

POLICY MANUAL
HENRY G. BENNETT MEMORIAL LIBRARY

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HENRY G. BENNETT MEMORIAL LIBRARY

I. MISSION AND GOALS

A. MISSION

Southeastern Oklahoma State University provides an environment of academic excellence that enables students to reach their highest potential. By having personal access to excellent teaching, challenging academic programs, and extracurricular experiences, students will develop skills and habits that promote values for career preparation, responsible citizenship, and lifelong learning.

In conjunction with the University's Mission Statement, the Library at Southeastern offers the following mission statement:

The Henry G. Bennett Library at Southeastern Oklahoma State University will support the University's curriculum by providing a vital, information-rich environment that will enhance faculty development and student learning by:

1. Providing an opportunity to succeed through a challenging, learner-centered academic environment.
2. Promoting information and critical thinking skills that are essential to confident, independent learners;
3. Striving for a balanced, current, and relevant collection of resources in both traditional and electronic formats that provide professional, academic and career-oriented information to meet the changing needs of the workforce;
4. Providing a model of excellence for the University and local community through our quality of service;
5. Presenting a system of governance that provides reliable information and, as appropriate, involves the faculty and students in the decision-

- making process;
6. Using assessment to improve student learning and effective teaching.

B. GOALS

1. Resources

a. Collections

- 1) To select, acquire, and maintain resource materials that support the instructional, research, and service functions of the University.
- 2) To select, acquire and maintain some resource materials which support the creative / recreational needs of the University community.
- 3) To develop and promote a quality program of resource sharing and alternative access in order to serve the University community and to support the cooperation efforts of libraries in general.
- 4) To develop policies and procedures that will ensure the preservation and security of the Library's collection.

b. Personnel

- 1) To maintain a comprehensive personnel program designed to attract, develop, and retain sufficient number of qualified librarians and staff capable of meeting the needs of the Library's users.

c. Facilities

- 1) To provide space, equipment, and technology that will ensure operational efficiency, improve collection preservation, and respond to changing needs of users and staff.

d. Finances

- 1) To solicit and secure necessary financial support toward meeting goals and objectives for the continuation and expansion of Library operations.
- 2) To administer the Library's budget and promote optimum use of its financial resources.

2. Services

- a. To promote understanding of the Library's research capabilities and to encourage the use of its resources and services.
- b. To optimize bibliographic control of the Library's collections.
- c. To enhance assistance to users in identifying and locating recorded information.
- d. To strengthen accessibility to the University's library resources.
- e. To facilitate access to materials other than those in the University Library collection.

3. Administration

- a. To lend leadership in the promotion, interpretation, and support of the Library through the development of constructive relationships with the University administration, academic departments, students, and the Library's public in general.
- b. To plan and develop an efficient and effective library system.
- c. To encourage active communication at all levels throughout the Library.

II. ACCESS TO THE COLLECTION

A. GENERAL ACCESS POLICIES:

1. Materials on open shelves or in open cabinets may be circulated.
2. Materials in storage may be used by request only.
3. Materials in locked cases may be used by request only.
4. Materials on reserve may be checked out at the Circulation Desk. Patrons must have a valid Southeastern ID.
5. Curriculum materials may be checked out by Southeastern students and faculty only.
6. Sound recordings, housed in FA105, may be used in the listening room in the Fine Arts building.
7. Materials belonging to the Cooperating Collection, of the Foundation Center, do not circulate and are to be used in the library only.

B. UNIVERSITY ARCHIVES PROCEDURES:

1. General rules:

- a. Food and drinks will not be allowed in the University Archives Room.
 - b. No cell phones or personal stereos will be permitted in the University Room.
2. All bags, purses, notebooks, binders, coats, hats, books or other personal property are subject to inspection.
3. Open by appointment only
 - a. University Archives appointments must be made during library hours. See web site for specific hours. www.se.edu/lib
 - b. Appointments are made for a maximum of 2 hours
 - c. No more than 5 persons can be present in the University Archives Room at any one time
 - d. Researchers must be accompanied by a university faculty member or by a library staff person
4. Proper care and handling of archival materials
 - a. Marks, erasures or any other changes to the materials are not permitted
 - b. Place nothing on top of materials; do not write on top of, alter, lean on, fold anew or trace materials.
 - c. Turn pages slowly and carefully, touching only the margins if possible.
 - d. Wear gloves when working with photographic materials.
 - e. Keep all materials and/or collections in their existing order and arrangement.
 - f. The researcher assumes full responsibility for conforming to copyright, literary property rights, and libel laws.

III. POLICIES FOR PATRONS

A. GENERAL POLICIES FOR PATRONS IN THE LIBRARY

1. Food and /or drinks are not permitted in the library, except in Henry's.
2. Smoking or use of tobacco products is not permitted.
3. Disruptive behavior is not permitted.
4. Mutilation of, or any damage to, library materials is not permitted:

Any patron caught damaging materials in any way will be charged replacement or mending costs as determined by library staff and/or librarians. Students will also be reported to the Vice-President for Student Affairs and/or the Campus Police.

5. Office computers, typewriters, and other equipment are for business use only and are not available to patrons or student workers for personal use.

6. Computers in the public area are to be used for information access only.
7. Computers in the Computer Lab are to be used by SOSU Students from the main campus, and McCurtain County Campus, Oklahoma City Community College, Tinker Air Force Base, and Southeastern at Grayson.
8. Library telephones are for business use only.
9. Library supplies (such as paper, tape, etc.) are not loaned or given to patrons. Exceptions are the use of a stapler and the provision of ribbon and correction tape for student typewriters.
10. Classroom LB-201 is for class or scheduled use only. The room is locked at other times.
11. Library patrons are required to set pagers and cell phones to vibrate and restrict usage to Henry's or the library lobby.

B. LIBRARY POLICY FOR UNATTENDED CHILDREN

The library mission statement provides an environment of academic excellence that enables students to reach their highest potential. Because we operate within an adult environment, we cannot be responsible for unattended children under the age of 18. Therefore, if your child/children is left in the library unattended, security will be contacted. This is for your child/children's protection.

C. TYPEWRITER USE POLICIES

1. The Student Senate provides typewriters for student use.
2. Students should schedule appointments for a typing room in advance. (The schedule is at the Circulation Desk, and students may come by to sign up or may call Ext. 2932.)
3. Students are allowed to schedule only one hour at a time. (If no one is scheduled for the next hour, the student may continue until the next scheduled appointment.)
4. Students must check in and out at the Circulation Desk.
5. The doors to the typing rooms are locked when not in use.
6. The library does not provide supplies other than ribbons. (For example: paper, correction fluid, etc.)
7. Students should report any malfunction of a typewriter to the library staff.

8. Typewriters are for students' personal use only. NO commercial typing.
9. Students will be held responsible for damage to a typewriter.

IV. CIRCULATION POLICIES

A. FUNCTION:

The Circulation Department provides the following numerous services to patrons: charging and discharging of library materials, shelving materials, keeping shelves in order, maintaining circulation statistical records, maintaining overdue and hold-list records, providing copy machine service, limited information assistance, and interlibrary loan services.

B. BORROWING PRIVILEGES are extended to: *

1. SOSU students presenting a valid I.D.
2. SOSU faculty and staff presenting a valid I.D.

3. Immediate families of faculty and staff will be issued a borrower's card upon request.
4. Retired SOSU faculty and spouse.
5. Students enrolled at the Higher Education Center in Ardmore, SOSU at McCurtain County, SOSU at Grayson County, Tinker AFB and Oklahoma City Community College with presentation of I.D. or proof of enrollment.
6. Patrons with a valid community borrower's card.
7. Patrons with a valid Alumni borrower card.
8. Public school groups may be extended borrowing privileges if the following conditions are met:
 - a. The school accepts responsibility for paying for lost, damaged, or non-returned items in advance.
 - b. Prior arrangements are made with the library for the group visit, including prior arrangements for checkout.

