaint is received:
    - 1) In person
    - 2) Letter
    - 3) Telephone
    - 4) Other
  - m. Comments or explanation of staff member receiving the complaint
  - n. Signature of person providing the information
  - o. Date of signature
  - p. Was complainant contacted (check yes or no)
  - q. Date of contact
  - r. Check if contact was by phone, letter or in person
  - s. Person who contacted complainant
  - t. If not contacted, why not?
8. Take the form from the library user as it is filled out at this time and tell him/her that the Dean will contact him/her.
9. Send the form to the Dean immediately.

10. If the library user does not complete the form at this time tell him/her to mail the form to the Dean of the Library (Northeast State Technical Community College, PO Box 246, Blountville, TN 37617).

11. If an employee is involved in any way, the Dean is notified.

#### COMPLIMENTS

1. Suggest that the library user fill out a Library Suggestions/Comments form.
2. Suggest that the library user write a letter to the Dean of the Library, Vice President for Academic Affairs, or the College President expressing his/her positive feelings about the library and/or incident.
3. Suggest that the library user write a letter to the school or to a local newspaper expressing his/her pleasure with the Library.
4. Suggest that the library user write a brief comment to be sent to the staff member's personnel file if a staff member is involved.

#### SURVEYS

In the interests of obtaining feedback from library users in order to determine how well the library is – or is not – providing the level of service needed by its users, the Library will conduct two user surveys annually. These surveys are to be conducted in the Spring and Fall of each academic year. The results will be reviewed by the Dean of the Library, discussed with library staff, the Library Subcommittee, and the Academic Affairs Committee and then be reported to the Vice President for Academic Affairs and the President.

# SUGGESTIONS/COMMENTS

**Please give us your comments.**

**Let us know how we are doing and/or how we can  
make things better for you.**

**LIBRARY SERVICE REQUEST**

Library Department \_\_\_\_\_ Library Site \_\_\_\_\_

Date and time of complaint \_\_\_\_\_

Name \_\_\_\_\_ Banner ID # \_\_\_\_\_

Address \_\_\_\_\_

Phone (home) \_\_\_\_\_ (work) \_\_\_\_\_

Address \_\_\_\_\_

Place where the incident occurred: \_\_\_\_\_

Brief explanation of the complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complaint received by (staff member): \_\_\_\_\_

Manner in which complaint was received (in person, letter, e-mail, etc.) \_\_\_\_\_

Comments or explanation of staff member receiving complaint:

\_\_\_\_\_  
\_\_\_\_\_

Signature of person providing the information: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*\*\*\*

Was complainant contacted? \_\_\_\_\_ yes \_\_\_\_\_ no Date: \_\_\_\_\_

If not contacted, why not? \_\_\_\_\_

Contact was by: \_\_\_\_\_ phone \_\_\_\_\_ letter \_\_\_\_\_ in person

Person who contacted complainant \_\_\_\_\_

Outcome of contact \_\_\_\_\_

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 7. Security – Opening & Closing

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Wayne G. Basler Library is monitored by surveillance cameras and the Library's security system to deter loss and damage due to theft, burglary, and vandalism. Staff safety is also a primary consideration.

## PROCEDURE

### **OPENING**

Report to the Library approximately 10-15 minutes before it is scheduled to open.

#### **Reference Person:**

- Turn on the lights on the third floor.
- Open the doors to the database lab.
- Make sure that the Reference Desk computers are ready.
- Make sure that the student photocopier and Database Lab printers have paper.
- Open Faculty Reading Room.

#### **Circulation Person:**

- Turn on the lights in the Circulation areas (desk and book collection).
- Make sure that the Circulation Desk computers are ready.
- Make sure that the student photocopier and printers have paper.
- Open the following doors on the second floor:
  - Circulation doors
  - AV room (there are two doors to open)
  - Copier room
  - Supply closet
  - Mail room

- Get the gate count from the first floor.
- Open the doors on the first floor (the double doors leading out to the parking lot)
- Open the Study Lounge.
- Open the Learning Center.
- Get the gate count from the second floor.
- Open the main doors on the second floor.

## **CLOSING**

Everyone is responsible for turning off the lights and locking the door of their own office.

You *do not* have to turn off the computers and copiers.

Police and Safety will arrive approximately 15 minutes prior to closing and will lock the outside doors on the first floor. They will assist in clearing the building. In the event that Police and Safety does not arrive on time the Reference Librarian, with the assistance of the Circulation staff, will perform a walk-through on the third, second, and first floors to ensure that the building has been cleared.

Please remember that Library patrons have the right to remain in the building up to the time of closing.

### **Reference Person:**

- Lock the doors to the database lab.
- Walk through with/without Police and Safety to clear the third floor.
- Walk through with/without Police and Safety to clear the second floor.
- Walk through with/without Police and Safety to clear the first floor.
- Close the doors near the ITV classroom and the doors at the gates.

### **Circulation Person:**

- Announce over the PA system that the Library will be closing. Wording of the announcement is kept near the PA system. Announcements are made 30, 15, and 5 minutes prior to closing.
- Lock the main doors on the second floor.
- Logout Circulation computers.
- Turn off lights in Circulation area.
- Close breakroom.
- Turn off lights in Technical Processing area.



**1<sup>ST</sup> ANNOUNCEMENT**  
**(1/2 HOUR PRIOR TO CLOSING)**

May I have your attention please? The Library and Learning Center will be closing in 30 minutes.

**2<sup>ND</sup> ANNOUNCEMENT**  
**(15 MINUTES PRIOR TO CLOSING)**

May I have your attention please? The Library and Learning Center will be closing in 15 minutes. If you have items you need to check out or return, please bring them to the Circulation Desk at this time.

**3<sup>RD</sup> ANNOUNCEMENT**  
**(5 MINUTES PRIOR TO CLOSING)**

May I have your attention please? The Library and Learning Center will be closing in 5 minutes. Please gather your belongings and prepare to exit the building.

**FINAL ANNOUNCEMENT**

May I have your attention please? The Library and Learning Center are now closed. Thank you.

\*\*\*\*\*

**EVACUATION ANNOUNCEMENT**

May I have your attention please? The library is being evacuated. Please gather your belongings, and exit the building immediately. Proceed to the nearest parking lot and wait for further instructions.

--Repeat this three times, then take the walkie-talkie from the mail room and leave the building once all patrons are out.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES—ORGANIZATION

POLICY TITLE: 8. Photocopy Machines

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

Photocopying and microfilm copying machines are provided by the Wayne G. Basler Library for use by library clientele to copy library materials or their private documents. The Wayne G. Basler Library accepts and adheres to the Federal Copyright Laws as outlined in Section I. A., Policy 5 of this manual.

Staff are to check all equipment malfunctions. The leasing company is notified when equipment needs servicing or repair.

## PROCEDURE

1. Photocopiers need to be turned on in the morning as well as after periods of inactivity due to the automatic shut-off feature. Microform copiers are turned on when needed.
2. Check the paper trays and fill if necessary.
3. Help library users operate the machine(s) when asked or when someone is having difficulty with the machine.
4. Demonstrate the operation so that the library user may continue independently.
5. Assist when there are paper jams or other malfunctions. Never use scissors, knives, or other objects to clear a jam.
6. Notify the leasing company if the copier continues to jam or other malfunctions occur.
7. Supplies for the copiers, such as paper and toner, are ordered from Central Receiving on campus. Orders are conveyed to – and placed by – the Library's secretary.
8. Check and fill the paper trays periodically during the day or as needed.
9. Procedures for collecting copier money and making copier reports are outlined in Section I. C., Policy 11 of this manual.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 9. Fax Equipment

EFFECTIVE DATE: July 2008

---

### STATEMENT OF POLICY

The Wayne G. Basler Library maintains FAX equipment to facilitate the transfer of information in a timely, cost-efficient manner. In addition to use by the Library, the FAX machine is available to Northeast State faculty and staff for college-related business.

FAX is used to receive and send information from other cooperating libraries, educational institutions and entities conducting business with the college. The primary focus of FAX is to enhance reference and information services to Northeast State students, faculty and staff through sharing of resources held by all Northeast State sites. Therefore, a student, community or staff member seeking to use the library's FAX equipment to send personal documents is referred to a commercial establishment where this service is provided. College-related FAXes are permitted.

Normally, user requests for information available through FAX from libraries other than Northeast State are processed as outlined in the Policy on Interlibrary Loan in Section I. F.

### PROCEDURE

The fax machine is available in the Library Secretary's office.

## WAYNE G. BASLER LIBRARY POLICIES AND PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 10. Print Conservation System

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Northeast State's print conservation system is deployed institution-wide in classrooms and labs, including the Wayne G. Basler Library. The printing cost is \$.10 per page for black and white and \$.25 per page for color. Unused allowance balances are removed at the end of each semester.

Students may add value to their accounts via the campus cashier. A minimum deposit of \$2 is required. Refunds will not be given for unused deposits. However, unused deposits will be carried forward for up to two semesters. Deposited amounts that remain after two semesters will be used to replenish printing supplies.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 11. Theft/Vandalism

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Library maintains the following policy regarding theft/vandalism that is documented in the Northeast State Student Handbook:

“Generally, through appropriate due process procedures, institutional disciplinary measures shall be imposed for conduct which adversely affects the college’s pursuit of its educational objectives, which violates or shows a disregard for the rights of other members of the academic community, or which endangers property or persons on college or college-controlled property...

Misuse of, or damage to, property: Any act of misuse, vandalism, malicious or unwarranted damage or destruction, defacing, disfiguring, or unauthorized use of property belonging to the college including, but not limited to, fire equipment, elevators, telephones, institutional keys, library materials and/or safety devices; and any such act against a member of the college community or a guest of the college. Acts of vandalizing and/or littering the campus grounds or buildings are strictly prohibited...

Theft, misappropriation, or unauthorized sale: Any act of theft, misappropriation, unauthorized possession, or sale of college property or any such act against a member of the college community or a guest of the college...

Disciplinary action may be taken against a student for violations of foregoing regulations which occur on college-owned, leased, or otherwise controlled property, or which occur off-campus when the conduct impairs, interferes with, or obstructs any college activity or the missions, processes, and functions of the college. In addition, disciplinary action may be taken on the basis of any conduct, on- or off-campus, which poses a substantial threat to persons or property within the college community.”

## PROCEDURE

### SECURITY SYSTEM ALARM

The Library has a security system that sounds an alarm when sensitized materials are taken out of the building. These systems serve as reminders for library users who may have forgotten to check out their materials. The alarm will sometimes go off due to an error on the library staff's part or for sensitized textbooks or library materials from another institution.

1. When the alarm sounds, always act on the assumption that the library user simply has forgotten to check out the materials. Remain calm, pleasant and polite at all times.
2. Ask the library user to return to the Circulation Desk. Excuse yourself from whatever you are doing and make sure that he/she returns, even if this requires following him/her out the door to call the library user back.
3. Ask if he/she has forgotten to check out materials and offer to complete this transaction if necessary.
4. If the answer is no and if he/she has materials from another institution, offer to desensitize them.
5. Depending upon the circumstances it may be prudent to ask to inspect the library user's belongings such as notebooks, briefcases, purses, etc...to see if any library materials are there. If materials are discovered point out to the library user that he/she has forgotten to check them out and offer to complete this transaction.
6. If he/she becomes belligerent or is a repeat offender, contact the Dean. In other cases use professional judgment as to whether or not the Dean should be contacted about the incident.

### VANDALISM

1. If someone is in the act of committing vandalism, summon the Dean who will then refer the matter to the proper authorities.
2. If the Dean is not available politely, but firmly, inform the offender of the seriousness of his/her actions, attempt to take his/her name, Banner ID number and address (ask for an ID), and inform him/her that this information will be turned over to the Dean and/or the Office of Police and Safety for further action.
3. If unable to gain the above information call the Office of Police and Safety.
4. If an act of vandalism is discovered and there is possible identification as to who the offender is, give the information to the Dean to pursue further.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 12. Library User Conduct & Study Atmosphere

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

As an integral part of a dynamic educational institution, the Wayne G. Basler Library endeavors to maintain an atmosphere that is conducive to learning, research and relaxation. For this reason library users are expected to conform to certain standards of conduct to maintain the use and enjoyment of the Library by others.

The following conduct is not permitted within the Library:

1. Smoking or use of tobacco products
2. Loud talking or laughing
3. Running
4. Blocking or interfering with the free movement of other individuals
5. Bringing animals of any kind into the library, other than guide dogs
6. Use of restrooms for anything other than their intended purpose
7. Use of library telephones by anyone other than library personnel, unless approved
8. Soliciting or selling of any kind, unless for a pre-approved college activity
9. Distribution of leaflets or flyers without prior approval by the Dean of the Library
10. Theft, mutilation or defacement of library property, including books, periodicals, encyclopedias, or anything else contained in the library's collection
11. Removal of any library property, including any items from the library collection, without the authorization of library staff or through the library's lending procedures
12. Overt sexual behavior
13. Behavior that appears to be due to the influence of drugs, alcohol, or other chemicals
14. Possession, display or use of weapons of any kind
15. Offensive or obscene language or actions
16. Entering a non-public area without permission of the library staff
17. Any other behavior that interferes with the right of others to enjoy and use the Library

## PROCEDURE

### PROBLEMS WITH ADULTS

1. Seek confirmation of the problem from another staff member.
2. Identify yourself to the library user as a staff member.
3. Do not physically touch the library user.
4. Politely ask the library user to cease the inappropriate behavior or move to a more appropriate area.
5. If the library user does not cooperate with the request firmly ask him/her to leave the building. Be sure to give him/her room enough to do so.
6. If the library user becomes belligerent and refuses to leave, notify the Dean of the Library (or designated librarian on duty) who may decide to call the Office of Police and Safety, the Vice-President of Academic Affairs, etc....
7. Make sure that the incident has been properly documented with the Dean of the Library, if necessary.

### MINORS ON CAMPUS

Northeast State Faculty/Staff Policies and Procedures Manual 05:20:00  
(TBR POLICY 3:02:02:00)

For the purposes of this policy, minor children are defined as a person who has not completed the junior year in high school.

NeSCC maintains the following policy regarding children on campus, which would include the Library:

Northeast State Community College is an institution of higher education and as such must preserve conditions which will permit a proper learning and working environment at all times. Students, faculty and staff are not approved to leave minor children unsupervised on campus. It is not the intent of this policy to prevent children in the accompaniment of an adult from visiting the campus. However, consideration for the learning environment of the students, the work routine of staff, and the safety of children requires that children may not accompany adults into classrooms, offices, or other work spaces as a baby-sitting function nor be left unsupervised in the halls or grounds of the college.

In certain circumstances, children may be on campus for classes held for their benefit (field trips, etc.). At such times it is expected that the instructor or responsible adult will supervise the activities of the children and before and after the class an area will be designated for the children to await their parents' arrival. It is the responsibility of the supervisor/instructor of these activities to explain these restrictions to the children and to monitor the enforcement where feasible.

In all circumstances related to children on campus, it is the expectation of the institution that good judgment be exercised in preventing disruption of the office routine or learning environment while at the same time exhibiting concern over the safety of children who are visitors to our campus. Where conditions exist which do not appear to be covered by this policy, inquiry should be made to the appropriate officials of the college.