* Persons not eligible for borrowing privileges may obtain materials from the collection by requesting them through interlibrary loan through their local public library.

C. ALUMNI BORROWER CARD POLICY

Alumni card holders will be issued a unique borrower card which can be obtained from the Alumni Association. Alumni card borrowers are subject to replacement charges and fees for materials lost, damaged, or presumed by the library to be lost. Alumni card borrowers are limited to a total of ten items borrowed. Alumni card borrowers are not eligible for interlibrary loan services or the computer lab.

D. COMMUNITY BORROWER CARD POLICY

Community Borrower cards may be obtained at the Southeastern Oklahoma State University Library circulation desk by eligible non-members of the University community who wish to borrow materials for home use. For information on the library, loan regulations, and overdue charges see the Student's Guide to Library Usage available at the circulation desk.

Eligibility Requirements

1. Community borrowers are charged a \$5.00 card fee per person or a \$10.00 fee per family
2. Cards for Community borrowers are valid for one year.
3. Applicant should be an Oklahoma resident, living within approximately fifty miles distance from Durant.
4. Applicant must be age 18 years of age and not enrolled in a public or private school system.
5. Community borrowers are subject to replacement charges and fees for materials lost, damaged, or presumed by the library to be lost.
6. Community card borrowers are limited to a total of ten items borrowed.
7. Community card borrowers are not eligible for interlibrary loan services or the computer lab.

E. LOAN POLICIES

1. The following are circulated to all students, faculty, and others with borrowing privileges - identification is required:
 - a. Books from the general collection. This includes all books from floors 2, 2A and 3, juvenile materials with the exception of reference material, Native American materials with the exception of reference material.
 - b. U.S. Government documents, with the exception of census material, U.S. Code, Statutes at Large and other reference type material.
 - c. Oklahoma Documents, with the exception of reference material.
 - d. Books and paper materials on the reserve shelf.
 - e. Sound recordings / audio tapes / videos / DVD's which are housed in the library.
 - f. Vertical file items which are house on the first floor of the library
 - g. Computer software and CD-ROM disks.
 - h. Graphics, art prints, kits and posters.

2. The following are circulated to university faculty, staff and students only:
 - a. Curriculum materials.
 - b. Reserve materials held at the Circulation Desk
 - c. Microfiche and Microfiche readers
 - d. Textbooks

3. The following are circulated to university faculty and staff only:
 - a. Periodicals (magazines, and newspapers).
 - b. Reference books-that have an "R" above the Dewey Classification-with the permission of a librarian.

 - c. University publications such as yearbooks and catalogs.

 - d. Audio-visual equipment can be checked out by Southeastern faculty and staff only.

4. The following are not circulated:
 - a. Materials in the locked cases.

 - b. Reference materials in the Reference Collection, Native American Collection, Juvenile Collection, Curriculum Collection, and Government Documents Collection.

 - c. Microforms, other than those listed in 3a and 3b above.

 - d. SOSU master's theses.

 - e. Sound recordings housed in FA105.

 - f. Maps in the map case on Floor 2A.

 - g. Items in the Archives Room.
 - h. Items in storage.
 - i. Periodical Indices.

 - j. Foundation Center Cooperating Collection

LIBRARY MATERIALS MAY NOT BE TAKEN FROM THE BUILDING UNLESS THEY ARE CHECKED OUT AT THE CIRCULATION DESK-THERE ARE NO EXCEPTIONS!

F. LOAN PERIODS

1. Books, curriculum books, and U.S. government documents are loaned for 3 weeks during the regular semester and 2 weeks during the summer terms-except near the end of the term when the period is adjusted.
2. Faculty loan period is three months.
3. Curriculum kits are loaned for 1 week.
4. Reserve books are loaned for 2 hours.
 - a. Exceptions:
 - i. Books checked out after 9:00 p.m. will be due back by 9:00 a.m. the next day.
 - ii. Books checked out after 5:00 p.m. on Friday will be due back by 9:00 a.m. the following Monday.
 - iii. Instructors may request specific loans periods.
5. Microfiche is loaned for 1 week.
6. Computer software is loaned for periods stated on the item.
7. Sound recordings are loaned for 1 week.
8. Videos are loaned for 1 week to students and community card holders. Videos are loaned to university faculty for two weeks.
9. For other specific loan policies, see the Circulation Time Periods document at: <http://www.se.edu/lib/circtimeperiods.htm>

G. ADDITIONAL LOAN POLICIES

1. RENEWALS—An item may be rechecked once unless:
 - a. It has been requested by another patron.
 - b. It has been recalled for faculty or reserve use.
 - c. Items may be rechecked once, unless it is more than 30 days overdue.

2. ADDITIONAL RENEWALS — May be permitted at the discretion of a librarian.
3. RECALLS — Any item needed by a faculty member for class preparation or reserve use may be recalled.
4. REQUESTS—

When using the Catalog, a patron may request an item in the collection by doing the following:

1. Go to the record of the item requested.
2. Click on the I NEED MATERIAL link in the catalog
3. Click on the Place Hold Link
4. Put in their User ID (Student ID)
5. Put in their PIN number (A patron's PIN number can be obtained by asking or calling the circulation desk.)
6. Click on the Place Hold Button

Notification that the item is available will be either e-mailed or sent to the address in the patron's record

H. OVERDUE MATERIALS POLICIES

1. Materials are due on the date stamped on the date due slip or print out.
2. Materials may be rechecked by telephone if they are not overdue.
3. Patrons may renew their materials by going into their account in the SIRSI iLink catalog.
Renewal procedure:
 1. Click on the My Account Link
 2. Click on the Renew my materials Link
 3. Put in their User ID (Student ID)
 4. Put in their PIN number
4. Materials which are 45 days overdue will not be rechecked.
5. Overdue Notices: The first notice will be mailed 14 days after the material is due. The second notice will be mailed 22 days after the materials is due, and the final notice will be mailed 29 days after the materials are due.
6. Fines are not charged for overdue materials.
When an item has been overdue for 46 days, the item will be marked ASSUMED LOST. An invoice will be sent to the patron having the item(s) checked out.

(See LOST or DAMAGED MATERIALS, IV H, for changes).

- a. Students with overdue materials are put on the university “hold list.” This prevents their obtaining checks or transcripts and prevents their enrolling.
- b. Holds are cleared when:
 - i. materials are returned
 - ii. payment for them is received

I. LOST OR DAMAGED MATERIALS

1. All patrons are responsible for all items they borrow.
2. Lost items: Patrons are charged the full replacement costs plus a \$10.00 processing fee per item, with a maximum charge of \$60.00. This amount should be evaluated annually with the Bowker Annual.
3. Damaged items: Patrons are assessed a fee for repair or replacement as determined by a librarian--not to exceed full replacement cost plus a \$10.00 processing fee.
4. Replacement costs are determined as follows:
 - a. Books still in print--the price listed in the current Books-in-Print plus a \$10.00 processing fee.
 - 1). Exception—if the lost book was a hardcover and only a paperback is in print, the cost will be determined as for an out-of-print hardcover book.
 - b. Out-of-print books or no longer available—the price listed in the current Bowker Annual for the average book in that subject area plus a \$10.00 processing fee.
 - 1). Exception—if the original price of the book was more than the average price, the original price plus the \$10.00 processing fee will be charged.
 - c. Periodicals
 - 1) Mutilation--\$5.00 per issue mending fee if the pages are still available, or cost of issue, with a minimum of \$5.00 if pages are unavailable.
 - 2) Loss—replacement cost with \$5.00 minimum.
 - d. Items in other formats:
 - 1) Still available—replacement cost plus a \$10.00 processing fee.

- 2) Not available—cost of similar item, not less than what was originally paid, plus a \$10.00 processing fee.
4. Failure to return or replace lost or damaged materials:
 - a. Students—a “hold” is placed on students’ transcripts, checks, etc. in the Registrar’s and Bursar’s Offices.
 - b. Non-student (community card holders and alumni card borrowers)—loss of library privileges.

J. INTERLIBRARY LOAN POLICIES

1. Interlibrary loan services are offered to all library patrons who have borrowing privileges.
 - a. Exceptions: Community card borrowers and Alumni card borrowers.
2. Patrons are responsible for any charge incurred from the lending library.
3. No additional charge is assessed by the Henry G. Bennett Memorial Library.
4. Interlibrary loan services are offered for materials needed for the purpose of research, study, or instruction.
5. Interlibrary loan requests are processed on the OCLC Interlibrary Loan Subsystem.
6. The SOSU Library has adopted the AMIGOS-OCLC Interlibrary Loan Code, the ALA National Interlibrary Loan Code guidelines.

(See Appendix I for copies of these codes).
7. Effective January 1992 students may be limited to ten interlibrary loan requests per topic.
8. The library sending an item determines the date due.
9. Renewal requests must be made before the date due. (The ILL System does not allow renewals of overdue items.)
10. Additional ILL requests will not be transacted for patrons who have overdue items.

11. Reference books, textbooks, curriculum textbooks (faculty and student), videos, DVD's and CD's will not be made available through ILL.

K. CONFIDENTIALITY OF LIBRARY USER'S RECORDS:

The records of library materials borrowed or used cannot be disclosed to anyone except:

1. Persons acting within the scope of their duties in the administration of the library;
2. Persons authorized to inspect such records in writing, by the individual or group;
3. By order of a court of law.

Section 1, Chapter 81, O.S.L. 1985 (65 O.S. Supp. 1985, Section 1-105) applies to any library supported in whole or in part by public funds except middle and elementary school libraries which were exempted from this law as amended.

L. OK- SHARE

OK-Share LIBRARY CARD SYSTEM (OCALD System-Wide Library Policies)

Southeastern is a member of the Oklahoma OK-Share library card system
More detailed information is available on the library web page.

THE OK-SHARE LIBRARY AGREEMENT

1. SCOPE

- Academic libraries that sign this OCALD agreement must provide a free OK-Share library card and free circulation access to the main and branch libraries of the college or university.
- The terms faculty, students and staff apply to the faculty, students and staff of each institution of higher education with which each OK-Share academic library is affiliated.
- The terms faculty, staff, and students refer to individuals identified and/or defined as such by their home institutions.

2. PRIVILEGES

- Any eligible faculty, student or staff member of any OK-Share institution may use the collections of any OK-Share library on site. Upon completion of the OK-Share card application at their home academic library and issuance of an OK-Share card, eligible faculty, student or staff members may be issued a courtesy card by any participating OK-Share library. This courtesy card, with proper identification, may be used at the

participating OK-Share lending library to borrow materials. Any individual known to have outstanding charges at his/her home library or any lending library may be denied the right to participate in the OK-Share program.

V. REFERENCE SERVICE POLICY

A. FUNCTION:

The basic function of reference services is to assist patrons in locating and obtaining information. Guidance and direction are provided to library users in personal assistance ranging from ready reference to information literacy / bibliographic instruction classes. The Reference Department may also direct patrons to other departments of the library (e.g. Interlibrary Loan) or to external sources. Because it is believed that the way the department functions determines the character of its service, the library is committed to the collection of relevant statistics and the establishment of goals and policies for continual assessment.

B. OBJECTIVE:

The objective of reference services is to support the university's teaching, research, and extension programs by facilitating access to the library's collections and the informational content of those materials, primarily through direct personal service to library users within the limits of the library's policies and budgetary constraints.

The Reference Department has the responsibility for the following services which support this objective:

1. To provide reference and general information assistance to library users.
2. To provide in-depth assistance for specialized research within the limits established by set guidelines.
3. To provide orientation and instruction to individuals and groups in the use of library resources.
4. To introduce students to basic reference materials, both general and subject oriented, through information literacy / bibliographic instruction classes, demonstrations and hands on experience.

5. To provide user aids to facilitate patron use of the library such as blogs, bibliographies, subject guides, and on-line tutorials, and signage.
6. To maintain in the library a reference collection that is relevant and up-to-date according to state and national standards.(see appendix)
7. To facilitate access to materials external to the library through the use of referral and interlibrary loan.
8. To create an environment for and a tradition of high-level service within the Reference Department and to utilize personnel and material resources effectively.

C. REFERENCE ETHICS:

The needs of library users must always be taken seriously and treated with the utmost respect. Staff members giving assistance should be alert, interested, and willing to help. They should apply well-developed communication skills to ascertain needs of users and should not be judgmental regarding a request. Courtesy, patience, sensitivity, and tact are important in all interactions with library users. The “Statement on Professional Ethics” will be a basis for specific guidelines. (see appendix II)

D. REFERENCE PRIORITIES:

The Reference Department gives priority to all activities involving direct service to library users. Supporting activities, although essential to maintain the quality of these services, must take second place.

1. Patrons in the library: As a general rule, service to library users with a reference question takes priority over other activities.
 - a. In cases where there are two or more patrons waiting, help should be offered first to the person who has been waiting the longest.
 - b. If it appears that the answer to the inquiry will take considerable time, the librarian may deal first with a question which can be answered quickly if this is agreeable to the first person waiting.
2. Telephone Calls: In accordance with D.1, the user who comes to the Reference Desk takes priority above the person who calls on the telephone or who has left an inquiry at the desk.
3. E-mail Reference queries: In accordance with D.1 and D.2, the user who comes to the Reference Desk and the person who calls on the telephone takes priority over any e-mail reference queries. (DM)

4. Pending reference inquiries: If the immediate needs of patrons who are in the library, or who are telephoning, are being adequately taken care of, next priority should be accorded to following up inquiries not answered when they were taken while on desk duty. All such questions should be addressed promptly by the person who accepted them unless other arrangements have been made or service is needed for users who are waiting.
5. Queries received in the mail or by email should be researched and answered as promptly as possible.
6. Follow-up: It is important to encourage library users to inform a reference librarian if they do not locate satisfactory answers to their questions. When able, reference librarians should check with users who appear to be having difficulty in using sources in the reference area. If a librarian offers to work on an extended reference question which requires lengthy research after the user has left, the librarian should record the user's name and phone number so that answers may be supplied as soon as possible.
7. Approaching library users: As time permits, it is important for librarians to offer to assist users who appear to be uncertain in their use of library resources.
8. Instructional services: Information literacy / bibliographic instruction for groups is a major priority among tasks performed by the reference staff. This assistance may take the form of actual instruction or the preparation of materials for instructional purposes. Reference librarians are expected to be available to give library tours or information literacy / bibliographic instruction to groups when they are not scheduled on the Information Desk. All library classroom instruction should be scheduled on the calendar through the Reference Department in order to prevent any conflicts.
9. Subject specialists: Members of the Reference Department also have special responsibilities to departments as liaisons and in academic collection development.
10. It is the responsibility of all reference librarians to provide service when it is asked for.

E. REFERENCE DESK SERVICE:

Librarians assigned to the Information Desk are there to provide reference and information services to patrons.