## PROCEDURES

If a child is present and behaving inappropriately:

1. Remind the child to lower his/her voice and exercise appropriate behavior if he/she is noisy or unruly.
2. If the child continues with unacceptable behavior, ask the child's name and then locate his/her parent.
3. Accompany the child to the parent and tell the parent that the child is disturbing the other library users and that he/she must be supervised. Do not physically touch the child. Cite the college's policy if necessary.
4. If the child continues with disruptive behavior and the parent refuses to control him/her, see steps 5, 6, and 7 above under PROBLEMS WITH ADULTS.
5. If the child is unsupervised, ask the child his/her name, age, and phone number and contact the parent(s).
6. Inform the parent of the college's policy and ask the parent to come and get the child.
7. If the parent does not cooperate or cannot be contacted, contact the Dean of the Library for further measures.
8. Make sure that the incident has been properly documented with the Dean of the Library, if necessary.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 13. Emergencies

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

In the case of fire, explosion, bomb threat, tornado or other major emergency, the Wayne G. Basler Library follows the procedures as outlined in the College's Emergency Preparedness Plan and the Building Coordinator and Assistant Building Coordinator Manual. Library staff are expected to become familiar with emergency plans and to follow the directions issued by the Dean of the Library.

If an accident or medical emergency should occur within the Library, the Dean should be notified immediately. Immediate notification should be made to the Director of Police and Safety. If critical medical assistance is needed, call 911.

## PROCEDURE

### ACCIDENT OR MEDICAL EMERGENCY

Immediately notify the Office of Police and Safety and allow them to determine the best course of action. For other instances when timing is critical see below.

1. Call 911 and give explicit instructions about where emergency personnel need to come and as many details about the victim's circumstances as possible.
2. Make sure the victim is as comfortable as possible without performing any medical assistance.
3. Notify the Dean of the Library and the Director of Police and Safety.
4. Direct emergency personnel to the victim.

5. If required, assist in obtaining the information necessary for filing a Personal Injury/Accident Report which is kept on file in the Office of Police and Safety. Information includes:
  - a. Campus address and specific site of the incident.
  - b. Date and time of the incident.
  - c. The involved and whether a student, visitor or employee.
  - d. Victim's social security number (if available).
  - e. Persons called to the scene (i.e. police, EMS, etc....).
  - f. Name, age, address, phone number of all persons involved in incident.
  - g. Whether first aid was administered and by whom.
  - h. Name, address and phone number of any witnesses.
  - i. Description of the incident.
  - j. If applicable, cause of the accident and corrective action taken to prevent recurrence (completed by Dean of the Library).
  - k. Date of the report.
  - l. Signature and phone number of person completing.
  - m. The white, canary and pink copies of the report are sent to Police and Safety. The Library retains the goldenrod copy.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 14. Evaluation of Library Services and Resources

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

In an effort to ensure that Library patrons' needs are being met with regard to provision of services and resources, the Wayne G. Basler Library conducts semi-annual surveys – a New User Survey in the Fall and a User Satisfaction Survey in the Spring. Library patrons - whether students, faculty, staff, or community users - are requested to rate their satisfaction with Library materials and staff and to make suggestions which they feel would improve the Library. These surveys serve as an indication of the direction which the Library needs to consider while planning for future provision of services and materials.

### PROCEDURE

In the months of October and April surveys are made available electronically to all students, faculty, staff and community users in the Library and at off-campus sites. Results are tabulated and are then reviewed by the Dean of the Library, the Library staff, the Library Subcommittee, the Academic Affairs Committee, the Vice President for Academic Affairs, the Executive Council and the President before any suggested action is considered or taken.

## WAYNE G. BASLER LIBRARY POLICIES AND PROCEDURES MANUAL

SECTION: I. A. PUBLIC SERVICES – ORGANIZATION

POLICY TITLE: 15. Center for Teaching Excellence

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

In support of Northeast State's SACS Quality Enhancement Plan (QEP) topic, *Increasing Student Learning Through the Implementation of Student-centered Instructional Best Practices*, the College established an innovative teaching center, The Center for Teaching Excellence (CTE). The Center is located in the Wayne G. Basler Library and is a part of the Library's organizational structure. It is staffed by a director and two faculty assistants who oversee the implementation of student-centered instructional theme initiatives yearly.

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section B: Registration**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: 1. B. PUBLIC SERVICES -- REGISTRATION

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Wayne G. Basler Library is open to students, faculty, staff and community members without regard to race, creed, color, national origin, religious affiliation, sex or economic status.

Borrowing privileges are reserved for currently enrolled students, Northeast State faculty and staff, community borrowers with proper identification, and students at institutions with which the Wayne G. Basler Library has a reciprocal borrowing agreement. Alumni of Northeast State can be registered as community borrowers.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. B. PUBLIC SERVICES - REGISTRATION

POLICY TITLE: 2. Borrower Categories

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

Wayne G. Basler Library borrowing privileges are extended to the following categories subject to the stated limitations:

### **STUDENT**

Any student who is currently enrolled in at least one class taught under the auspices of Northeast State as outlined in TBR Policy.

### **FACULTY**

All full-time faculty of Northeast State.

### **ADJUNCT FACULTY**

All adjunct faculty of Northeast State.

### **EMPLOYEE**

All full-time employees of Northeast State.

### **TEMPORARY EMPLOYEE**

All temporary employees of Northeast State.

### **COMMUNITY BORROWERS**

Community members who live in the State of Tennessee and/or have a current library card with another institution with whom Northeast State has a written agreement of reciprocal privileges.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. B. PUBLIC SERVICES - REGISTRATION

POLICY TITLE: 3. Student/ Faculty/ Staff Registration

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Northeast State does not issue library cards for students, faculty, or staff. Northeast State ID cards serve as library cards.

### PROCEDURE FOR REGISTERING STUDENTS, FACULTY & STAFF

Ask patron for a valid form of identification. Students may use a validated Northeast State picture ID card and faculty/staff may use a Northeast State picture ID card or Tennessee State employee card. If a patron does not have a Northeast State ID card, search for his/her record by Banner ID number in the computer database and fill in required information as needed.

--See Circulation Manual for detailed instructions under "Adding a New Patron".

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. B. PUBLIC SERVICES - REGISTRATION

POLICY TITLE: 4. Community Borrowers

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

Northeast State does not issue community borrower library cards. Upon completion of a community borrower registration form, the patron will be registered for one calendar year from the date of registration. A community borrower has a limit of five items (only three of which may be videos) which may be checked out at any one time. These items may be renewed only once unless a hold request has been placed by another patron in which case they must be returned promptly.

## PROCEDURE

### COMPLETING A BORROWER'S REGISTRATION FORM

The community borrower who requests library privileges at Northeast State must complete a registration form found in the "Active Community Borrowers" notebook at the circulation desk. A valid driver's license and proof of Tennessee residence must be presented. The patron's information is entered into the computer after the borrower has signed that he/she understands the borrowing regulations. The completed form is filed in the "Active Community Borrowers" notebook alphabetically by last name.

See Circulation Manual for details on entering initial registration data and making changes under "Adding Patrons."

**NOTE:** The Wayne G. Basler Library reserves the right to revoke borrowing privileges for community borrowers who violate library rules and procedures as outlined in the Policies and Procedures Manual.



# NORTHEAST STATE

*We're here to get you there*

## NORTHEAST STATE COMMUNITY BORROWER LIBRARY REGISTRATION

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Street City State Zip Code  
Phone: (Home) \_\_\_\_\_ (Business) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Driver's License #: \_\_\_\_\_

### Community Borrower Policies

- All delinquencies must be resolved before any additional item(s) may be checked out.
- Two overdue notices will be sent for overdue or lost items. A bill will be sent approximately six weeks from the original due date if the items are not returned.
- I may resolve any delinquencies by returning the overdue items to the Basler Library **or** paying the amount stated on the bill. The billed amount includes a \$10.00 processing fee for **each** item on the bill.
- I realize that if I am billed for overdue or lost items, my account will be turned over to a collection agency by the Northeast State Business Office after a designated time period unless I return the overdue items or pay the amount stated on the Basler Library bill.
- If my bill has been turned over to collections, the lost items become my property if found, **and** the only option I have is to pay the amount due to collections as stated on the bill from the agency.

I have received a copy of the library's borrowing and Internet policies and I agree to abide by them:

Signature: \_\_\_\_\_

PARENT/GUARDIAN – Required if patron is under 18 years of age:

Signature: \_\_\_\_\_

Are there any other family members who are allowed to check out items under your name? If so, please list their names below:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## NORTHEAST STATE INTERNET USAGE POLICIES

In addition to its purpose of providing the learning resources and ancillary services in support of the mission of Northeast State the library also provides public access to the Internet for the enhancement of the personal growth of the individual and support of the cultural and recreational needs of the college and the community.

Internet users access the internet at the OWN DISCRETION and are ultimately responsible for the results of their own searches. While Library staff will assist patrons in accessing the Internet and will provide pointers to resources, which have been judged to be reliable, users are encouraged to be critical consumers and to evaluate information carefully. Not all information found on the Internet is reliable, current, or accurate, and users are encouraged to make use of links from reliable sites such as are created by libraries, educational institutions, and public agencies. The library is not responsible for the content or availability of any Internet Web Page that the library did not create. As with other materials available within the library, authorizing and overseeing use by children is the responsibility of the parent(s) or legal guardian(s).

Every user must first sign the Library's Internet Usage Agreement and present identification (such as a driver's license). Signature indicates having read and accepted this Internet Access Policy. For users under 18 years of age a parent or legal guardian must also sign the agreement in the presence of an authorized Library staff member who will initial as a witness. Users under 15 years of age may use the Internet accessible computers ONLY under the supervision of a parent or guardian or an adult authorized in writing for this purpose by the same parent or guardian who signed the Internet Usage Agreement.

Use of the Internet for purposes or activities that violate Federal, State, or local laws is prohibited including, but not limited to, those laws related to obscenity, libel, or copyright infringement. Internet access is not to be used to play games, view or participate in chat rooms, send or receive e-mail other than through web-based e-mail service, install software or files, change settings or configurations, violate another persons privacy, engage in any activity that is loud, disruptive, or offensive to others, or engage in any activity that can be construed as vandalism, either of the Library's computers or remote computers.

The library reserves the right to suspend or terminate Internet access privileges for anyone not adhering to this policy.

### INTERNET RULES

--The library **IS NOT** responsible for the contents of the Internet.

--Parents/guardians of minors are responsible for supervising use of the Internet by their children.

--Users under the age of 15 may ONLY use the Internet under direct supervision of a parent/guardian or an adult authorized in writing for this purpose.

**--USE OF THE INTERNET FOR PURPOSES OR ACTIVITIES THAT VIOLATE FEDERAL, STATE, OR LOCAL LAWS IS PROHIBITED.**

I acknowledge that I have read and agree to abide by the Northeast State Library Community Borrower Rules and Policies.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of parent/guardian  
(if signatory is under 18)

\_\_\_\_\_  
Date

Staff initials \_\_\_\_\_

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. B. PUBLIC SERVICES - REGISTRATION

POLICY TITLE: 5. Reciprocal Borrowing Agreements

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Borrowing privileges at all Tennessee Board of Regents/University of Tennessee (TBR/UT) libraries are available to Wayne G. Basler Library patrons via the TBR/UT Universal Borrower's card. The forms are available at the circulation desk. Cooperative borrowing privileges exist with various area libraries. Also remind the patron of the option of Interlibrary Loan and the Cooperative Borrowing Courier System.

## **WAYNE G. BASLER LIBRARY POLICIES AND PROCEDURES MANUAL**

SECTION: 1.B. PUBLIC SERVICES - REGISTRATION

POLICY TITLE: 6. Universal Borrower's Card

EFFECTIVE DATE: July 2010

---

### **STATEMENT OF POLICY**

Currently employed and retired faculty and staff and currently enrolled students of participating libraries are eligible to apply for TBR/UT borrowers cards at their home libraries. This card permits checkout of circulating materials at any participating TBR/UT library in accordance with the lending library's local policies.

### **PROCEDURE**

TBR/UT Borrower's Cards are available at the Circulation Desk.



**STUDENT, FACULTY, AND STAFF LIBRARY RESPONSIBILITY FORM**

Students, faculty, and staff of Northeast State, Blountville, Tennessee would like to request library circulations privileges at \_\_\_\_\_.

To gain access to the collections, the individual shall take the following steps:

- A. Exhaust the resources of their college library.
- B. Be currently enrolled in a TBR institution of higher education or currently employed as a faculty or staff member of a TBR institution.
- C. Have approval from the librarian of their college.
- D. Bring the Responsibility Form to the circulation desk of the lending library for registration in the patron database and for issuance of a borrower's card and notification of circulation policies.

The following conditions apply:

- 1. No fee is charged for the borrower's card.
- 2. Borrowing regulations of the lending library are applicable for all transactions.
- 3. Each student, faculty, or staff member taking advantage of the privileges provided by this agreement acknowledges his /her responsibility to return the materials to the library from which the materials were borrowed.
- 4. Students, faculty, and staff borrowing materials under this agreement shall be obligated to reimburse the member institution in the same manner as if the materials were borrowed directly from the member institution library.
- 5. Privileges expire at the date set by the institution's librarian.

Responsibility Form

I agree to accept full responsibility for all lost or damaged library materials and financial obligation incurred through the use of borrowing privileges at the lending library.

Student, Faculty, or Staff signature \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ City, State \_\_\_\_\_ Zip Code \_\_\_\_\_

This individual has exhausted the resources of this library. I approve this application for an extended borrower's card, to expire on \_\_\_\_\_.

Librarian's Signature \_\_\_\_\_ Date \_\_\_\_\_

College \_\_\_\_\_

## TBR/UT Borrowers Agreement

I agree to acquaint myself with and abide by the regulations of the lending library, to return all items borrowed when due, to return any item as soon as it is recalled; and to pay for damage to, accumulated overdue fines on, or replacement charges assessed for library items that I use. I understand that these privileges are for my personal use only and that failure to observe the lending library's regulations may result in the cancellation of library privileges. I further understand that my school or university is authorized to act in lieu of the lending library in enforcing its regulations.

Signed \_\_\_\_\_

Date \_\_\_\_\_

14300

**TBR/UT Borrowers Card**

Expires \_\_\_\_\_



NAME OF BORROWER

MAILING ADDRESS

CITY, STATE, ZIP

COLLEGE ID NUMBER

The above person is eligible for library privileges at the libraries of participating Tennessee Board of Regents and University of Tennessee schools. The signature on the reverse side indicates that the borrower has read the agreement and will abide by it.

Signature of Certifying  
Library Official

Name of Institution

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

### SECTION: 1. B. PUBLIC SERVICES – REGISTRATION

POLICY TITLE: 7. Use of Conference Rooms

EFFECTIVE DATE: July 2010

---

#### STATEMENT OF POLICY

The Library's conference rooms are available for use by the Northeast State community as well as local businesses and organizations. Off-campus users may be assessed a fee depending upon the nature of the meeting and whether certain types of equipment and/or a technician's services are required. This fee will be determined by the Vice President for Information Technology.

#### PROCEDURE

1. Requests for use of the conference rooms are made through the office of the secretary for the Library.
2. Requests are handled on a first-come first-served basis with priority given to on-campus requests.
3. Library conference rooms may not be used for classes on an on-going basis.
4. In order to accommodate the volume of requests by various outside organizations community use of the conference rooms is limited to meetings on a quarterly basis only (four times per year).
5. Food is permitted only in the first floor conference room (L106).



## Request for Use of Facilities/Media Services

\*\*\* PLEASE NOTE THAT REQUESTS MUST BE RECEIVED BY MEDIA SERVICES AT LEAST 24 HOURS PRIOR TO AN EVENT TO GUARANTEE SERVICE. \*\*\*

**Date of Request:** \_\_\_\_\_ **Date of Event:** \_\_\_\_\_ **Start time:** \_\_\_\_\_ **End time:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

NSTCC Employee  Other (give organization name and address)

\_\_\_\_\_

\_\_\_\_\_

**Event is:**  For Profit  Non-Profit **Type of Event:**  Meeting  Teleconference  Training

**Description of Event:** \_\_\_\_\_

\_\_\_\_\_

**SPACE REQUESTED:**  Conference Room (F106)  Classroom(s)  Auditorium  Courtyard

Faculty/Staff Dining Room (A110)  President's Conference Room

Other \_\_\_\_\_ Approximate Number attending: \_\_\_\_\_

**SERVICES/EQUIPMENT REQUESTED:**

- |  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> Slide Projector(s)<br><input type="checkbox"/> TV/VCR<br><input type="checkbox"/> Sound System<br><input type="checkbox"/> Movie Setup/Op<br><input type="checkbox"/> Satellite Downlink<br><small>(include coordinate and licensing information)</small> | <input type="checkbox"/> Overhead Projector(s)<br><input type="checkbox"/> Videotaping<br><input type="checkbox"/> Audio Duplication<br><input type="checkbox"/> Video Editing<br><input type="checkbox"/> Microphone | <input type="checkbox"/> Multimedia Projector(s)<br><input type="checkbox"/> Audio Recording<br><input type="checkbox"/> Video Duplication<br><input type="checkbox"/> Laptop computer<br><input type="checkbox"/> Multimedia (circle all that apply)<br><small>Setup    Development    Production</small> | <input type="checkbox"/> Stage Lighting<br><input type="checkbox"/> Security<br><input type="checkbox"/> Custodial<br><input type="checkbox"/> Other |
|--|---|--|--|

Will the media be invited?  Yes  No

**SATELLITE COORDINATE INFORMATION:**

Satellite ID: \_\_\_\_\_ Arc Position: \_\_\_\_\_ Band:  C  Ku  L Frequency: \_\_\_\_\_

Analog  Digital Transponder: \_\_\_\_\_ Polarity:  H  V Audio: \_\_\_\_\_

**DIGITAL ONLY:** Code Rate \_\_\_\_\_ Symbol Rate \_\_\_\_\_  SCPC  MCPC

Transport Stream ID Number \_\_\_\_\_ Virtual Channel Map Number(s) \_\_\_\_\_

**Room(s) Assigned:** \_\_\_\_\_ **Date Assigned:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Office of  
 Vice President for Information Technology: Charges: \_\_\_\_\_ Signature: \_\_\_\_\_

As a duly authorized representative of the above-referenced organization, I do hereby certify the purpose of this request is properly stated. I do also certify that this purpose will not be disruptive to the normal operations of Northeast State Technical Community College. I agree to be responsible for any and all charges listed herein, and I also agree to be responsible for any and all damages resulting from this activity. I hereby agree to indemnify and hold NSTCC harmless from any and all liabilities arising out of the use of the facility, including, but not limited to, personal injury, property damage, court costs and attorneys' fees. It should be noted that NSTCC will not be responsible for injuries resulting from activities involved with this request.

**Signature of Contact Person:** \_\_\_\_\_

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section C: Circulation**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

In its support of Northeast State's educational goals, the purpose of the Circulation Staff is to provide maximum access to the library's collection for students, faculty, staff, and community members. Materials are maintained in an orderly fashion and circulation procedures are organized for smooth transactions between users and staff.

The circulation staff:

1. Maintains the circulating collection, making sure materials are properly checked in and returned to the shelves.
2. Monitors the shelves to see that materials are in order.
3. Processes materials for check-out and maintains records and statistics on all circulating materials.
4. Registers and maintains records and statistics on all borrowers.
5. Maintains statistics on library usage.
6. Processes information on delinquent borrowers and notifies them as required.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 2. Materials Available for Loan

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Wayne G. Basler Library encourages use of the library collection by making as much material available for circulation as possible while still allowing ready access to frequently used or very valuable items. The library provides materials in a variety of formats. Such formats include, but are not limited to: books, audio cassettes, slides, pamphlets, brochures, microforms, compact discs, DVD's, computer software, art prints, periodicals (newspapers, journals, and magazines), electronic resources, and other audiovisual items.

Librarians select and identify items as to their circulation status.

1. Printed reference materials are labeled above the Library of Congress classification number with the letters "REF" and do not circulate.
2. Periodicals, microforms, and some computer software generally do not circulate.
3. Items that have been placed on "Reserve" by instructors are labeled as such, housed in the Reserve collection and are for in-library use only, or for limited circulation in some circumstances.
4. When a subject is assigned for a large number of students and the library has a limited number of circulating items on the subject, the materials may be put on reserve for in-library use only.
5. Loan periods for instructional items are 3 days for faculty, staff, and administration members and should only be used for campus instruction.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

## SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 3. Circulation Periods, Renewals, and Limitations

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

It is the library's goal to provide an accurate and expeditious process for circulating materials. Students, faculty, staff, and community borrowers may borrow books for specified loan periods. Periodicals remain in the library. This assures maximum information access for all patrons

### PATRON ELIGIBILITY:

**Students:** Student must be currently enrolled.

**Faculty/Staff:** Includes current faculty, adjunct faculty and all staff persons.

**Community:** Includes local residents. Community borrowers must complete a community users registration form.

### LOAN PERIODS:

Books, Music CD's, Audiobooks —Three weeks

Art prints, maps, videos, DVD's —3 days

Reserve items—Loaned out according to requirements of faculty

Periodicals, Reference books—In-library use only

### END OF SEMESTER DUE DATES:

All library materials are due on the last day of classes.

### LIMITATIONS:

Videocassettes and DVDs – only three titles may be checked out at any given time.

### RENEWALS:

Generally library materials may be renewed one time provided there is not an outstanding request for the item(s). For equipment renewals please contact the office of Media Services.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 4. Fines

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Wayne G. Basler Library does not charge fines for overdue materials. Encumbrances are placed on student records until the items are returned or paid for (Please see I.C.9).

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 5. Circulation Program

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

All materials checked-out or checked-in from the Library collection must be entered on the Millennium circulation program system.

Students, faculty, staff members and community borrowers may check out materials for the specified periods of time listed in Section I. C. 3.

Library materials are to be checked in as soon as possible after they are returned to the circulation department. Generally, materials are returned at the circulation desk. Materials must also be retrieved daily from the bookdrops.

\*FOR MORE INFORMATION ABOUT CIRCULATION PROCEDURES PLEASE REFER  
TO THE LIBRARY CIRCULATION MANUAL\*

## PROCEDURES

### I. CHECKING OUT MATERIALS

- a. Click on the Circulation Desk icon, scan ID card or search by name or Banner ID to bring up patron's record.
- b. Scan the barcode on the items to be checked out.
- c. Desensitize the materials.
- d. Hand the items and the check-out receipt to the patron.

### II. RENEWING ITEMS

- a. Click on the Circulation Desk icon and search as above. When patron record is displayed, click on Checked-Out Items tab to bring up charged items, highlight titles to be renewed and click Renew button.
- b. Hand the patron the renewed item(s) and their new check-out receipt, if in person. Renewals can also be made via phone and email.

Or if the items are on hand you can:

- a.** Click on Renew icon.
- b.** Scan barcodes of items.
- c.** Click “yes”.
- d.** Hand patron the renewed item(s) and their new check-out receipt.

### III. CHECKING IN ITEMS

- a.** Click on the Check-In icon.
- b.** Scan the barcode on the items to be checked in. When finished, click on Close icon.
- c.** Sensitize the item(s)
- d.** Place the item(s) on a cart to be reshelfed.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 6. Shelving Materials

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The proper reshelving of library materials is of extreme importance. Wayne G. Basler Library materials are assembled in an orderly fashion and a consistent pattern. Most materials are categorized by their Library of Congress classification number. The ideal situation is for materials to be reshelved promptly and correctly so that they may be circulated as quickly as possible.

### PROCEDURE

1. Items are put in call number order on booktrucks.
2. Materials are returned to the shelves in the appropriate place. Great care should be taken to ensure that materials are replaced correctly. Even being a few numbers off can make the item difficult to find later.
3. Whenever possible, books that are found to be out of order when shelving should be reshelved correctly. If the area is in too much disarray, it should be reported to the circulation staff so that the area may be put in order.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

## SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 7. Overdue Notices

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Materials are circulated for a specified period of time. If an item has not been returned by the due date a notice is sent by the Wayne G. Basler Library as a courtesy to ensure that all library users may use materials in a timely manner. Failure to receive an overdue notice does not absolve the patron of the obligation to return the materials on time. Every effort is made by the staff to retrieve overdue materials.

In general, overdue notices are prepared for materials that are at least 7 days overdue. Overdue notices are printed using the Millennium system. Patrons receive notices at the following weekly intervals:

- 1<sup>st</sup> notice—1 week (7 days) overdue
- 2<sup>nd</sup> notice—3 weeks (21 days) overdue
- 3<sup>rd</sup> notice in the form of a bill—6 weeks (42 days) overdue

### PROCEDURES

#### **FIRST NOTICES**

1. Overdue notices are to be run and reformatted each morning using the Notices program of Millennium.
2. Notices should be alphabetized, photocopied, and filed alphabetically in the current semester overdue notebook at the circulation desk.
3. Use window envelopes to mail the notices via U.S. mail.

## **SECOND NOTICES**

If a second notice has been printed for a patron there should still be a first notice in the notebook at the front desk.

1. Photocopy the 2<sup>nd</sup> notice and staple a copy of the patron's second notice to the first notice in the notebook.
2. Mail the second notice as stated above.

## **THIRD NOTICES (BILLS)**

Once a bill is printed the patron should have already received a first and second notice, copies of which are to be kept in the notebook.

1. Make TWO copies of the bill. Staple one copy to the patron's first and second notices in the overdue notebook.
2. Send the second copy of the bill to the Business Office via interoffice mail.
3. Mail out the bill to the patron as outlined above.
4. Type an encumbrance note on the patron's record in Millennium using the "message" option. Include semester and year for which patron is being encumbered and the notebook where the bill can be found. This note will pop-up alerting the library staff if the patron attempts to check out any more library materials.
5. Encumber the patron's records on the Banner system.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 8. Lost/ Damaged Materials & Refunds

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library policy regarding lost or damaged items and the procedure for determining their prices is established for the purpose of maintaining the collection according to TBR Guideline B-060.

When a bill is printed for an overdue item, two separate charges appear on the notice: a “lost item processing fee” for \$10.00 and a “lost item replacement fee” which covers the historical cost paid for the item.

The historical cost of the lost item will be used for the replacement cost. When the historical cost is not available the replacement cost will be determined as follows:

- A. **Books:** The price as listed and verified from a current book dealer/distributor or, if out of print, the original cost of the item plus a \$10.00 processing fee per item.
- B. **Periodicals:** The original cost of the item or a default price of \$5.00 per issue plus a \$5.00 processing fee
- C. **Videos:** The price will be assessed according to the current catalog price of the video or, if no longer available, the library will determine the cost of the item plus a \$10.00 processing fee per item.

### PROCEDURE

#### **LOST MATERIALS**

1. Patrons pay for lost materials in the Business Office. No money is handled by the library. The patron should bring a “Paid” receipt from the Business office to show that their account has been cleared. Make a photocopy of the receipt and give it to the patron.

2. Pull the patron's letter from the appropriate notebook.
3. Clear the note and fine off the patron's records in Millennium.
4. Clear the encumbrance off the patron's records on Banner.
5. Staple the receipt to the bill. Fill out a lost item routing slip and staple to the bill/receipt and give to the librarian in charge of bibliographic maintenance. The paperwork will ultimately be filed in the circulation office.
6. Inform the library user that the amount paid for the lost item may be refunded if the item is returned to the library. Processing fees ARE NOT refundable. This is only possible if the lost materials bill has not gone to collections or has been written off.

### **DAMAGED MATERIALS**

1. If the item is repairable, check the material in and forward it to the Librarian in charge of repairs. If the item cannot be repaired, then follow the steps below:
  - a. Prepare a bill for the damaged item using the blank bill form on Polaris in the circulation folder.
  - b. Make 3 photocopies of the bill. File one in the Current Semester Overdues Notebook (NB1). Send one to the Business Office. Send the original to the patron.
  - c. Encumber the patron on Millennium and on Banner.
  - d. Place final photocopy with damaged item on the Damaged Item Shelf for patron to pick up items, if wanted.
2. Once a damaged material(s) bill is paid, follow the procedures listed on the previous page under the Lost Materials heading. The paid materials can be given to the patron, if wanted. Otherwise, damaged items are weeded.

## **WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL**

### **SECTION: I. C. PUBLIC SERVICES - CIRCULATION**

**POLICY TITLE:** 9. Holds on Student Records

**EFFECTIVE DATE:** July 2010

---

#### **STATEMENT OF POLICY**

To ensure that library materials remain available for all library users it is necessary for the Wayne G. Basler Library to pursue delinquent borrowers. When a student has been notified of overdue materials and has not returned the items, the library will encumber the student's records and issue a bill. This means that to perform certain functions- such as registration, obtaining transcripts, etc.- the student must first contact the library to get the encumbrance released. The intent of the encumbrance is not to punish the student but to retrieve the materials so that others may use them. In the event the materials are lost the library will require payment for the materials in order to release the encumbrance. Payment is mandatory if a bill has gone to collections or has been written off.

It is very important that all library staff members recognize that dealing with students who have been placed on encumbrance requires diplomacy. Even though the student may be at fault, he/she should be treated with the utmost courtesy and restraint.

#### **PROCEDURE**

##### **ENCUMBERING A STUDENT ON BANNER**

1. Access the Banner program from the Favorites menu on the Internet. Each staff member is assigned his/her own user name and password by the Admissions Office.
2. In the "Go To..." box, type in SOAHOLD. Hit enter.
3. Type in the patron's Banner ID number (9000....).
4. Click the "Next Block" icon to access the patron's record.
5. Click the ▼ button and select the LM (Library Materials Not Refunded) option. Then type the encumbrance note designating the year/semester the bill is printed and which notebook the bill is filed. (EX. Enc 08F/Bill in NB1). Tab over to the Amount field and fill in the amount owed. Finally, select LIBR for the Origination Code using the ▼ button. For an example of this procedure, please refer to the Circulation Manual.