1. Staffing: Staffing patterns and hours of service for the Reference Desk will reflect, within budgetary limitations, the needs of the users.

- a. Scheduling is done by the reference team at the beginning of each semester
- b. Librarians are scheduled to be at the reference desk during the hours the library is open except:
 - a. weekends, unless a part -librarian is available.
 - b. slack periods between semesters.
- c. When ill or absent, the librarian should notify the Library Director and, if possible, work out a replacement.
- d. Other librarians, not usually assigned to the reference desk, are "ON CALL" to help out when needed.

2. Reference Staff Responsibilities/Attributes

- a. The primary responsibility is to provide direct personal service to users according to priorities in section D.
- b. Approachability: Reference staff should be careful to maintain an approachable appearance which invites patrons to ask for help.
 - 1). AVOID BECOMING ENGROSSED in other work or conversation at the desk.
- c. Slack Periods: During slack periods at the desk, librarians may work on collection development details, examine new reference materials, read professional literature, etc., as long as it does not interfere with provision of services.
- d. Leaving Desk Unstaffed: If it is necessary to leave the desk while on duty for more than a few minutes, the librarian should ask another librarian to cover for him/her. A librarian's absence from the desk should never be so prolonged as to interfere with service to users who are waiting for services.
- e. Holding Materials for Patrons: Reference books, or other materials collected to answer a reference question may be held for patrons but should be returned to the shelves as soon as possible. The librarian on duty at night should clear the Information Desk of all items left there during the day.
- f. Assisting Disabled Patrons: Reference staff arranges assistance to patrons with disabilities in accessing and using library resources.
 - 1). Assistance includes:

- a. instruction in use of the public access catalog, paper indexes and online databases;
- b. aid in locating reference materials;
- c. arranging for a student assistant to procure items from the stacks, if needed;
- d. arranging for a student assistant to assist in making photocopies, if needed.

2). Patrons with disabilities that the library is not equipped to handle should be brought to the attention of the Library Director so that arrangements may be made to accommodate their needs.

F. HANDLING INQUIRIES:

1. Judgment is used in determining which questions can be handled to completion by the staff and which ones are best answered by providing guidance in selection sources to consult. The reference staff is responsible for questions in the following categories:
 - a. directional—category 1;
 - b. general questions concerning library holdings policies—category 1;
 - c. use of indexes or other reference sources—category 2;
 - d. ready reference questions involving specific facts easily determined from standard sources—category 3;
 - e. specific searches which take longer than 10 minutes—category 4.
2. Reference Interview: Try to determine exactly what the library user wants to know before starting to search. Original questions are sometimes too general and must be refined by additional questioning of the library user. Determine his/her time frame and depth of information needed. Establish rapport with patrons and restate the question in other words to encourage him/her to supply any pertinent information lacking or unclear in the original question.
3. Directions: Accurate and courteous directional assistance is the responsibility of all library staff. Directional assistance may involve physical directions, or questions concerning library policies and services. In giving directions, explanations should be

given, with reference to appropriate printed aids available at the Reference Desk and in the library.

4. Lost and Found: Found items should be delivered to the Circulation Desk as soon as they are discovered. Inquiries about lost items should be referred first to the Circulation Desk and then Campus Police. If one thinks that a “lost” item was stolen, a campus policeman should be called to investigate.
 - a. Items found are taken to the Campus Police who maintain the university’s official lost and found.
5. Library policies: Library policies are explained to patrons whenever the need arises. Written policies are shown to the patron as necessary. If a given policy needs interpretation, the patron is referred to the appropriate department head. If no resolution of a problem resulting from a library policy is reached, the patron is referred to the Library Director.
6. Library Holdings: In giving information on library holdings, a negative answer is not given without fully verifying the item requested and checking all available sources. This applies especially to periodicals which are often inaccurately cited. The OPAC and Periodical Holdings List Journal Finder are to be checked for periodical titles and location. The OPAC is checked for book status and call numbers. If there is more than one circulation worker available, one may be sent to search the shelves for the requested material. If the requester does not want to wait until a search can be done, indicate that a more thorough search might locate the material wanted.
7. Reference Services: In most cases answers to questions are based on data in standard reference sources. The printed information is shown to the reader or, in the case of a telephone inquiry, the source of the information is cited.
 - a. The librarian should not vouch for the accuracy of a particular answer or source, although in some instances an indication of its reliability may be given.
 - b. The reference librarian does not normally cross-verify answers except in the case of obvious discrepancies.
 - c. The librarian does not interpret information from a source for the user.
8. Specific Search and/or Instruction: In the fourth category are questions which require more time and more detailed answers or instruction. When these more complicated, time-consuming questions arise at the desk, there are several possible procedures to follow:
 - a. arrange for another librarian to take your position at the desk;

- b. ask a subject specialist to take over the problem;
- c. inform the patron courteously that an answer will be time-consuming and ask if he or she is willing to come back later for an answer or for individual help in locating the answer.

The librarian is expected to use his or her own judgment in determining the most appropriate response and also to be considerate of the patron and any colleague asking for assistance. Discretion should be used by the librarian in determining the length of time to allow for a question. If a question is going to take up too much time during peak periods, it is best to refer the patron to another librarian or ask them to come back at a time when it is not as busy.

- 9. Instruction: Informal instruction in the use of the OPAC, indexes, paper, electronic resources and other sources in the reference collection is a routine part of reference service. Preferably, the librarian should encourage the patron to follow the steps as the librarian seeks out the information or sources, but the librarian should never force instruction on a patron who asks a simple question which can be answered by one or two sources. Reference librarians should be alert to the kinds of questions that indicate a need for instruction.

G. AMOUNT OF SERVICE:

It is important that an effort be made to provide the best possible service at all times. Some guidelines are:

- 1. Always try to suggest some sources and specific headings and encourage the patron to come back for further suggestions if the results are not satisfactory.
- 2. If the patron is beginning his or her own search and is unfamiliar with the relevant sources, the librarian may want to suggest that he/she make an appointment with one of the reference librarians for a conference on how to make full use of library resources in that field. Such a conference will enable a reference librarian to give much more assistance to an individual patron that is not possible on the spur-of-the-moment at the Reference Desk.
- 3. If the librarian is unfamiliar with which sources might be available and wishes to investigate when he/she has more time, the librarian should write a description of the subject and arrange to report to the patron on the question later.
- 4. When sources of information are known but are not available in the library, the patron should be referred to Interlibrary Loan, other libraries, or other external sources.

H. TELEPHONE INQUIRIES:

1. The telephone should be answered even if all desk staff are working with patrons since constant ringing will disturb patrons using the area. If the phone call interrupts service to another patron, the person on the phone is requested to wait or to leave the question, name, and a phone number for a future response.
2. The telephone is one of the most important means of providing and arranging for service to library users. Members of the Reference Department are responsible for maintaining high standards of telephone service.

I. E-MAIL INQUIRIES:

1. E-mail reference can be answered by reference staff while on duty, if time permits.
2. Most e-mail reference question will be handled by reference staff while not at the reference desk.

J. HOURS OF SERVICE:

The Reference Desk is staffed Monday through Thursday from 8:00 A.M. until 10:00 P.M., and Friday from 8:00 A.M. to 5:00 P.M. If funding permits part time librarians maintain the reference Desk on Saturday 1:00 P.M. until 5:00 P.M. and on Sunday from 3:00 P.M. until 10:00 P.M. A schedule is established at the beginning of each semester. Since it is the only service point where reference service is provided, the librarian on duty usually will not be able to accompany a patron to other areas of the library. Advanced subject questions or extended search questions may need to be referred to the subject specialists the next regular work day.