**\*\*When you are finished encumbering a patron, you must remember to SAVE!\*\***

6. Click the “Rollback” icon on the toolbar to exit the patron’s record.

## **REMOVING AN ENCUMBRANCE**

1. Log onto a Banner account and bring up the patron’s record using the patron’s Banner number.
2. Click the “Next Block” icon on the toolbar until you highlight the hold you want to remove.
3. Click the “Remove Record” icon.
4. Save your changes. **ALWAYS REMEMBER TO SAVE!**
5. Click the “Roll Back” icon to finish and exit the patron’s record.

**\*\*ONLY delete Library holds! NEVER delete other departmental holds!\*\***

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 10. Confidentiality of Circulation Records

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

All registration and circulation records of the Wayne G. Basler Library-except statistical reports of registration and circulation- are confidential information. No person shall make known in any manner any information contained in such records. The term “registration records” includes any information that the library requires a user to provide in order to become eligible to borrow books and other materials. The term “circulation records” includes all information that identifies the users borrowing particular books and other materials.

The rights of students, parents, and guardians to access, privacy and security are clearly defined in TBR policy No. 3:02:03:00. A copy of this rule follows.

The State of Tennessee, Office of the Attorney General published an opinion regarding disclosure of Library circulation in 1988. A copy of the opinion follows.

On October 25, 2001, Congress passed the “Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act” (USA PATRIOT Act). This law broadly expands the powers of federal law enforcement agencies investigating terrorism and foreign intelligence with regard to access to business records – including library records.

Should a search warrant or a subpoena be served to the Wayne G. Basler Library the Office of the President should immediately be notified as well as the Vice President for Academic Affairs.

STATE BOARD OF REGENTS

SUBJECT: Confidentiality of Student Records

The following policy of the State Board of Regents concerning access to educational records shall apply to all institutions and area vocational – technical schools governed by the Board.

It is the policy of the State Board of Regents and its institutions and schools to comply with the Family Educational Rights and Privacy Act ("Buckley Amendment") and, in so doing, to protect the confidentiality of personally identifiable educational records of students and former students. Each faculty and staff member employed by the Board of Regents or its institutions and schools is individually responsible for complying with the Buckley Amendment, and violations may subject the faculty or staff member to disciplinary action. Appropriate references to this policy shall be included in each faculty and staff handbook and shall be included in orientation sessions for new employees who work with or have access to student records.

Each institution and school shall develop policies and procedures consistent with SBR guidelines adopted pursuant to this policy, and students shall be informed annually of their rights under said institutional policies and procedures.

Source: SBR Meeting September 18, 1987

STATE OF TENNESSEE  
OFFICE OF THE  
ATTORNEY GENERAL  
426 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37248

DECEMBER 6, 1988

OPINION NO. 88-203

Disclosure of Library Circulation Records

---

QUESTION

Is the process of circulating library books by having patrons sign the check-out card in the back of the book unlawful under Chapter 889 of the 1988 Public Acts?

OPINION

The system, as described, violates Public Chapter 889. Furthermore, such a system may be unconstitutional under the First and Fourteenth Amendments.

ANALYSIS

Public Chapter 889 (now codified at T.C.A. § 10-8-101 to -103), states that "library records" may not be disclosed except upon written consent of the library user, pursuant to court order, or to seek reimbursement for missing or overdue materials. "Library Record" is defined as

a document, record, or other method of storing information retained by a library that identifies a person as having requested or obtained specific information or materials from such library. "Library record" does not include nonidentifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.

T.C.A. § 10-8-101(b).

The circulation procedure whereby library patrons sign a card which is retained in the book after it is returned amounts to a disclosure of library records in violation of Public Chapter 889. By a simple review of the cards in the books, anyone may discover who has requested or obtained information on any number of topics.

You also question the constitutionality of such a system. It is beyond question that the first and fourteenth amendments protect not only the right to speak or distribute information, but also the right to hear and receive that information. Hutchins v. City of St. Louis, 319 U.S. 141, 143, 51 S.Ct. 862, 863, 87 L.Ed. 1117 (1943); Gill v. Procunier, 417 U.S. 817, 832, 94 S.Ct. 2800, 2809, 41 L.Ed.2d 195 (1974); U.S. v. Hessinger, 577 S.W.2d 444, 451 (Tenn. 1979). This right to receive information includes the right to do so in private and without governmental intrusion. Gilwood v. Connecticut, 381 U.S. 419, 481, 85 S.Ct. 1670, 1681, 14 L.Ed. 510 (1965); Stanley v. Georgia, 394 U.S. 557, 564, 89 S.Ct. 1213, 1243, 27 L.Ed.2d 517, 519 (1969).

This office has previously opined that, unless the State has a compelling interest substantially related to the disclosure of library records, the release of an individual's circulation records may impinge upon the patron's rights under the first and fourteenth Amendments. Op. Tenn. Atty. Gen. 87-04 (Jan. 9, 1981)(copy attached). By requiring that the patron sign the check out card, thereby making a record of the patron's reading habits for all the world to see, the library conditions the receipt of a government benefit (use of the library) on the patron's willingness to waive the privacy interest in the right to receive information which is protected by the first and fourteenth Amendments. This is the clear consensus of other state Attorneys General as well. E.g., Op. Ky. Atty. Gen. 82-149 (March 12, 1982); Op. Conn. Atty. Gen. 100-15 (December 15, 1981); Op. Del. Atty. Gen. 435 (April 13, 1981); Op. Nev. Atty. Gen. 80-06 (March 10, 1980) (copies attached).

As a general rule, a government, state or federal, may not grant a benefit or privilege on conditions requiring the recipient to relinquish any constitutional right. Sherbert v. Verner, 374 U.S. 400, 83 S.Ct. 1790, 19 L.Ed.2d 965 (1963). In Sherbert, the Court struck down a system which penalized the free exercise of constitutional liberties by conditioning the receipt of unemployment benefits upon the applicant's willingness to violate cardinal principles of her religious faith. Id. at 374 U.S. 400, 406, 83 S.Ct. 1790, 1795, 19 L.Ed. 965, 971.

Although there is a fear among small libraries that insuring the privacy of its patrons might prove costly, the

American Library Association's Office for Intellectual Freedom has suggested two simple, inexpensive methods providing the privacy of library records. First, instead of cards, slips of paper can be placed in the books, which can be thrown away as the book is returned. Second, a magic marker can be used to underline the names. (Phone conversation with Ann Levinson, A.L.A., Dec. 27, 1988).

The circulation system, as described in your question, apart from violating T.C.A. §§ 10-8-101 and -102, will probably not withstand constitutional inquiry. By requiring the relinquishment of the privacy interest inherent in the right to receive information as a condition to the full use of the library, the library subjects itself to inquiry into the purposes of the procedure. Without unwarranted speculation about each library's policies, there does not appear to be a state interest so compelling as to warrant this intrusion into each patron's personal liberties. Indeed, there does not appear to be even a rational basis for the intrusion when the disclosure could be so easily rectified by a simple stroke of a heavy black marker upon the return of the book. We believe that this circulation system would fail a constitutional inquiry.

  
CHARLES W. BINSON  
Attorney General and Reporter

  
JOHN KNOX WALKER  
Chief Deputy Attorney General

  
RUTH E. HINDSON  
Assistant Attorney General

Requested by:  
The Honorable James L. "Jim" Holcomb  
State Representative  
Route 1, Box 325  
Bluff City, Tennessee 37219

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 11. Change/ Copying/ Printing/ Finance

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The library does not provide change for students using the library copiers. However, bill changers are currently provided on copiers for student use. Money is removed on a regular basis from the change box of each copier.

With regard to printing from a computer, each student has an account valued at \$30 which is provided by the college at the beginning of each semester. As prints are made money is deducted automatically from this account. If a student should deplete all funds in this account, he/she will be responsible for adding more money to allow for future printing. All students will need to visit the Business Office during regular business hours to do so.

### PROCEDURE

#### TURNING IN COLLECTED MONEYS

1. Collect money from the coin box of each student copier using appropriate keys.
2. Enter current copier readings on weekly report form for each copier.
3. Total the money and complete report form for each copier.
4. Return fifteen dollars in change to each copier.
5. Take all money to the Business Office along with the report forms.
6. Keep the receipt for the deposit on file in the library, along with copies of the reports turned into the Business Office.

**MONEY PAID BY PATRONS FOR LOST/DAMAGED ITEMS:**

1. The student will pay the Business Office for all lost/damaged library items.
2. All money collected for lost/damaged materials will be credited to the Library fund by the business office.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES

SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 12. Reserve Materials

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Reserve Collection is provided to maintain greater control over library materials that are in special demand by instructors and students. Placing materials on Reserve guarantees greater access to required reading and viewing by most library users. Any items placed on Reserve must be used for the current semester. At the end of the semester library-owned materials will be returned to the regular shelves; faculty-owned materials will be returned to the faculty member(s).

Due to copyright restriction, the library will only accept one photocopy from any one source (book, periodical, etc.) for Reserve. The photocopy may be on Reserve for one semester only and may not be kept on Reserve on a term-to-term basis. All photocopies must include a notice of copyright. It is a violation of copyright to place a photocopy on Reserve in order for students in the class to make their own photocopies. It is also a copyright violation for students to make photocopies from workbooks and answer books that fall under the consumable works restrictions.

### PROCEDURE

Faculty members may request that library materials be placed on Reserve, or they may bring in their materials for placement. Library staff also may suggest materials be placed on Reserve when there is evidence of high demand for limited resources.

### PLACING ON RESERVE

1. Reserve forms are available at the Circulation Desk and should be filled out with the following information:

- Instructor's name and other contact information
- Course title & number
- Date to be placed on reserve
- Date to be removed from reserve
- Loan period (library-use only, overnight, 3-day, or 7-day)
- Reserve item information (title, number of copies, and price)

2. Enter items into reserve on the computerized circulation system following guidelines in the Library Circulation Manual.
3. File the Reserve form in the Reserve notebook kept on file near the Circulation Desk.
4. For personal items the instructor wishes to reserve, add security strips to help deter theft.
5. For any photocopied materials an instructor may wish to place on Reserve, be sure to observe the copyright law restriction of one copy only. Also, any photocopies must be stamped with the copyright announcement.
6. Any consumable materials such as workbooks or answer books must have the copyright notice displayed on the cover.

#### CHECKOUT

1. Most Reserve materials are for library-use only. Students wishing to check out materials from Reserve must present a valid I.D.
2. Overnight (or longer) checkout of Reserves is allowed by prior arrangement with the faculty member owning the materials.

#### REMOVAL FROM RESERVE

1. Faculty members may request removal of materials from Reserve at any time.
2. Check the Reserve collection at the end of each semester for materials that no longer need to be held on Reserve.
3. Send a memo or e-mail to the instructor asking whether the items need to remain on Reserve.
4. Follow procedures in the Library Circulation Manual to return items to the regular collection, shelving accordingly.
5. For all faculty-owned items, follow procedures in the Library Circulation Manual to remove from Reserve and return to the owner.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

### SECTION: I. C. PUBLIC SERVICES - CIRCULATION

POLICY TITLE: 13. Statistics

EFFECTIVE DATE: July 2010

---

#### STATEMENT OF POLICY

Circulation statistics are maintained to monitor usage of library materials and enable the staff to note opportunities for changes in services, collection development, and allocation of resources. Statistics are generated partly by the Millennium computerized reporting system and partly by the library staff. Monthly totals are submitted to the Dean of the Library at the end of each month.

The monthly statistics report includes such items as circulation by borrower class, circulation by material, scheduled class usage, computerized database usage, equipment usage, interlibrary loans, library traffic, number of microfiche copies, number of photocopies, reference questions answered, loans to off-campus Northeast State sites, etc... The monthly summaries—kept on file since 1994—are maintained in a notebook in the Library.

## **WAYNE G. BASLER LIBRARY POLICIES AND PROCEDURES MANUAL**

### **SECTION: I. C. PUBLIC SERVICES – CIRCULATION**

**POLICY TITLE: 14. Wireless Laptops**

**EFFECTIVE DATE: July 2010**

---

#### **STATEMENT OF POLICY**

In its support of the educational goals and objectives of the college – as well as provision of increased network accessibility – the Wayne G. Basler Library maintains a number of wireless laptops for in-house circulation by library patrons. In order to meet the needs of students, faculty, staff, and administration as equitably as possible the following guidelines have been established:

1. Use of the laptops is restricted to “in-house use” only.
2. The length of the checkout period is two hours. Laptop usage may be renewed for an additional two hours provided there are no other patrons in need of the equipment.
3. Prior to checking out the laptops all patrons must read and sign an “Acknowledgement of Responsibility” form which includes a statement regarding liability in the event a laptop is lost/not returned. This agreement must be signed and will be kept on file in the circulation department. An example of the form follows:



## Wireless Laptop Computer Checkout

\*\*\*\*\*

### Acknowledgement of Responsibility

I understand that the wireless laptop I check out is my responsibility and must be returned in good order to the library no later than the end of the loan period. I also understand that I will be held responsible for the cost of replacement for the equipment should any loss occur while the item is in my possession. Failure to pay replacement costs (\$2125.00 per laptop) will result in encumbrance of my grades and ineligibility to graduate.

Student Name: \_\_\_\_\_  
(Please Print)

Student Signature: \_\_\_\_\_  
(Signature indicates that I have read and understand the above liability statement.)

Date: \_\_\_\_\_

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section D: Reference**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The reference desk of the Library provides prompt, courteous, user-oriented service to all library users. Reference service is not limited to hours spent at this desk. All library employees may engage in some level of reference service whenever the library user is in need of assistance. All staff and student employees will provide directional assistance and assistance using equipment, as well as answers to direct reference queries. It is imperative that the library user be treated with concern and respect no matter the nature of his/her query. Every effort will be made to provide the library user with the information he/she is seeking, or to suggest another source for the information.

## PROCEDURE

### **GENERAL SERVICE GUIDELINES**

1. Use the most current information available.
2. Verify answers in a reliable printed or electronic source.
3. Pursue requests for information until the user is satisfied or until all local, online, and interlibrary loan resources are exhausted.
4. Librarians should use professional judgment in handling situations not specifically covered in these procedures or when handling difficult patrons. Professional judgment is a combination of education, training, common sense, an understanding of the Wayne G. Basler Library policies and procedures, and the desire to serve library users.
5. In-house users take priority over telephone and email reference requests.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 2. Reference Desk Generalities

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

All staff are expected to be prompt in fulfilling their assigned hours at the Reference Desk. This desk is a service area and should be treated accordingly. Personal items are removed after the assigned shift and are not left in the desk drawers. Name tags may be stored in the desk and are displayed and worn during the assigned shift. Arriving staff members check the Reference Desk calendar for scheduled bibliographic instruction, class assignments, etc. They also check with the departing staff about frequently asked questions, current assignments, etc.

While staff may bring work to the Reference Desk, the first priority is to remain approachable to the library users. Materials selection, professional reading, reviewing of reference sources, and other professional duties may be performed when Reference Desk traffic is light. When library users are in the Reference area, the staff member will set aside work and remain free to provide assistance.

Staff members should be sensitive to the fact that library users may need assistance but are hesitant to approach the Reference Desk. **Therefore, it is important that staff actively seek to help library users.**

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 3. Scheduling Reference Desk Duty

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Reference Desk service is scheduled at the beginning of each semester. Staff members are asked for their schedules to determine any conflicts that need to be avoided.

Librarians are expected to assume their share of the hours the Reference Desk must be staffed during the day. The exact number of hours assigned per shift depends on the number of librarians and paraprofessionals available to cover the desks.

Night assignments for reference duty are made at the beginning of each semester. Staff members indicate their preferences for night work. Any conflicts are decided by the Dean of the Library. Preference in assignment of a particular night is given to those who are engaged in attending classes.

Copies of the day and night reference schedules are distributed to all staff members at the beginning of the semester. The master copy is kept at the Reference Desk and should be updated as schedules change.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 4. Reference Assistance - In Person

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The reference staff members use materials in the library collection and online to assist the library user in satisfying his/her information needs. Users are assisted in all areas of the library and are approached to determine if they need reference assistance.

### PROCEDURE

1. Greet the user who approaches the Reference Desk with a smile, eye contact and an offer of assistance to any user who needs help in any area of the library.
2. Actively listen to the user's question or request for help. Take notes if necessary.
3. Proceed with a reference interview, especially if the request is not clear. This interview ascertains what information is needed, translates the request into library terminology, and ascertains the amount, format and scholastic level of materials needed.
4. Locate the appropriate reference source.
5. Explain how to use the reference source.
6. Find the requested material if the user is unable to use the reference source.
7. If the request concerns the location of certain library materials, direct the user to the appropriate area.
8. Locate the materials if the user is unable to do so.
9. If the user's request cannot be answered with the reference sources available, explain that to the user, offer whatever appropriate information is available, and offer to obtain material through interlibrary loan channels.
10. Close the reference transaction by asking the user if the information provided answers his/her request.

## WAYNE G. BASLER LIBRARY POLICIES AND PROCEDURES MANUAL

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 5. Reference Assistance - By Telephone

EFFECTIVE DATE: July 2010

---

### STATEMENT POLICY

The Wayne G. Basler Library does not maintain a separate telephone reference department. Those on reference duty provide limited telephone reference assistance with the understanding that needs of the in-house library users come first. Every attempt is made to provide the requested information within a reasonable amount of time. Requests that would require extensive searching or an inordinate amount of time to fulfill are handled with the suggestion that the requester come to the library in person to pursue the information. **LEGAL, MEDICAL AND TAX INFORMATION IS NOT INTERPRETED FOR CALLERS.**

### PROCEDURE

#### **READY REFERENCE**

Ready reference is a term describing a reference transaction that consists of a simple, uncomplicated request that can be answered quickly with a brief reply. An example would be a request for a telephone number or zip code.

1. Answer the telephone using a phrase such as: "This is the Reference Desk," give your name and offer your assistance using a phrase such as, "How may I help you?"
2. Actively listen to the request, making notes if necessary.
3. Clarify the request by repeating it back to the caller if necessary.
4. Put the telephone on hold.
5. Find the requested information.
6. Return to the caller and provide the requested information and its source.
7. Close the transaction by asking if further information is desired.

## REFERENCE

1. Answer the telephone as described above.
2. Actively listen to the user's request making notes if necessary.
3. Proceed with a reference interview to find out what information is needed, translate the request into library terms, and decide the amount, format and scholastic level of materials needed.
4. Ask for the caller's name and telephone number in order to call back with the information and citation.
5. Call back as quickly as possible, providing the information and citation.
6. Contact the caller if the question remains unanswered at day's end to assure him/her that the search is continuing.
7. When the information requested is too complicated or too lengthy to read over the telephone, tell the caller that the information will be held for him/her at the Reference Desk. Use professional judgment.
8. If the information requested is not available within the Wayne G. Basler Library, suggest one of three options:
  1. The user may use other local library materials. Circulating books from other public libraries and ETSU may be requested through the library WebPac by logging into the patron account and entering the request. Library staff may also assist in placing the request. The materials will be routed via courier to Northeast State. The patron will be notified when the materials arrive. Book routing can be as short as 2-3 days and as long as 2 weeks.
  2. The patron may also drive to a local library to use materials. Alternately, those affiliated with NeSCC (not community borrowers) who wish to borrow materials as a Northeast State patron should request a borrower's card from the circulation counter in the Library and have a Northeast State student/staff ID. Such loans must be completed before the end of the semester and all fines/fees must be paid. Preferably the patron would register as a patron of that library and abide by their policies.
  3. The patron may also choose to use Interlibrary loan. All Northeast State patrons may use Interlibrary loan. There is usually no charge to students for ILL services but all other patrons will be responsible for any institutional charges to students for items that cannot be loaned freely. Community borrowers must place requests in person. Students and staff may place requests in person or through the Library website.

9. Close the telephone reference transaction by asking the caller if further assistance is desired.

## **MATERIALS REQUEST**

1. Answer the telephone as previously described.
2. Actively listen to the caller's request making notes if necessary.
3. Put telephone on hold and check the catalog for the materials requested.
4. If the material is owned, inform the caller as to the availability according to the library catalog.
5. If the information requested is not available within Wayne G. Basler Library, suggest one of three options:
  1. The user may use other local library materials. Circulating books from other public libraries and ETSU may be requested through the library WebPac by logging into the patron account and entering the request. Library staff may also assist in placing the request. The materials will be routed via courier to Northeast State. The patron will be notified when the materials arrive. Book routing can be as short as 2-3 days and as long as 2 weeks.
  2. The patron may also drive to a local library to use materials. Alternatively, those affiliated with NeSCC (not community borrowers) who wish to borrow materials as a Northeast State patron should request a borrower's card from the circulation counter in the Library and have a Northeast State student/staff ID. Such loans must be completed before the end of the semester and all fines/fees must be paid. Preferably the patron would register as a patron of the library and abide by their policies.
  3. The patron may also choose to use Interlibrary loan. All Northeast State patrons may use Interlibrary loan. There is usually no charge to students for ILL services but all other patrons will be responsible for any institutional charges for items that cannot be loaned freely. Community borrowers must place requests in person. Students and staff may place requests in person or through the Library website.
6. A reasonable limit is placed on the number of titles requested per telephone call based on staffing and in-house library user demand. If the request is for a subject rather than a particular title, the librarian's professional judgment is used to determine the length of the search.

# WAYNE G. BASLER LIBRARY POLICIES AND PROCEDURES MANUAL

SECTION: I.D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 6. Reference Assistance – By E-mail

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Wayne G. Basler Library does not maintain a separate e-mail reference department. Those on reference duty provide limited e-mail assistance with the understanding that the needs of the in-house library users come first. Every attempt is made to provide the requested information within a reasonable amount of time, usually within 24 hours if the library is open. Requests that would require extensive searching or an inordinate amount of time to fulfill are handled with the suggestion that the requester come to the library in person to pursue the information. Most reference e-mail will come from “Ask-A-Librarian,” a web form located on the library’s website. All e-mail received from “Ask-A-Librarian” will have the subject of “Ask-A-Librarian”. Each librarian on reference duty will be responsible for checking the reference e-mail. When an e-mail is received, the librarian who receives it will be responsible for replying to the patron. **LEGAL, MEDICAL, AND TAX INFORMATION IS NOT INTERPRETED FOR E-MAIL REFERENCE.**

## PROCEDURE

### **CHECKING REFERENCE E-MAIL**

1. Open a web browser and navigate to the Faculty and Staff Outlook e-mail access located on the Northeast State Homepage.
2. When prompted for the username and password enter **nestate\libmail** for the username and enter the current password.
3. Open any new e-mail.
4. Find the requested information.
5. Click on the “Reply” button to respond to the patron.
6. In the “Subject” box type “Ask-A-Librarian”.
7. Begin the e-mail with a friendly greeting such as: “Hello”.
8. Insert the information the patron requested and its source(s).

9. Close the transaction by stating that if further information or assistance is desired the patron should feel free to e-mail, use “Ask-A-Librarian”, call the reference desk, or come by the Library.
10. Insert your name followed by:  
Wayne G. Basler Library Reference  
[library@NortheastState.edu](mailto:library@NortheastState.edu)  
423. 354.2458
11. Click on the “Send” button to send the e-mail to the patron.

## **WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL**

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 7. Interlibrary Loan Requests

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Interlibrary Loan (ILL) is used when the library user cannot obtain the desired materials from the home institution library. The library user is informed of the service and of any possible charges involved (photocopying, postage, and ILL surcharges from lending institutions).

### PROCEDURE

#### **INTERLIBRARY LOAN**

1. After gathering enough information for a successful ILL query and discussing the service with the patron, the librarian can fill out the form or assist the patron at his/her discretion. The librarian may steer students and faculty/staff to the ILL form online, but all community borrower requests must be filled out on paper and in person. Be sure to obtain as much bibliographic information as possible before filing the request with the ILL Librarian.
2. There is usually no charge to students for ILL services, but all other patrons will be responsible for any institutional charges for items that cannot be loaned freely.
3. Place paper forms (if the request is not completed online) in the ILL staff member's box.

Please see Section I. F. for more complete Interlibrary Loan procedures.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 8. Statistics

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Statistics are kept on the Reference Desk calendar to provide information for staffing purposes and various state and federal reports. Statistics kept include reference transactions, information/directional transactions, bibliographic instruction and mechanical inquiries.

A **reference transaction** is defined by the NCES (National Center for Education Statistics) – Academic Library Survey report (Federal) as:

“an information contact that involves the knowledge, use, recommendation, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Information sources include printed and non-printed materials, machine-readable databases (including assistance with computer searching), the web, catalogs and other holdings records, and, through communication or referral, other libraries and institutions, and persons both inside and outside the library.”

A **directional transaction** is defined by the NCES report as:

“an information contact which facilitates the use of the library in which the contact occurs and which does NOT involve the knowledge, use, recommendation, interpretation, or instruction in the use of any information sources other than those which describe the library; such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions include giving instruction in locating, within the library, staff, library users, or physical features, etc., and giving assistance of a non-bibliographic nature with machines.”

Statistics for **bibliographic instruction** are kept by listing the number of lectures and the number of attendees. If a lecture is performed in a location other than the library, the information is still recorded on the Reference Desk calendar. The Online Dictionary for Library and Information Science defines this type of transaction as:

“Instructional programs designed to teach library users how to locate the information they need quickly and effectively. BI usually covers the library’s system of organizing materials, the structure of the literature of the field, research methodologies appropriate to the discipline, and specific resources and finding tools (catalogs, indexes and abstracting services, bibliographic databases, etc.).”

Statistics for **mechanical transactions** are kept by listing the number of requests to change copier paper, toner, complete small repairs and assist with instruction on the use of machinery.

**KEEPING ACCURATE RECORDS OF ALL STATISTICS IS EXTREMELY IMPORTANT!**

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. D. PUBLIC SERVICES - REFERENCE

POLICY TITLE: 9. Bibliographies and Research Guides

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

As a service to faculty and students, the Wayne G. Basler Library provides subject-specific bibliographies. Librarians prepare bibliographies upon faculty request and when the need for one is apparent.

### PROCEDURE

1. Once a bibliography has been requested, the librarian assigned to complete it interviews the requester about the nature and scope of the information desired, then compiles the information from the online catalog, indexes, etc.
2. The information is entered into a word processing program and saved to allow for updates and revisions.
3. One copy is given to the faculty member requesting the bibliography. If the faculty member wishes to have multiple copies, s/he arranges this with her/his department. A second copy is maintained in the Reference Desk folder.
4. For bibliographies prepared for the library, the staff determines the number of copies to be prepared and distributed.
5. Any bibliography and research guide can be placed on the library's website at faculty or librarian's request.

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section E: Library Instruction**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. E. PUBLIC SERVICES - LIBRARY INSTRUCTION

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

In its support of Northeast State's educational goals, the purpose of the Northeast State Library Instruction (LI) program is to provide the means for students to become more proficient in their use of the library and its resources. The Library is dedicated to the concept of the lifelong learner and provides classes, handouts, and instructional programs to enhance the learning process.

The Library Instruction program:

1. Informs students of library services.
2. Familiarizes students with the location of resources and services in the library and through its website.
3. Teaches basic library research skills.
4. Coordinates and enhances classroom assignments with library resources and instruction through point-of-use instruction.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

## SECTION: I. E. PUBLIC SERVICES - LIBRARY INSTRUCTION

POLICY TITLE: 2. Faculty Involvement in LI

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library supports and encourages faculty members in the creation, scheduling and execution of its Library instruction efforts. Without faculty support, the Library's instruction program would not succeed. Faculty involvement in Library instruction is integral.

### PROCEDURE

1. It is incumbent upon faculty members to schedule Library instruction by calling the reference desk (ext. 3558) at least one week in advance.
  - ❖ **If less than one week's notice is given -- or if the desired time is already scheduled -- the library will attempt to accommodate the request. However, the library reserves the right to defer the requested instruction. Faculty are not to send classes to the library without scheduling them first. When available and appropriate, the instructor may provide the assignment handout to the library in advance.**
2. A librarian who is not working the reference desk will be responsible for conducting instruction unless the instruction occurs during early morning or evening hours. It is incumbent upon that librarian to prepare in advance to ensure a successful interaction and learning experience for the class.
  - ❖ **The instructor should provide their name and a phone number as well as the course number, number of students and sufficient information about desired instruction and course work.**
3. Upon completion of the instruction session faculty will be asked to administer an evaluation survey and return the surveys to the Library.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

### SECTION: I. E. PUBLIC SERVICES - LIBRARY INSTRUCTION

POLICY TITLE: 3. Point of Use Instruction

EFFECTIVE DATE: July 2010

---

The objective of the basic research library instruction session is to enable the student to use the online catalog, specific reference tools, online databases, Internet, and other library resources to locate materials for a general research assignment.

#### PROCEDURE

1. Prepare all needed materials for teaching on the day of instruction prior to students arriving. If teaching in a lab be sure to check the status of computers to be used.
2. Introduce yourself and explain the purpose of the library instruction session. Remember to pace your presentation so that the uninitiated in library usage (a good portion of your audience) will be able to follow your instruction.
3. Explain the area specific to the assignment and its use. Remember that many students are unfamiliar with the Library of Congress Classification System and may not know what a call number is. Some students may not have used online databases. Encourage students to ask staff for assistance.
4. Briefly mention any special reference works the instructor may have requested you to highlight.
5. Point out specific areas of the Library such as the reference desk, periodicals collection, copiers, microfiche reader/printers, etc.
6. Conclude the session by emphasizing the Library's commitment to serving the students of Northeast State.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. E. PUBLIC SERVICES – LIBRARY INSTRUCTION

POLICY TITLE: 4. Point of Use Instruction Evaluation

EFFECTIVE DATE: July 2010

---

The objective of Library instruction evaluation is to ensure effective Library instruction. Student evaluations of the Library instruction process help determine the provision of future instruction.

### PROCEDURE

1. Approximately one week after a Library instruction session the Library will send the instructor of the class the Library Instruction Evaluation forms for them to distribute to their students during class.
2. After the students have completed the evaluation forms the Instructor should send the forms to the Library.
3. When the completed evaluation forms arrive at the Library they should be give to the Dean of Library Services for processing.