K. BIBLIOGRAPHIC SERVICES:

Reference librarians are available when time and resources permit to prepare bibliographies. Generally, bibliographies are compiled only if they are of use to a large number of patrons. The reference librarians compile and maintain a series of search guides which lead to materials on selected topics. These guides are updated and new ones developed as needed or requested by faculty and students and made available on the library's website.

L. BIBLIOGRAPHIC INSTRUCTION:

1. The reference staff provides orientation and information literacy / bibliographic instruction which include the following:

- a. Guided tours of the building for student, faculty, interested members of the university community, and visitors to the campus.
- b. Preparation of newsletters, blogs, bibliographies, guides and other materials which will enhance instruction.
- c. Course-related or assignment-related sessions for information literacy / bibliographic instruction classes.

2. Reference Librarian Responsibilities Related To Bibliographic Instruction

- a. Reference librarians should have materials and equipment ready for the group when they arrive and be prepared for each session.
- b. Requests for individual and / or group instruction or tours should be honored when librarians and time are available.
 - 1). One week's advance notice is preferred for group instruction.
 - 2). Scheduling of bibliographic instruction / information literacy classes is handled at the Reference Desk. Reference librarians scheduling a class will need to consult the calendar at the reference desk.
 - 3). Scheduling library facilities, such as the classroom on 2A, by faculty is permitted as long as there are no other classes scheduled.
- c. If a class interferes with Reference Desk duty, the librarian should find a replacement.
- d. Requests from faculty members for specialized instruction should be directed to the appropriate subject specialists.
- e. Librarians with liaison responsibilities should market this service to the appropriate faculty/department.

M. ON-LINE DATABASE SEARCHING:

1. FUNCTION:

Searches are conducted electronically on various bibliographic databases. These databases may be linked with a vendor such as DIALOG or Loislaw. The search results may be full-text articles or a bibliography of citations with or without an abstract. Normally, users perform their own searches. When searches are insufficient to provide needed information an online search by a librarian may be requested.

2. ON-LINE DATABASE SEARCHING:

- a. The reference librarians provide assistance in instruction to patrons using the various on-line databases.
 - 1). guides/handouts and manuals are prepared and provided;
 - 2). demonstrations are given to classes of appropriate databases;
 - 3). instruction is given to individuals as time permits.
 - a. this may be considered as a time consuming inquiry. (i.e., --if busy, request the individual to make an appointment to come back later).
 - b. Reference librarians have the responsibility to become proficient in using the various databases in order to provide assistance.
3. DIALOG:
- a. Search will be done only on the approval of a full time librarian.
 - b. Search will be done on DialogWeb.
 - c. Passwords will be for the use of librarians only.
 - d. A preceding personal reference interview with the searcher is required, preferably by the librarian who does the search.
 - e. Access and fees:
 - 1. Faculty and staff of the university are not charged for professionally related research searches.
 - 2. Adjunct faculty must be actively teaching a class and the search must relate to the class to access this service.
 - 3. There will be no DIALOG access for students
 - 4. There will be no access to Dialog by non-university patrons.
 - 5. Exceptions to the above access policies:
 - a. A search is to be limited in time and number of citations printed.
 - b. A search should not involve databases costing over \$100.00/hr.

N. MEASUREMENT AND EVALUATION OF REFERENCE SERVICES:

The measurement and evaluation of reference and information services is the responsibility of the reference librarians.

1. Measurement

- a. Statistics: Each librarian engaged in reference and information service has the responsibility for accurately recording these inquiries. Reference questions will be recorded in the following categories:
 - 1) Directional
 - 2) How to use an index or other source
 - 3) Ready reference
 - 4) Specific searches

Telephone questions should be recorded in the corresponding category indicating the type of question, but it should also be noted as a telephone question.

- b. Accurate records of information literacy / bibliographic instruction should also be maintained. These should include the number of groups and the number in each group.

2. Evaluation

Observing and working in the Reference Department is a good method of determining the effectiveness of reference services. Annual surveys may be conducted periodically to determine the relevance and effectiveness of the reference and information services offered.

The Reference Department is evaluated for the following:

- a. Are library users finding information and materials they need?
- b. Are reference materials being used?
- c. Do users express satisfaction with services?
- d. Do faculty members recommend the use of reference services and materials?
- e. Do students recommend the use of reference services and materials?

In addition to observation, the reference librarian should be alert to other methods of evaluating reference services. Reference librarians should also be aware of user complaints or requests for materials that the library does not have. The reference librarians should also strive to improve reference services by being receptive to suggestions for improvement from library users and other staff, by attending conferences and workshops, by visiting other libraries, and by reading professional literature.

VI. COLLECTION DEVELOPMENT POLICY

A. PURPOSE OF THE COLLECTION DEVELOPMENT POLICY

The purpose of the Materials Selection policy is to provide the basis for systematic development of the Southeastern Oklahoma State University Library collections. The policy statement sets forth criteria to be met in selecting books, serials, and other forms of research materials, as well as responsibility for selection.

As increasing amounts of materials, inflating prices, processing costs, and storage space become crucial considerations for the Henry G. Bennett Memorial Library, it is imperative to have a stated policy to guide the selection and expenditure of monies to strengthen the present collection. As the programs and other information needs of the University change, the collection development policy must also change to meet these needs.

B. CLIENTELE OF THE LIBRARY

The students enrolled in undergraduate and graduate programs of Southeastern, as well as the instructional faculty, administrative officers and the entire support staff of the institution, are the primary clientele of the Henry G. Bennett Memorial Library for whom the collections are developed.

Understanding the needs of these library users is the basic premise in the philosophy of materials collection development. Each item selected should fill a current or foreseeable need for some faction of the library's clientele.

Service will be extended beyond this defined group, but materials will not be specifically acquired for individuals and groups where need does not overlap with the above defined clientele, except for the selection of U.S. Documents to serve the 2nd Congressional District.

C. RESPONSIBILITY FOR THE SELECTION OF LIBRARY MATERIALS

1. Librarians' Role in Materials selection

The librarians have the responsibility for the overall development of the library collection, especially in keeping it balanced and well-rounded.

Specific areas in the collection which are the responsibility of the librarians are:

- a. reference collection:
- b. general use fiction;
- c. non-fiction of general and contemporary interest;
- d. biography;

- e. general use periodicals;
- f. library science materials;
- g. religion;
- h. paperback collection;
- i. replacements of lost items;
- j. additional titles in subject areas:
 - 1). In response to patron demand (from general library fund), and
 - 2). To remedy collection deficiencies (when departments have not spent allocation from departmental funds).

2. Faculty Role in Materials Selection

Library materials selection in the various curricular areas is primarily the responsibility of the faculty. Faculty personnel have knowledge of past scholarship in their fields, of currently productive scholars, and of information on new materials in their subjects. This, plus their knowledge of specific requirements for their classes, enables them to select materials most needed for their subject areas.

To insure the development of a balanced collection a substantial portion of the materials budget is allocated to the departments. The department chairperson or the faculty member designated by the chairperson as the library liaison should see that all programs of the department's curricula are represented in materials selection. The liaison should coordinate selection, submit book orders, and receive and retain monthly accounting statements of departmental materials fund allocations.

The liaison should also consult with the acquisitions/collection development librarian on general development of the collection. Individual faculty should review those sections of the library relative to their specialties to be certain the collection is adequate.

Any faculty member, through the department liaison, may recommend purchase of materials in support of his subject area. These selections are charged to the departmental allocation.

3. Student's Role in Materials selection

Students, as prime users of the library, are encouraged to contribute to the development of the collection by suggesting new titles and by assessing weaknesses in the holdings. These suggestions will be reviewed and acted upon by the librarians.