Wayne G. Basler Library  
Library Instruction Evaluation

Class/Section: \_\_\_\_\_  
Instructor: \_\_\_\_\_

- Please describe your level of comfort when using the Library and the resources which it has to offer:

Before attending this session:

- Very Comfortable    Comfortable    Somewhat Comfortable    Not Comfortable

After attending this session:

- Very Comfortable    Comfortable    Somewhat Comfortable    Not Comfortable

- Do you feel that the instruction was organized and the content covered was relevant?  
 Strongly Agree    Agree    Disagree    Don't Know

- Do you feel confident that you can effectively use the Library's online catalog and databases to find information for future projects/assignments?  
 Strongly Agree    Agree    Disagree    Don't Know

- After attending the session do you feel that you found better resources for your project/assignment than you would have on your own?  
 Strongly Agree    Agree    Disagree    Don't Know

- After attending the session are you more likely to use a Library database rather than performing a general web search when researching a topic?  
 Strongly Agree    Agree    Disagree    Don't Know

- How would you rate the overall value of your Library instruction session?  
 Excellent    Very Good    Good    Fair    Poor

Please give us your comments or suggestions regarding this Library instruction session:

---

---

---

---

---

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section F: Interlibrary Loan**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. F. PUBLIC SERVICES - INTERLIBRARY LOAN

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

Interlibrary loan services are provided to users of the Wayne G. Basler Library to enhance the research capabilities for individual patrons and to provide use of materials not owned by the Wayne G. Basler Library. Interlibrary Loan (ILL) is the provision of materials from library collections outside of Northeast State. The Wayne G. Basler Library has access to libraries throughout Tennessee and the United States through OCLC (Online Computer Library Center), a computer-based information retrieval system.

Every attempt is made to obtain requested materials as quickly and as inexpensively as possible, given certain restrictions. Members of TBR do not charge for interlibrary loans. However, some libraries outside the network do impose surcharges and photocopying charges for their services, which the Wayne G. Basler Library passes on to the faculty, staff, or community borrower. Students are not assessed charges for materials borrowed through ILL.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. F. PUBLIC SERVICES - INTERLIBRARY LOAN

POLICY TITLE: 2. Interlibrary Loan Request - OCLC

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library is a member of TennShare, a consortium of participating Tennessee libraries. The library is also a member of Lyris and OCLC. More than 72,000 libraries contribute to and use information in the OCLC Online Union Catalog, the world's largest database of library bibliographic information. The Wayne G. Basler Library searches the OCLC catalog when a library user has requested material that is not owned by Northeast State.

Generally, Interlibrary Loan responsibilities are assigned to one staff member and an assistant who fills in when needed who has received special training in the use of the OCLC database. The following are basic procedures for initiating an Interlibrary Loan request and processing it once it is received.

### PROCEDURE

#### Requesting Materials

1. Before initiating an Interlibrary Loan Request, requestors should first search for the items in the Northeast State on-line catalog to determine whether the material is owned by the college.
2. Requests should be prioritized as they will be limited to only five requests in-process at any one time. Exceptions can be made under extenuating circumstances, keeping in mind that curricular needs will supersede all other requests.
3. Library users must complete an Interlibrary Loan Request Form, which should include the bibliographic information of the item(s) and the name, phone number and signature of the requester. This form may be submitted in the library, or submitted electronically via the Library's web page. Community borrowers must bring the form in person, rather than electronically submitting paperwork.

4. Most ILL requests will be sent over the Internet, using the OCLC ILL Web interface. Usually only urgent requests for photocopies from non-OCLC members will be transmitted by fax.
5. Log on to OCLC and search for the bibliographic record. For specific procedures, refer to the user manuals.
6. Search for holdings information or union lists and select 5 institutions to request from. OCLC will supply a list of potential lenders. Usually it is best to select the ones in closest proximity. Five lenders may be chosen.
7. After sending an ILL request online, print two copies of the record and attach them to the original request and place it in the “pending” file. Requests are filed alphabetically by the last name of the requestor.

#### Receiving Requested Materials - Books

1. The lending library will send the book with a copy of the ILL workform and a mailing label for returning the item. Locate the patron’s name and pull the original request from the file.
2. Mark date received and date due on the original ILL forms. Fill out an ILL bookcover, along with a bar code, and attach to the book. Place the book behind the circulation desk to be picked up. Inform the patron that the book has arrived. Books must be checked out on the circulation system to the borrower. Materials will be held for one week.
3. Mark the date received and the due date on original ILL forms. Paperclip the lending library’s paperwork (ILL forms, mailing labels,ect.) to the NSCC ILL forms. Log on to OCLC and indicate the item was received. Place paperwork in “return records” file.

#### Photocopies

1. A photocopy from a lending library (whether received via fax, mail, or Ariel), should have a copy of the ILL workform attached. Locate the patron’s name and pull the original request and ILL workform from the “pending” file.
2. Log on to OCLC and indicate the item was received. The ILL workform will be filed by month in the ILL Records file.

3. To satisfy copyright laws, note on the magazine list which journal was utilized to supply the article. Place photocopies behind the circulation desk to be picked up and notify patron that the article has arrived.

Patrons are informed of unavailability or charges via email or phone.

### Returning Books

1. When a library user returns a book it must first be discharged on the circulation system. Books are forwarded to the librarian or assistant in charge of returning items.
2. Locate original request and ILL workforms and remove from "Return Records" file. Place lending library's copy and mailing label inside book and return to circulation to be shipped. Books will be returned by either UPS or First Class mail.
3. The Library mailing account number is 110001-15010-74241-350. This number should be noted on the return address.
4. Log on to OCLC and mark item returned. Write the date and "returned" on both copies of the ILL paperwork and place in the "monthly return" file and the yearly "books returned" file.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. F. PUBLIC SERVICES - INTERLIBRARY LOAN

POLICY TITLE: 3. Interlibrary Loan Supply – OCLC - FirstSearch

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

As a member of TennShare and OCLC, the Wayne G. Basler Library lends its materials to other requesting libraries according to the policies and procedures of these networks. Reference books, movies, and materials that have received within the last 6 months are not loaned. Any exceptions to this rule are made by the Dean of the Library in consultation with other appropriate library staff. Microforms and actual issues of periodicals are generally not loaned, although photocopies of requested articles will be supplied. No fees for this service are charged to requesting members of the TBR institutions.

### PROCEDURE

LENDING:

NOTE: An ILL request for Wayne G. Basler Library materials may be received by OCLC ILL, Ariel, mail, phone, or fax.

1. Check the Message File on OCLC each day for requests pending from other libraries. If the request is a magazine, refer to the Wayne G. Basler Library Periodicals Holdings List to confirm that we have a particular journal. Print the ILL workform. If the request is for a book, check the online catalog to make sure the library has owned the item longer than six months.
2. Print the requests and retrieve the items from the collection.
3. Books will be checked out under an Interlibrary Loan account.
4. Photocopies will be stamped with the copyright notice. For books, one copy of the ILL workform should include the due date and be placed inside the book with a NeSCC return mailing label. Items will be sent by first class mail, UPS or Ariel for articles being sent to institutions with Ariel capabilities.

5. Write the date the item is sent on the original copy of the ILL form. Log on to OCLC and answer yes to those requests “in process” which were filled. File the request in the “Books Loaned” file. The forms for photocopies are placed in the month file.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES

SECTION: I. F. PUBLIC SERVICES - INTERLIBRARY LOAN

POLICY TITLE: 4. Finances

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

As a member of TennShare and OCLC, the Wayne G. Basler Library does not charge other TBR libraries for provision of Interlibrary Loan materials.

Libraries outside of the TBR system may place surcharges and copy charges on their loans, the cost of which will be passed on to faculty, staff or community borrowers. Students are not charged for Interlibrary Loan materials. The library user is informed of this possibility before the ILL process and signs an agreement to pay the cost(s). Limits to the cost the library user is willing to pay are specified in the ILL process.

### PROCEDURE

BORROWING:

#### **CHARGES MADE BY LENDING LIBRARIES**

**\*NOTE\*** -- Every attempt is made to get the item from a lender who will not charge for lending their materials. Students are not charged for Interlibrary Loan services, except for overdue fines or lost and damaged fees charged by the lending library. All other library patrons (faculty, staff, or community borrowers) are responsible for any fees charged by the lending library. These fees may include photocopying and handling, fax, overdue fines, and loss or damage of materials belonging to the lending library.

1. Attach invoice or, if necessary, an Interlibrary Loan Status Report, giving the amount charged by the lending library, to the Interlibrary Loan material.
2. The patron must pay for the interlibrary loan fees in the business office before the material is picked up. The receipt is then returned to the library and attached to the invoice. The receipt and invoice are sent with a purchase order to Accounts Payable.

3. Faculty and staff who requested the ILL for professional use may have their department issue a requisition for payment and bring that to the library in order to receive their materials. The library will then send the requisition for payment with an invoice from the lending library to the Business Office for payment.
4. All fees collected for Interlibrary Loan services are to be credited to account number 15010-74985 in the Business Office. This account will be used to pay for Interlibrary Loan charges received by the library.
5. Copies of the invoices and requisitions for fees paid by the Wayne G. Basler Library to lending libraries are filed for five years.

**Wayne G. Basler Library  
Interlibrary Loan Fee Schedule**

TYPE	LOAN OR PHOTOCOPY	CHARGES
Books	4 week loan (6 weeks for out-of-state)	None
Reference Books Periodicals Microfiche	Photocopy only	None
Audio-Visuals	Music CD's only	None
FAX Requests		None
Ariel Articles		None
Lost Books		None

\*NOTE—ILL activities are suspended during the Christmas holidays

## **WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL**

### **SECTION: I. F. PUBLIC SERVICES - INTERLIBRARY LOAN**

**POLICY TITLE:** 5. Statistics

**EFFECTIVE DATE:** July 2010

---

#### **STATEMENT OF POLICY**

The Wayne G. Basler Library retains statistics generated through OCLC regarding Interlibrary Loan transactions for internal information, and for college, state, and federal reports. This information is submitted to the Dean of the Library each month.

#### **PROCEDURE**

##### **ILL BORROWING AND LENDING STATISTICS**

1. At the end of each month, total the number of items requested by Northeast State and items loaned (including photocopies) by Northeast State.
2. Keep annually by calendar year. Submit an annual report to the Dean in July.
3. Copyright laws restrict the number of requests to five times per year for periodicals not subscribed to by the library. This must be kept by calendar year. An annual report is given to the Dean and the periodicals librarian for new title considerations.

##### **INTERLIBRARY LOAN FILES**

All ILL work forms are kept at least one calendar year and held for one additional year. (TBR Guideline G-070).

Keep ILL Borrowing and Lending Statistics and ILL Lending Records for five years. Annual statistics are compiled from these records.

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section G: Audiovisuals**

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

### SECTION: I. G. PUBLIC SERVICES - AUDIOVISUALS

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

#### STATEMENT OF POLICY

Audiovisuals, a department within the Wayne G. Basler Library, supports the educational goals and objectives of the college by providing the highest quality user-oriented academic services. A collection of contemporary media, assistance with use, and appropriate facilities contribute to the development of instructional goals of faculty, staff, and students. In order to meet the needs of the patron, the following objectives have been developed.

1. Assure the development, availability and accessibility of media resources in all subject areas through planning cooperative endeavors with faculty, staff and students.
2. Provide a variety of current media in appropriate formats to assist users in meeting their needs for information and education.
3. Provide appropriate equipment and technology and ensure its reliability by working with Media Services to ensure good acquisition and maintenance practices.
4. Provide assistance with the use of media and equipment, rendering advice for the most appropriate utilization in support of the educational goals of Northeast State.
5. Provide effective basic media services that will assist in the educational process of students.
6. Assist in locating copyright guidelines for the use of media.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

### SECTION: I. G. PUBLIC SERVICES - AUDIOVISUALS

POLICY TITLE: 2. Scheduling/ Checkout

EFFECTIVE DATE: July 2010

---

#### STATEMENT OF POLICY

Most media materials are restricted for faculty use. Students and community borrowers are not allowed to use instructional videos/DVDs outside of the library. Students may borrow certain instructional materials designated for the support of the curriculum. The need for security of library materials must be balanced with the need to be friendly and helpful to all borrowers.

Audiovisual materials are listed in the online library catalog and may be accessed by title, keyword or subject.

Instructors are able to reserve materials in advance. Scheduling may be done by phone or in-person. Walk-in services are provided if the materials are available. The patron should be tactfully reminded that advance notice would be to their advantage.

During their contract period, adjunct faculty have equal access to all instructional materials available to full-time faculty. Arrangements for pick-up and drop-off of materials are made between the adjunct faculty and the circulation desk or Media Center. Expedient return of resources is necessary to assure maximum use for all faculty. When necessary, the office of Evening and Distance Education may act as a liaison for delivery.

#### PROCEDURE

##### SCHEDULING

1. Add the patron's name, the item needed, and the date to the Video/DVD Bookings File.
2. The day before the date of use the video/DVD will be pulled and placed in the "hold area" to be picked up.

##### CHECKOUT

1. Pull up and change the patron's record on the Millennium Circulation system.

2. Scan the barcode on the item
3. Desensitize the item
4. Hand the item with the check-out receipt to the patron.

\*For more information about Checkout procedures please refer to the Circulation policy Section I.C. 5.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. G. PUBLIC SERVICES - AUDIOVISUALS

POLICY TITLE: 3. Video/DVD Loan Policy

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

There are two types of video/DVDs:

1. **INSTRUCTIONAL** – These videos/DVDs are selected to enhance the academic program. These circulate to faculty only and may be viewed by students and community borrowers in the library.
2. **POPULAR** – These are popular movies intended for informational and/or entertainment use. In general, these videocassettes and DVDs are intended for home use, but copyright guidelines allow for limited use as instructional materials. Videos for this collection are based on a variety of patron interests and are purchased to expand the reading interests of patrons.

POPULAR VIDEO and DVD COLLECTION  
Loan Policy/Wayne G. Basler Library

1. Popular videos/DVDs will be loaned to any person registered as a borrower at Northeast State.
2. It is the borrower's responsibility to know the policies pertaining to the use of the recreational video/DVD collection and the hours the library is open. No exception will be made for violation of the policies.
3. Popular videos/DVDs are loaned for home use only; any other use may constitute a violation of federal copyright laws.
4. Popular videos/DVDs are loaned for three days only.
5. Popular videocassettes should be rewound after use. Borrowers are responsible for the safe return of each videocassette and DVD and for the cost of repairing or replacing a damaged videocassette/DVD. Borrowers should report any damage to library personnel.
6. The library does not provide loan of equipment for video viewing, nor is the library responsible for any damage the video may cause to a borrower's video player. The library DOES provide TV/VCR/DVDs for on-site viewing.
7. Exposure to excessive heat or high temperatures may cause damage to a video. They should not be left in a car for long periods of time or in direct sunlight. DVDs are especially fragile to scratching and should be handled with care.

## **WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL**

SECTION: I. G. PUBLIC SERVICES - AUDIOVISUALS

POLICY TITLE: 4. Student Use of AV Equipment

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library maintains an area where students can use audiovisual materials. Equipment is included for both educational and recreational use. Sufficient equipment should be available so that students do not experience unnecessary inconvenience, particularly in the use of course-related videos/DVDs. Steps must be taken to ensure the security of equipment and software. The security measures should be planned to maximize service and accessibility to library materials.