D. CRITERIA FOR SELECTION OF LIBRARY BOOKS

The following criteria are observed by librarians and faculty in the selection of books for the library:

1. high standards of quality in content, format, and / or literary merit;
2. appropriateness for undergraduate use or for use in the graduate programs at SOSU;
3. possibility of use for one or more courses;
4. a deficiency in a particular subject area;
5. student interest, if the subject matter is of general contemporary nature;
6. author's reputation in the subject field;
7. possible positive review evaluations in one or more of the accepted reviewing media and / or citations for the book in specialized bibliographies or indexes;
8. permanence or timeliness of the book;
9. assessment of the translator if a book is a foreign language work;
10. Reputation of the publisher.

While the library strives to maintain high standards of content, expression, and format in all books, special consideration may justify purchase of a book lacking these qualities. A book which represents a widespread popular view point may lack literary or intellectual quality and still merit purchase. A book of historical significance, or a novel by a major author which has poor reviews, might be needed in the collection even though its literary merit is questionable.

E. CRITERIA FOR SELECTION OF SPECIALIZED FORMS OF MATERIALS

1. Audio-visual Materials
 - a. Films, slides, filmstrips

- 1). Audio-visual materials of high quality which support the curriculum may be purchased from department funds
- 2). Exceptions are curriculum kits which may contain these materials.

b. Sound recordings

Sound recordings which support the music curriculum are collected and maintained in the record library in the Fine Arts Building. Recordings are purchased in compact disc format. Current “popular” recordings for recreational use are not purchased.

c. Audio tapes

Audio tapes which support the university curriculum may be purchased from department allocations. Tapes are collected primarily when the information is not available in book form, or when the tape provides additional information for a book. Recreational audio tapes of popular book titles may be purchased if demand is demonstrated.

d. Video recordings

Videos of high quality which support the curriculum may be purchased from the department allocations. To aid in selection, the library subscribes to numerous sources of video reviews. Videos purchased by the library are for the circulating collection.

Archival videos of Southeastern events are also collected.

e. DVD's

DVD's are purchased using the same criteria for selection as video recordings. DVD's will be purchased instead of video recordings when available.

2. Bibliographies

The library should acquire a strong collection of subject and collective bibliographies. Bibliographical reference sources and indexes aid the librarians in measuring the depth of the collection and in identifying titles that should be acquired. They also aid in locating research materials available through interlibrary loan.

National, trade, comprehensive bibliographies, and subject bibliographies of a specific disciplinary interest are maintained in the reference collection. Other bibliographies of a narrower subject range are shelved in the general collection to encourage their use.

3. Campus Archival Materials

The library collects and preserves printed materials about the development of the campus. The following are collected;

- a. catalogs of the university;
- b. alumni publications, such as The Magnolia and its predecessors;
- c. issues of the Southeastern (newspaper);
- d. issues of the Savage (yearbook) and its predecessors;
- k. master's degree theses;
- l. reprints of published articles and copies of books published by faculty and former students.
- m. Materials and artifacts of historic value to the University.

4. Curriculum Materials

The library collects and maintains curriculum materials for early childhood education and elementary and secondary education. These include textbooks (student's and teacher's editions), wordbooks, tests, curriculum guides, reference materials, multi-media kits, videos, DVD's, software, and other materials used in schools.

Primary consideration is given to adding materials on the Annual Textbook Requisition list published by the Oklahoma Department of Education. These materials are requested (free) from publishers or purchased from departmental budgets. They are maintained separately in the Curriculum Materials Center.

5. Databases

The library purchases or subscribes to general or subject specific online databases. Primary concerns for selection involve subject access provided, estimated use, graduate program support, cost, quality of search software, and network license fees.

6. Electronic Media

Electronic media (computer software) are collected. These should be in a format which is compatible with computers owned by the university. Review media for software are also collected to aid in selection. Acquisitions should support the curriculum or be quality general use software. Games are not purchased. It is important that necessary hardware and software requirements be available for any electronic media selected.

See also:

-Databases

-Multi-Media

7. Fiction

The library collects new works of promise in the literary field for its general collection. Works are evaluated in terms of the author's earlier writings and current reader interest. Bestseller type fiction which is likely to have short-term interest is purchased for the paperback collection only.

See also

-Paperbacks

8. Government Documents

The library is a selective depository of U.S. government documents. Selections are made annually by the documents librarian. Faculty requests are solicited, as the library attempts to select those items supporting the university curriculum or of general interest to the university and Southeastern Oklahoma population.

The library is a depository of Oklahoma documents. Items are received by the Oklahoma Publications Clearinghouse. It's located at the Oklahoma Department of Libraries in Oklahoma City.

Most United States documents are maintained in a separate collection. Most Oklahoma documents are maintained in a separate collection. Those of greater interest are integrated into the general collection.

9. Oklahoma documents

Documents received by the Oklahoma Publications Clearinghouse are added to the Oklahoma documents collection. Oklahoma newsletters are filed in the vertical file.

10. Juvenile collection

A collection of children's book and literature is maintained to support children's literature, and education classes. The collection consists primarily of quality fiction, and non-fiction. Some children's reference materials are also purchased.

Selection aids and reviewing media for children's literature, such as Horn Book, Bulletin of the Center for Children's Books, Children's Catalog, etc. are also purchased.

11. Manuscripts

The library does not purchase manuscripts unless that is the only format in which important research materials of genuine need are available. Any such manuscript acquired is housed in the general collection.

However, the donation of a notable manuscript or collection of papers will be accepted, and such will be safeguarded as rare and valuable documents.

See also: Rare Books

12. Maps

Maps are purchased primarily in bound atlases. However, individual maps are regularly received as U.S. depository items and may also be purchased as needed. Large atlases are shelved in atlas cases and individual maps are filed either in the vertical file or the maps case (flat file).

13. Microforms

Microforms purchased by the library must be high quality vesicular or silver nitrate and conform to the criteria for evaluation and bibliographic citation as prepared by the American Library Association and published in Choice, June, 1968 (volume 5, pp. 448-453).

Microfiche received as U.S. depository items are accepted no matter what type is provided, but are kept in separate cabinets.

Microfilm (35mm) and microfiche are the formats normally acquired. Microforms purchased generally consist of serials, such as newspapers and periodicals, rather than monographs.

14. Multi-Media

Materials using combinations of video, computer, and other hardware / software are now available. Collection will depend on the availability of required hardware, cost, and expected use.

15. Musical Scores

Musical scores are acquired, for study purpose only, on request of the music faculty. They will not be purchased for performance materials.

16. Newspapers

The library subscribes to a variety of newspapers representing international, national, regional, and local areas. Foreign language papers correlate with the languages taught at Southeastern or with languages spoken by a significant number of students. A diversity of political and social viewpoints should be represented in the selection of newspapers.

Major newspapers of importance may be maintained on microfilm, provided indexing is available. Newspapers may be obtained online if there is sufficient demand for backfiles and cost is complete. Other newspapers are not kept permanently, but are discarded according to a schedule determined by the librarians.

17. Pamphlets

Pamphlets are selected by the same criteria of usefulness as used for book selection. These materials are usually held in the vertical file. They should be reviewed frequently for their continuing value. Since many pamphlets are obtained without charge, selection should follow requirements for free material.

Selection sources for pamphlets are:

- a. Vertical File Index;
- b. Monthly checklist of state Publications;
- c. Oklahoma Government Publications;
- d. Educator's Guide to Free and Inexpensive Materials.

18. Paperbacks

The library maintains a paperback collection primarily for recreational reading. Popular fiction, science fiction, detective and western novels are purchased for this collection. Duplicate copies of heavily-used non-fiction and juvenile titles may also be included in this collection.

19. Periodical Indexes and Abstracts, and Databases

Because access to the holdings in periodicals is possible only through the use of the indexes and abstracts, it is imperative that the library maintains a full range of these services, representing all disciplines now included in the campus curriculum or expected to be included in the foreseeable future. This collection should be comprised of the basic comprehensive indexes, subject-specialized indexes, and the abstracting services

of major value to faculty and students. The format acquired may be paper or electronic media.

These materials are valuable in both the current and retrospective research situations. Therefore, they should be maintained in current subscriptions and, whenever possible, in substantive back runs as budget limitations permit. If a useful index ceases publication, it should be retained in the index / abstract collection of the library for its value as a retrospective source.

As provided in the statement regarding the choice of serials for the library, a major consideration for acquisitions of periodicals will be inclusion in one or more of the indexing services.

20. Pictures, Graphic Materials

Pictures are not systematically acquired by the library, unless as a part of a campus archival function. Occasionally, gifts may be added to the collection if they support the curriculum.

21. Reference Materials

The library maintains a reference collection of resource materials representing all subjects of interest to the university community. This collection is non-circulating and is kept as current and as well-balanced and authoritative as possible. An extensive reference collection is necessary, as other libraries will not loan reference works.

Materials for the reference collection are selected by the librarians based on their knowledge of materials available and of user needs. Faculty suggestions, however, are welcome.

General encyclopedia sets, due to their greater expense, are purchased on a rotating basis. Research and resource guides, which aid in providing access to publications beyond the holdings of this library are emphasized.

The reference collection contains currently relevant sources. Obsolete materials are replaced by new editions, and materials are evaluated periodically to eliminate outdated or misleading data. A superseded reference collection of older editions, etc. is maintained for items retaining some research value.

22. Regional Materials

The library collects materials relating to Durant, Oklahoma, and north Texas. Included are histories, literary works of Oklahoma authors, maps and atlases, statistical compilations, and reports and documents of state and local agencies.

23. Native American Collection

The library has a special interest in materials relating to especially the Oklahoma Tribes, and attempts to collect in greater depth on this subject. This collection supports the research and teaching interest of the university and the community. The collection includes material related to Indians of the Americas with a focus on tribes of the United States.

24. Oklahoma State Publication

Sources for the material include Oklahoma Government Publications, Monthly Checklist of State Publications, and notices from the university presses the Historical Societies, and other presses.

25. Religion

Basic reference materials on the world's religions are acquired, as are reviewed monographs and serials of general interest. Generally denominational materials, especially those received free, are not added to the collection.

26. Serials

a. Definition:

Serials are publications which are published continuously over an indefinite period of time. These include such items as annuals, yearbooks, proceedings, transactions, newspapers, periodicals, and journals.

b. Budget:

A large portion of the library budget is committed to serials, and of all materials purchased, serials generally experience the highest annual price increases. Since subscriptions are started on the assumption that we will continue to receive them indefinitely, the cost and space and handling requirement suggest that special care and
caution be exercised in their selection.

c. Evaluation:

- 1). Will a title support and strengthen work in the curriculum?
- 2). Is the title indexed by an indexing or abstracting service held by the library?

Unindexed titles are rarely used by undergraduate and Masters level students.

- 3). The library will not attempt to become a research facility, but will rely on interlibrary loan for research resources.

Serials, once ordered, will be continued as long as budget support is available or until curriculum changes indicate a title is not needed.

The method of retention will be determined by the library with faculty input after inspecting issues and noting the amount of use they receive. Back runs will be considered on a title-by-title basis and, if acquired, will be sought in the following sequence:

- 1). Duplicate exchange (free except for postage);
- 2). Microform;
- 3). Direct from the publisher;
- 4). Back-issue dealers (used periodicals);
- 5). Commercial reprint (only if extremely important and not available otherwise).

General interest periodicals are selected by the professional library staff for the leisure use of students and faculty. Suggestions from students/ faculty are welcome.

New serials requests must be documented in writing by a faculty member and the request must be signed by the department chairman or designated liaison person. These will be retained by the library.

27. Sets

Materials in finite sets or infinite series (monographic) are often not separate entities and need the other volumes to be useful. Therefore, their selection involves a continuing budget item which may increase in time. Careful consideration should be given before beginning the acquisition of such a set.

See also
-Serials

28. Textbooks

- The library will make no attempt to acquire textbooks used in classes.
- The library participates in the Textbook Reserve Program. See www.se.edu/trp for details.

29. Foundation Center

The Foundation Center Cooperating Collection of resource materials is a [core collection](#) of Foundation Center publications and a variety of supplementary materials and services in areas useful to grant seekers. This collection is non-circulating, is maintained as a separate collection, and is shelved on the third floor.

F. GUIDING PRINCIPLES FOR THE SELECTION OF LIBRARY MATERIALS

1. Approval Plans

- a. The library generally follows traditional methods of selection on a title-by-title basis. The building of a quality collection should be the responsibility of librarians with training in selection and faculty members who know the literature of their fields.
- b. There may be exceptions to the policy of not using approval plans – especially in disciplines in which approval plans of a highly specialized nature are available. The library may approve an automatic acquisition program if it offers substantial cost reduction, a strict delineation of subject needs and limitations, an option to return unacceptable books, and an early delivery of new publications. The decision to consider and use an approval program will be made by the professional and administrative staff of the library, with appropriate input and advice from departmental liaison persons.

2. Commercially Sponsored Materials

- a. Commercially or privately sponsored books, pamphlets, and other materials are acceptable for the library if they fulfill the following obligations:
 - 1) the materials supplement or enrich the curriculum;
 - 2) the materials meet the same high standards for selection as applied to original purchases;
 - 3) the amount of institutional advertising is kept to a minimum and is tastefully presented.

See also:

-Free Materials

-Objectivity

3. Duplicate or Multiple Copies

a. Duplicate copies will be obtained only for heavily-used titles which have continuous use. The library does not purchase duplicate copies, or publications not held by the library, for the sole use of individuals, departments, or administrative offices.

1). Duplicates received as gifts will be added to the collection if expected future use merits the addition.

b. The decision for obtaining duplicate copies should be made by the librarians, although faculty may request duplication of titles they expect to use heavily.

4. Evaluation of the collection (weeding).

a. To maintain a collection of optimum usefulness, the librarians engage in a continual evaluation of materials held. The same criteria apply in this evaluation as in the selection of new materials.

b. The faculty may be asked to help in evaluating subject areas relevant to their fields.

c. Materials are not removed because of partisan or doctrinal disapproval.

d. Primary concerns in evaluating and removing materials are:

1). Items containing obsolete or inaccurate data or facts;

2). Superseded editions of materials currently held by the library;

3). Incomplete sets, the continuity of which is not maintained;

4). Incomplete or limited holdings of journals for which there is no adequate indexing service;

5). Multiple copies of titles for which there is not adequate justification;

6). Worn out or badly marked or mutilated volumes;

7). Lack of circulation during the preceding ten or more years.

5. Faculty Research Materials

The major responsibility of the library is to provide for the teaching program on the undergraduate and graduate level. Research materials may be purchased in curricular fields where graduate degrees are awarded and to aid in teaching the university classes. However, the library cannot purchase materials for specialized individual study, but will make every attempt to locate needed items through interlibrary loan.

6. Format

- a. Normally hard-bound books are obtained, if in print and available. The emphasis in selection is on text, however, and other formats, such as paperback, xerographic copies, or microform, will be ordered if the material is available. Price may be a consideration in determining format, also-especially for seldom-used materials.
- b. E book collections and titles should be selected based on their value in supporting the curriculum.