Staff members should be available to assist students in the use of equipment and software, particularly during times of heavy use. The staff member on duty should check from time to time to be sure students do not need assistance. Instructions and hints for proper use may be posted near each piece of equipment. When possible, viewing/listening areas should be located to minimize disturbances to the rest of the library.

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section H: Periodicals**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

Periodicals are part of the Wayne G. Basler Library's collection for students, faculty, staff and community members conducting research on a variety of topics. Periodicals often serve as the source of the most recent printed information for current events, leisure reading, societal issues and scholarly research. The Wayne G. Basler Library is committed to providing a balanced periodicals collection that will meet the needs of its users for currency and utility.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 2. Checking in New Materials

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Periodicals staff of the Wayne G. Basler Library processes new materials as quickly and efficiently as possible to ensure that the latest issues are available to users in a timely manner.

## PROCEDURE

### **Magazines/Journals:**

1. Go through each issue and remove mailing covers, advertisements and scented inserts.
2. Place a magazine label with the issue date, volume and issue number on the upper left corner of the cover.
3. Place a two-sided security strip in between two pages at the back of the issue. Make sure that the target is placed as close to the spine as possible. Periodicals that do not have staples or a spine (i.e., newsletters and loose leaf updates) may not be targeted.
4. Check in each issue on the Millenium serials module.
5. Popular periodicals – those on the shelves on the left in room L303 – will be replaced with new issues as they arrive. All of the periodicals will be placed on the book truck next to the shelves until they are filed in their proper place on the other shelves in the room.
6. Loose leaf items will be filed in the appropriate binders in the Reference room (L301).

### **Newspapers:**

1. Take out advertisements in the Sunday issues.
2. Check in the issues on the sheets in the Newspaper binder at the Circulation desk.
3. Place newspapers in alphabetical order on the appropriate shelf in L303. Keep local newspapers for two weeks and national newspapers for four weeks, after which time they will be recycled.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 3. Materials Selection

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Due to their unique nature, periodicals require a long-term commitment by the Wayne G. Basler Library. Periodicals must be purchased every year, require continuous processing, and increase steadily in price. Selection of periodicals, therefore, is a major decision and each title must be carefully evaluated using thoughtful selection criteria. Curriculum requirements and usage must all be considered.

For detailed policies and procedures on periodicals selection, consult the collection development policy, SECTION I. I.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 4. Ordering - Direct

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Direct subscriptions are those titles that are not carried by the library subscription agency. The general Wayne G. Basler Library policy is to order most subscriptions through the agency, reserving directs for a few select titles. Any new subscription that would have to be purchased as a direct must be approved by the Dean of the Library.

### PROCEDURE

1. After approval has been obtained, verify the price of the title. This verification can be done using the subscription form or renewal invoice. If no such form has been received, contact the publisher directly for the information and request the information in writing.
2. If the subscription is for a new title a purchase order requisition will need to be initiated. If the subscription is a renewal only then a request for payment is necessary.
3. The Library's secretary will initiate either request. Provide the secretary with the appropriate documentation, including pricing information.
4. The Dean of the Library will review and approve online through Banner.
5. Each year in May check the directs against the subscription agency listings to see if the titles can be switched to the subscription agency.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 5. Ordering - Subscription Agency

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

It is the policy of the Wayne G. Basler Library to order most of its periodical subscriptions through a subscription agency.

When the library receives the agency's renewal list in late spring, the Dean of the Library is to review the list with the periodicals librarian for additions and deletions. First consideration is given to titles that support college programs, while duplication of specialized journals, expensive titles and unusual materials are more carefully reviewed. Faculty recommendations, student requests, and unsolicited recommendations are also carefully considered.

### PROCEDURE

1. Upon receipt of the renewal list, check to make sure that all of the information contained in the list is correct, i.e., all subscribed-to titles are listed, renewal dates seem accurate, previously canceled titles are not listed, etc.
2. Consult with the Dean of the Library, periodicals librarian, and appropriate faculty members, then make additions or deletions to the list according to the subscription agency procedures.
3. Make sure that the renewal list is returned to the subscription agency in a timely manner.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 6. Missing Issues/ Claims/ Replacements

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

It is the intent of the Wayne G. Basler Library to maintain a complete run of its periodicals subscriptions. Monitoring of the periodicals collection during check-in and shelving, etc., helps alert the library staff to issues that have not been received or are missing. Prompt attention to the claims procedure helps to eliminate gaps in the holdings for a particular title.

### PROCEDURE

1. When checking in issues in the Millennium serials module, note any missing issues. Wait at least two weeks for weekly titles before claiming. Claim all other titles as soon as possible.
2. Contact the subscription agency through the claiming feature on their website. Indicate the date, volume, and issue number of the missing title.
3. If the title is direct, contact the publisher and request the issue.
4. If the missing issue is not received within six weeks, contact the subscription agency or publisher again.
5. If the issue cannot be replaced, change the status of the issue in the Millennium serials module from "late" to "missing".

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 7. Microfiche Ordering and Receiving

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The general policy of the Wayne G. Basler Library is to purchase microfiche to supplement or replace parts of the periodical collection.

The microfiche vendor sends an annual itemized renewal notice to the library.

### PROCEDURE

#### **Ordering:**

1. Review renewal notice and check for accuracy.
2. Discuss titles with Library Dean to confirm renewals, additions, and/or deletions.
3. Give finalized list to secretary for processing.

#### **Receiving:**

1. Check invoice to microfiche received. Give the invoice, with date received stamped on it, to secretary.
2. Stamp the microfiche envelope with the date, volume and issue number. Take the microfiche out of the envelope before writing the information on the envelope.
3. Check the issues in the Millennium serials module, being careful to check in under the microfiche (mbmfe) location.
4. File the microfiche in the microfiche cabinet.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 8. Stack Maintenance

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

It is important that periodicals be reshelfed in their proper places as quickly as possible to enable users to find them easily. Microfiche are maintained in the periodicals area in special cabinets.

## PROCEDURE

### **PERIODICALS**

1. Put the periodicals to be reshelfed in alphabetical order by title, then in reverse chronological order by date within each title - the most current issue on the top, the oldest issue on the bottom.
2. Bound and unbound back issues are maintained in the same area. They are shelved alphabetically by title, then chronologically within each title.
3. Check the shelves on a regular basis to ensure that all titles are in the proper place and sequence.

### **MICROFICHE**

1. Microfiche are filed in specially designed cabinets. Filing within the cabinets is alphabetically by title and chronologically within each title.
2. Microfiche cards may have sequence numbers assigned to them that aid in proper filing. These sequence numbers are generally in the upper right corner of the microfiche.
3. Check the microfiche cabinets on a regular basis to make sure that the microfiche are in proper sequence.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

### SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 9. User Assistance

EFFECTIVE DATE: July 2010

---

#### STATEMENT OF POLICY

Librarians and library staff assist library users with accessing the materials in the periodicals collection. All members of the Wayne G. Basler Library staff remain aware of the necessity of providing prompt, pleasant, courteous service to all library users and attempt to dispel any apprehensions that the library users may have about requesting assistance.

#### PROCEDURE

1. Greet the library user with a smile, eye contact and an offer of assistance.
2. Actively listen to the user's question or request for help. If the question is complex and/or you are unable to provide satisfactory assistance, locate another staff member to help the user.
3. If the use of a paper or online index is indicated, escort the user to the proper tool and show her/him how to use it.
4. Remain with the user long enough to make sure he/she is finding what he/she needs. If he/she is progressing satisfactorily, leave her/him for the time being, then check back a little later to see if everything is still going well.
5. When the user is ready to search for the actual periodical, explain the periodicals arrangement and help the user locate the first source.
6. If the periodical is on microfiche, show the user how to locate the issue and use the equipment.
7. Check on the user from time to time to see if he/she needs further assistance.
8. If the periodical is not owned by the Wayne G. Basler Library and not available full text in one of the databases, offer to obtain the information through interlibrary loan (see Policy I. H. 13 or SECTION I. F.).

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 10. Periodical Indexes

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library is committed to providing the proper tools for locating information in its periodical resources. The Library has a collection of indexes that are used to locate information on various subjects. The electronic indexes are available on-line and cover articles from as early as 1900 to present, with the majority covering from 1980 to present.

### ELECTRONIC

The electronic databases are received online. The databases include Gale, Wilson, EBSCO, Oxford, NewsBank, SIRS and others. Some of the databases are partial full-text, meaning that some of the articles are completely available online while others are just indexed with an abstract or summary.

The electronic databases can be accessed off-campus by students, faculty, staff, and registered community borrowers.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 11. Microfiche Reader/Printers

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library will make all reasonable efforts to ensure the proper functioning of the microfiche reader/printer. These efforts will include prompt attention to problems, routine maintenance and regularly scheduled cleaning.

### PROCEDURE

Maintenance requests to fix a malfunctioning machine are placed on an as-needed basis. Routine maintenance, such as removing paper jams and adding paper, is done as needed. Running the Dry Drum feature is done on a monthly basis by the library staff. (Please see the Periodicals Procedures Manual for the Dry Drum procedure.)

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 12. Periodical Statistics

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Monthly statistics from the databases and microfiche reader/printer will be collected by the middle of the month. The statistics are gathered in order to determine patron use and so determine the need for continued or further resource investment. These statistics are given to the Library Assistant for inclusion with other monthly library statistics such as circulation, etc.

Additionally, statistics are kept on the number of microfiche sheets and bound periodical volumes received and/or withdrawn each month. These statistics are kept by the Periodicals Librarian in a periodicals statistics document. The information from these statistics is used in the yearly asset report.

### PROCEDURE

Please see the Periodicals Procedures Manual.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 13. Interlibrary Loan Requests

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Interlibrary loan is used when the library user cannot obtain the desired periodical article. The library user is informed of the service and of the possible delay involved. There is no charge to students for this service. Faculty must pay any charges imposed by the lending institution.

### PROCEDURE

1. Obtain complete citation information from the library user including the periodical title, date(s), volume number, pages, author, article title, and the source of the citation.
2. Follow the ILL procedure found in SECTION I. F.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 14. Binding

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Binding of select periodicals for the library is scheduled between semesters or during low usage periods - usually in December and May - in order to cause the least inconvenience to library patrons.

### PROCEDURE

Please see the Periodicals Procedures Manual.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 15. Weeding

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Weeding of the periodicals collection is performed to eliminate extraneous copies of periodicals that have been replaced in other formats and to dispose of material that is no longer relevant. The latter is true of subscriptions that have ceased at some time in the past, are incomplete, and/or have no enduring value as research tools in a community college library.

### PROCEDURE

Please consult the list of Withdrawn Periodicals for titles and dates to be withdrawn. Weeding of periodicals is done twice a year, usually in January and June.

1. Notify TBR schools by e-mail that withdrawn periodicals are available.
2. Pull the periodicals that have been designated for discard, checking to make sure that no other titles are included by mistake.
3. Stamp each issue with the withdrawn stamp. Remove or blank-out all Wayne G. Basler Library markings.
4. Desensitize all periodicals.
5. Place all non-recyclable periodicals in boxes and have the Secretary arrange for removal. Recycle all periodicals that meet recycling criteria.
6. If an entire title is withdrawn, delete the title from the Library catalog and notify the cataloger to update the information in OCLC. Remove the title from all relevant documents, including the Master List of Periodicals and the Periodical Holdings List. (Please see the Periodicals Procedures Manual.)
7. Update the holdings for each title in Millennium.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 16. Periodicals List

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library maintains a uniform periodicals holdings list that details the titles and years held. The current title of this listing is Wayne G. Basler Library Periodical Holdings List. The list is maintained in a word processing document and is updated as changes occur. The printed copy of the list is run prior to Fall semester and distributed as deemed appropriate by the Dean of the Library. An online version of the list is updated at least twice a year and is available on the Library's home page under Library Resources. Choose "Current Periodicals and Newspapers," then "Current List of Periodicals."

A copy of the most complete version of the list is kept at the Circulation and Reference Desks. Copies of the modified list are placed in the library for patron use.

## **WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL**

SECTION: I. H. PUBLIC SERVICES - PERIODICALS

POLICY TITLE: 17. Security Measures

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library uses a security system to help prevent the loss of materials due to theft and irregular borrowing. The majority of periodical titles have security strips inserted in them which will set off the alarm at the exit.

**WAYNE G. BASLER LIBRARY**

**POLICIES  
&  
PROCEDURES  
MANUAL**

**PART ONE**

**PUBLIC SERVICES**

**Section I: Collection Development**

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 1. Introduction

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

Northeast State is an institution governed by the Tennessee Board of Regents and is an open access, public two-year comprehensive community college. The college provides programs of study leading to the associate of arts, associate of science, and associate of applied science degrees, and academic and technical certificates for programs of less than two years.

The Wayne G. Basler Library strives to provide a quality collection of print and non-print resources that will meet the needs of the patrons served, as well as support the overall mission and goals of the College. The patrons of the library include students, staff, faculty, administrators and members of the community.

The purpose of the Collection Development Policy is to provide the guidelines used by the Wayne G. Basler Library for selection, acquisition, and maintenance of resources. The policy should:

- a) Ensure that the library develops a collection that is balanced to meet the needs and use of the user community.
- b) Provide objective selection criteria for librarians who select resources.
- c) Provide a means of communicating the collection goals and policies of the Library.

This policy is written by members of the library staff involved with collection development. It is recognized that as programs and information needs of the college change, the policy will need updating to reflect those changes.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 2. Purpose

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The purpose of the Library at Northeast State is to provide comprehensive information services which support the mission of the College which says, in part, that: “Northeast State provides programs of study leading to the associate of arts, associate of science, and associate of applied science degrees, as well as academic and technical certificates. Within these academic areas, the College provides business, technical, and health-related professions programs which prepare students for immediate employment, university parallel programs designed for transfer to other institutions of higher education, honors courses for the academically talented, and a developmental education program to prepare students for college-level studies.” To support the College’s mission, the Library selects resources that enhance the educational programs of the college, as well as support the cultural and recreational aspects of the college community. These materials include:

- a) Adequate research materials for student use
- b) Supplementary reading selections
- c) A diversified reference collection
- d) A variety of periodicals
- e) Non-print resources including multi-media and electronic formats

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 3. Selection Responsibility

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Materials selection is the responsibility of the Collection Development Librarian, under the supervision of the Dean of the Library. All librarians are expected to contribute to the materials selection process. The library encourages faculty input as a vital means of keeping the collection current in all subject areas. Faculty requests may be submitted via an online request form, email, catalogs, and paper materials request form. All requests are reviewed to ensure that they meet collection development guidelines. Faculty requests are given the highest priority. Faculty are informed of the status of their request and when the requested materials have been processed. Students and staff are also encouraged to contribute to the development of the collection by suggesting new titles via an on-line request form, e-mail, or paper materials request form.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 4. Criteria for Selection of Materials

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

The Collection Development Librarian selects print and non-print materials from professional selection tools, professional journals, standard bibliographies, publisher's catalogs and faculty, staff and student requests. Funds are not strictly allocated among the various academic divisions, although equity among programs is sought while giving consideration to the fact that the cost of materials across disciplines is not equal. Collection deficiencies will receive priority in selection.

The following criteria are used to evaluate materials considered for acquisition:

1. Relevance to instructional needs
2. Currency
3. Appropriateness to a community college collection
4. Correlation to the existing collection
5. Support of research needs of students
6. Favorable review in professional journals
7. Reputation of those associated with the work
8. Lasting value
9. Inclusion of title in standard bibliographies
10. Availability of material on the subject
11. Cost
12. Demand

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 5. Special Circumstances

EFFECTIVE DATE: July 2010

---

## STATEMENT OF POLICY

### **Faculty Research Materials**

Because of the mission of the community college, research materials designed to support faculty personal research will not be acquired. Faculty and administrative staff doing research for institutional or instructional development or improvements may wish to recommend the purchase of books for the library. These research requests will be evaluated by the same criteria as other title requests. Limited interlibrary loan is available to support some of the faculty personal research needs.

### **Foreign Language Materials**

The majority of the books and other materials in the library will be in the English language. Limited acquisition of literary titles in foreign languages may occur if they are identified as supporting a foreign language program at the college or serving patrons with multilingual needs.

### **Multiple Copies**

Requests from faculty for multiple copies of books or other materials will be individually considered, but in general, the duplication of titles will be avoided. Because it is the concern of the library to provide students a fair opportunity to thoroughly examine needed materials, multiple copies of particular materials may be acquired in certain situations.

### **Paperbound Books**

The library prefers to acquire hardbound editions of books rather than paperbound. On occasion, if a significant price difference exists between a hardbound edition and a paperbound edition, the paper edition may be selected. Books selected which are only available in paperbound form will be acquired.

## **Replacement Copies**

Books or other materials that are missing from the collection, declared lost, or too worn for further circulation are not automatically replaced. Considerations for replacement include demand, availability of materials on the same subject, and whether the book has been updated by newer and better material.

## **Textbooks**

Textbooks for college courses are not generally acquired by the library. The high cost of textbooks, their rapid obsolescence, and the lack of standardization among textbooks makes purchase by the library unwise and financially prohibitive. A textbook provided by the instructor of the course may be put on reserve for student use. A small number of textbooks will be acquired if they are determined to be either the only available source of information on a subject or an excellent general introduction or survey of the discipline.

# WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

## SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 6. Special Formats

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

#### **Art Prints**

Art print materials that are requested by faculty members as needed for specific courses will be considered for acquisition.

#### **Audiotapes**

The library will purchase audiotapes needed to support the curriculum. Most of these purchases are initiated by faculty request. When considering an audiotape for purchase, factors considered include potential use, reviews, quality of program, and items already owned by the library related to the topic. Audiotapes for recreational purposes are not generally purchased, but the library does belong to a Books on Tape/CD leasing program, and keeps a collection of audiotapes/CDs through that program.

#### **Compact Disc Recordings**

The library will purchase compact disc recordings needed to support the curriculum. Curriculum purchases are initiated by faculty. Evaluation factors include potential use, reviews, quality of recording, and items already owned by the library related to the topic. A limited number of Compact Disc Recordings are purchased for recreational use.

#### **Electronic Sources**

The library will purchase electronic sources in the form of e-book collections and serials databases that are needed to support the curriculum and mission of the library. Factors considered when selecting these materials include appropriateness in meeting educational, informational or recreational goals, potential use, balance of collection subject matter, cost, and format restrictions.

**Fiction**

The library will generally limit purchases of fiction material, but will attempt to select new works of promise in the literary field. Course offerings and user interest will also be considered in evaluating fiction materials for purchase.

**Maps**

Maps of the world, of the United States, and of the region will be acquired. Decisions regarding what types of maps to purchase will be made by the librarians.

**Newspapers/Periodicals**

Due to their unique nature, periodicals require a long-term commitment by the Wayne G. Basler Library. Periodicals must be purchased every year, require continuous processing, and increase steadily in price. Selection of periodicals, therefore, is a major decision and each title must be carefully evaluated using thoughtful selection criteria. Curriculum requirements and usage will be considered.

**DVD Recordings**

The library will purchase DVDs needed to support the curriculum. Most of these purchases are initiated by faculty request. When considering a DVD for purchase, factors considered include potential use, reviews, quality of program, cost, and items already owned by the library related to the topic. A limited number of DVDs for recreational purposes will be purchased.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 7. Gifts

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The library will accept donated books and other materials from individuals and organizations. Criteria for adding these items to the collection will be the same as for items that are purchased. If an item is not added to the collection, it may be given back to the donor, given away or surplus. The library will not assess the value of donated items for tax purposes.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

### SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 8. Weeding

EFFECTIVE DATE: July 2010

---

#### STATEMENT OF POLICY

In order to keep a current and accurate collection, the library weeds materials on a regular basis. One third of the circulating collection is reviewed every year. The reference collection is reviewed on a continuing basis. The librarians and staff will make a visual inspection of the area of the collection to be reviewed for weeding in order to identify any damaged or outdated books. A list of books to be weeded will be generated. Faculty then look over the list and suggest if a certain title should not be weeded, or if it should be replaced. Final decisions on books to be weeded are left to the discretion of the librarians.

#### **Criteria for weeding:**

1. Not checked out in five years.
2. Copyright date is more than 10 years old, and it is material that is dated.
3. Item is in poor condition.
4. Material has become obsolete or has been updated.

#### **Exceptions to weeding:**

1. Only a few items on the topic exist in the collection.
2. Item is a classic or standard in the field.
3. Item is curriculum related.
4. Withdrawals are limited to 3 percent or 1000 – 1200 items of the collection per fiscal year.

Once items to be weeded are determined, they are deleted from the on-line catalog database. An e-mail will be sent to TBR Library directors, informing them the library is weeding part of its collection. They will be sent a list of titles to be weeded upon request. The TBR Libraries have 30 days to respond with any request for an item. At the end of the 30 day deadline the items will be boxed up, and maintenance will be called to pick them up for surplus.

A list of all items withdrawn is maintained on Excel and is given to the Dean of the Library at the end of the fiscal year. These reports are filed in a notebook, and saved for annual report statistics.

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 9. Reconsideration of Materials

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

Despite the care taken by the librarians in choosing materials for inclusion in the collection, objections to a work may occasionally occur. If this occurs, there should be an initial attempt at resolution between the patron and a librarian. The patron should first be directed to the Dean of the Library (or Collection Development Librarian should the Dean be unavailable) to discuss the nature of the objection. The patron, if not satisfied with the outcome of the discussion, may file a written objection using the Request for Reconsideration of Materials form. The objection will be reviewed by the Library Subcommittee, and the patron will be notified when a decision has been made.



5. What do you understand to be the general purpose for using this work?
- a. Provide support for College curriculum and programs  
\_\_\_\_\_ yes \_\_\_\_\_ no
  - b. Provide an opportunity to widen the users' thinking or enrich their lives  
\_\_\_\_\_ yes \_\_\_\_\_ no
  - c. Provide fulfillment of recreational needs  
\_\_\_\_\_ yes \_\_\_\_\_ no
  - d. Provide support and development of the teaching methods of the faculty  
\_\_\_\_\_ yes \_\_\_\_\_ no
6. Did the general purpose of the material, as described by the librarian, seem a suitable one to you? \_\_\_\_\_ yes \_\_\_\_\_ no
7. What do you think is the general purpose of the author/creator of this material?
8. Are you aware of the professional critical judgment of this material?  
\_\_\_\_\_ yes \_\_\_\_\_ no
9. Would you like the librarian to give you copies of the written professional reviews about the material? \_\_\_\_\_ yes \_\_\_\_\_ no
10. Do you have negative reviews of the material? \_\_\_\_\_ yes \_\_\_\_\_ no
11. Would you be willing to provide copies of the reviews you have collected?  
\_\_\_\_\_ yes \_\_\_\_\_ no
12. What would you like the Library to do about this material?
13. If you are of the opinion that it should not be available, what material would you recommend that would convey as valuable a picture and perspective of the subject treated?

The undersigned complainant agrees to attend any meetings related to this complaint.  
Failure to attend any meeting will constitute a withdrawal of the complaint.

\_\_\_\_\_  
Signature of the Complainant/Date

## WAYNE G. BASLER LIBRARY POLICIES & PROCEDURES MANUAL

SECTION: I. I. COLLECTION DEVELOPMENT

POLICY TITLE: 10. Preservation/Repair of Materials

EFFECTIVE DATE: July 2010

---

### STATEMENT OF POLICY

The Wayne G. Basler Library makes every effort to keep library materials in good repair. Torn or missing pages are repaired or replaced as quickly as possible in keeping with sound preservation principles. Worn book covers and loose blocks are also repaired in keeping with sound preservation principles. If a book or periodical is too badly damaged to repair on site, a decision is made whether to rebind, replace, or discard the item. The decision is primarily based on factors such as the extent of the damage, the amount of use of the item, and the item's importance to the collection.

# **APPENDIX**

## **Library Bill of Rights**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948  
Amended February 2, 1961, and January 23, 1980,  
inclusion of "age" reaffirmed January 23, 1996,  
by the ALA Council

## **Code of Ethics of the American Library Association**

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of the Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted June 28, 1997, by the ALA Council;  
amended January 22, 2008.

## **Freedom to View**

The Freedom to View, along with the freedom to speak, to hear, and to read, is protected by the First Amendment of the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest possible access to film, video and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to ensure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video and other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AGVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed by the ALA Council January 10, 1990.

## Challenged Materials

### An Interpretation of the Library Bill of Rights

*Libraries: An American Value* states, “We protect the rights of individuals to express their opinions about library resources and services.” The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined written policy for collection development that includes a procedure for review of challenged materials. Selection of online resources, including Web sites, should also be governed by this collection development policy and be subject to the same procedures for review of challenged materials. This policy reflects the *Library Bill of Rights* and is approved by the appropriate governing authority.

Challenged materials should remain in the collection during the review process. The *Library Bill of Rights* states in Article I that “Materials should not be excluded because of the origin, background, or views of those contributing to their creation,” and in Article II, that “Materials should not be proscribed or removed because of partisan or doctrinal disapproval.” Freedom of expression is protected by the Constitution of the United States, but constitutionally protected expression is often separated from unprotected expression only by a dim and uncertain line. The Supreme Court has held that the Constitution requires a procedure designed to examine critically all challenged expression before it can be suppressed. 1. A hearing is a part of this procedure. Materials that meet criteria for selection and inclusion within the collection should not be removed.

Therefore, any attempt, be it legal or extra-legal, \* to regulate or suppress materials in libraries must be closely scrutinized to the end that protected expression is not abridged.

Adopted June 25, 1971; amended July 1, 1981; amended January 10, 1990; January 28, 2009, by the ALA Council.

\* “Extra-legal” refers to actions that are not regulated or sanctioned by law. These can include attempts to remove or suppress materials by library staff and library board members that circumvent the library’s collection development policy, or actions taken by elected officials or library board members outside the established legal process for making legislative or board decisions. “Legal process” includes challenges to library materials initiated and conducted pursuant to the library’s collection development policy, actions taken by legislative bodies or library boards during official sessions or meetings, or litigation undertaken in courts of law with jurisdiction over the library and the library’s governing body.

1 *Bantam Books, Inc. v. Sullivan*, 372 U.S. 58 (1963)

## **The Freedom to Read**

(excerpted from ALA's "The Freedom to Read Statement")

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular, or considered dangerous by the majority.
2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.
3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.
4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.
5. It is not in the public interest to force a reader to accept with any expression the prejudgment of a label characterizing any expression or its author as subversive or dangerous.
6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, June 30, 2004, by the ALA Council and the AAP Freedom to Read Committee.

*A Joint Statement by:*

American Library Association  
Association of American Publishers

*Subsequently endorsed by:*

American Booksellers Foundation for Free Expression  
The Association of American University Presses, Inc.  
The Children's Book Council  
Freedom to Read Foundation  
National Association of College Stores  
National Coalition Against Censorship  
National Council of Teachers of English  
The Thomas Jefferson Center for the Protection of Free Expression

## **ALA / Libraries: An American Value**

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government.

Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21<sup>st</sup> century, we believe certain principles must be guaranteed.

To that end, we affirm this contract with the people we serve:

- We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services;
- We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services;
- We connect people and ideas by helping each person select from and effectively use the library's resources;
- We protect each individual's privacy and confidentiality in the use of library resources and services;
- We protect the rights of individuals to express their opinions about library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become lifelong learners – informed, literate, educated, and culturally enriched.

Change is constant, but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom of speech in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

Adopted by the Council of the American Library Association, February 3, 1999.

## **Intellectual Freedom Principles for Academic Libraries: An Interpretation of the *Library Bill of Rights***

A strong intellectual freedom perspective is critical to the development of academic library collections and services that dispassionately meet the education and research needs of a college or university community. The purpose of this statement is to outline how and where intellectual freedom principles fit into an academic library setting, thereby raising consciousness of the intellectual freedom context within which academic librarians work. The following principles should be reflected in all relevant library policy documents.

1. The general principles set forth in the *Library Bill of Rights* form an indispensable framework for building collections, services, and policies that serve the entire academic community.
2. The privacy of library users is and must be inviolable. Policies should be in place that maintain confidentiality of library borrowing records and of other information relating to personal use of library information and services.
3. The development of library collections in support of an institution's instruction and research programs should transcend the personal values of the selector. In the interests of research and learning, it is essential that collections contain materials representing a variety of perspectives on subjects that may be considered controversial.
4. Preservation and replacement efforts should ensure that balance in library materials is maintained and that controversial materials are not removed from the collections through theft, loss, mutilation, or normal wear and tear. There should be alertness to efforts by special interest groups to bias a collection through systematic theft or mutilation.
5. Licensing agreements should be consistent with the *Library Bill of Rights*, and should maximize access.
6. Open and unfiltered access to the Internet should be conveniently available to the academic community in a college or university library. Content filtering devices and content-based restrictions are a contradiction of the academic library mission to further research and learning through exposure to the broadest possible range of ideas and information. Such restrictions are a fundamental violation of intellectual freedom in academic libraries.
7. Freedom of information and of creative expression should be reflected in library exhibits and in all relevant library policy documents.
8. Library meeting rooms, research carrels, exhibit spaces, and other facilities should be available to the academic community regardless of research being pursued or subject being discussed. Any restrictions made necessary because of limited availability of space should be based on need, as reflected in library policy, rather than on content of research or discussion.
9. Whenever possible, library services should be available without charge in order to encourage inquiry. Where charges are necessary, a free or low-cost alternative (e.g., downloading to disc rather than printing) should be available when possible.
10. A service philosophy should be promoted that affords equal access to information for all in the academic community with no discrimination on the basis of race, values, gender, sexual orientation, cultural or ethnic background, physical or learning disability, economic status, religious beliefs, or views.
11. A procedure ensuring due process should be in place to deal with requests by those within and outside the academic community for removal or addition of library resources, exhibits, or services.
12. It is recommended that this statement of principle be endorsed by appropriate institutional governing bodies, including the faculty senate or similar instrument of faculty governance.

Approved by ACRL Board of Directors: June 29, 1999. Adopted July 12, 2000, by the ALA Council.

# **NOTICE**

The copyright law of the United States (Title 17 U.S. Code) governs the making of photocopies or other reproductions of copyrighted materials.

**The person using this equipment is liable for any infringement.**