7. Free Materials

- c. Free materials (books, pamphlets, periodicals) may be acquired if they fulfill a research or instructional need. Acceptance may be limited by processing costs and available space.
- d. Care will be taken to assure that free materials do not contain strongly-biased, distorting, or misleading statements, or extensive commercial messages.

8. Gifts

- c. Gift materials are welcomed by the library in accordance with its Gift Policy. (See Appendix II)

To be included in the library collection, gifts should meet these criteria:

- 1). Gift publications received by the library are reviewed by the same standards of excellence applied to new materials selected for purchase;
 - 2). Gift materials must be able to be integrated into the collection, not held separately, requiring special facilities, controls, staffing, etc.;
 - 3). If keeping gift materials up-to-date will require continuing obligations beyond reasonable limits, the materials are rejected.
- d. The library will abide by the "Statement on Appraisal of Gifts" of the Association of College and Research Libraries Committee on Manuscripts Collections (1973). (See Appendix II)

9. Language

- b. Normally, books and materials purchased are in the English language. Literary and other representative materials in the languages taught in the SOSU curriculum will also be purchased.

10. Objectivity

- a. Southeastern Oklahoma State University encourages the free exploration of ideas in the pursuit of knowledge and truth, so it is the policy of the library to make available study materials which represent a broad range of thought. Items selected should represent equally all views of controversial issues.
- b. Censorship of materials by individuals or organizations seeking to control the dissemination of information should be challenged by the librarians.
- c. In accordance with this policy, the library supports the American Library Association's 'Freedom to Read' and "Library Bill of Rights" statements. (See Appendix II)

11. Out-of-Print Materials

As search procedures in the out-of-print market are expensive, only those items decreed to be of special, lasting need will be sought when out-of-print. A desiderata list will be maintained, checked against dealers' lists, and periodically sent to dealers' price quotes.

12. Rare Books

- i. The library will not purchase rare books-materials defined as so old or scarce they seldom appear in book markets. Examples include incunabula, 16th and 17th century imprints, American imprints before 1820, first editions, limited editions, specially-illustrated editions, etc.
 - 1). Items available in reprint editions or microform are not considered "rare".
- c. However, if gifts of valuable materials are provided, the library will attempt to preserve them through proper housing and control.

13. Replacement Copies

- i. Materials that are missing, lost by borrowers, or too worn for further circulation are not automatically replaced. The merits of the item in question will be considered by librarians before replacement. Faculty may be consulted when there is doubt

concerning these merits. The librarians should be aware of demands for the materials and should consider whether the original item has been superseded by newer, better material. Frequently, lost items are out-of print.

14. Restriction of Materials

1. The library will not exercise any restrictive policies on books and serials that could be construed to be a form of censorship, with the following exceptions:
 - 1). Books placed on reserve by the teaching faculty;
 - 2). Books designated as rare, historically or aesthetically valuable, that have been donated to the library for preservation and which require some limitations on handling.
 - 3). the selection of curriculum materials is made by Oklahoma State Adoption Committee.
- ii. The library will generally maintain open stacks and will not develop special collections that have limited access or use.
 - 1). Exceptions to this policy will be at the discretion of the librarians.

15. Selection Aids

- a. Because there should be accountability for funds designated for library materials, the librarians must set and maintain high standards in selection. To augment their training in selection and also to aid the faculty in selection, the library obtains and makes available the following resources:
 - 1). National bibliographies;
 - 2). Book catalogs of other universities, with an emphasis on undergraduate programs;
 - 3). Standard scholarly bibliographies paralleling curricular interests of SOSU;
 - 4). Studies of the literature of a given discipline;
 - 5). Review media, such as Choice, Library Journal, "Reference and Subscription Books Reviews" (Booklist), New York Times Book Review, book reviews in other scholarly and literary journals;
 - a. Choice Reviews on Cards are routinely sent to the faculty for their use in selection.

- 6). Publishers' and booksellers' catalogs and advertising materials.

G. COLLECTING LEVELS:

1. Definition of levels

1. The WIN Conspectus provides a standardized methodology for assessing library collections in subjects, categories, and divisions. It has been selected because:
 - 1). It is the only conspectus which uses the Dewey Decimal System in reports and worksheets;
 - 2). Its subject divisions relate well to SOSU programs of study.
2. Collection level code indicators¹ are defined on the next page.
 - 1). Aspects of the collection for which subjects may be coded are:

CL = Current Collection
AC = Acquisition Commitment
GL = Collection Goal
PC = Preservation Commitment

VII. ACQUISITIONS POLICIES

A. FUNCTION:

Acquisition is the process of obtaining materials for the collection after the selection process is completed. Included in the process are pre-order searching, purchasing, and budget

administration. Acquisition is normally through purchase, but may be by gift or exchange with another library.

B. PRE-ORDER SEARCHING

1. All material requests are searched in the library's catalog to determine whether the library already owns the title.
 - a. If the title is cataloged, shelves and circulation records are searched to be certain the item is not missing.
 - b. Normally duplicates are not ordered unless the item is in heavy demand, a department requests duplication, or the original copy is missing and is still valued for the collection.

C. PURCHASING

1. Books for the circulating collection are primarily purchased through a wholesale book jobber with an Oklahoma State Contract.
 - a. Exceptions
 1. Direct purchase from publisher.
 - a. Publishers who do not sell through a wholesaler.
 - b. Publishers who give a library discount only for direct orders, or a significantly greater discount for direct orders.
 - c. Rush orders may be sent directly to the publisher.
 - d. Approval plans with publishers.
 - e. Out-of-print books are purchased through out-of-print dealers.
 2. Reference materials.
 - a. Monographs-through wholesale dealer or direct to publisher.
 - b. Serials-See SERIALS POLICY, IX B.
 3. Sound recordings-ordered through discount outlet or direct from producer.

4. Music scores-direct from publisher.
5. Periodicals-See SERIALS POLICIES IX B.3.
6. Microforms-direct from publisher. (i.e., UMI, Newsbank, etc.)
7. Newspapers-See SERIALS POLICIES IX B.3.b.
8. U.S. Documents-acquired through the G.P.O. Federal Depository System.
 - a. Needed items not received as depository items are ordered from the Government Printing Office-prepayment required.
9. Oklahoma documents-acquired from the Oklahoma depository system on request from the issuing agency. Most documents are received free.
10. Equipment-items over \$2500 in value, are bid by standard procedures of the Purchasing office, or purchased from a company with a state contract.
 - a. Other items under \$2500 are purchased from the dealer deemed most appropriate with lowest price for quality needed, or may be bid as above.
11. Supplies-purchased from most appropriate source: library supply houses, such as Gaylord, Demco, Brodart; the University book store; or another office supply company.
12. Procedure: all purchases follow university policies and procedures using purchase orders.

D. GIFTS

1. The library readily accepts gifts according to its gift policy. (See GIFT POLICY in Appendix II.)
2. Gifts not deemed useful for the collection are exchanged with other libraries or discarded.
 - a. Gifts of over \$500 valuation for which tax deductions have been made are retained the length of time required by the IRS, whether or not they are added to the collection.

E. BUDGET ADMINISTRATION

1. The Library Director is responsible for the administration of the library budget.
2. Material budget allocations for departments are approved by the Vice-President

for Academic Affairs.

3. Each academic department is allocated a portion of the book and periodical budget to use in providing materials to support their programs. All department requests must be signed by the department chairperson or the appointed department liaison.

a. Factors considered in this allocation include:

- 1) number of student credit hours taught in previous year;
 - 2) number of FTE faculty in the department;
 - 3) number of programs;
 - 4) number of graduate programs;
 - 5) relative expense of materials as reported in the current Bowker Annual Library and Book Trade Almanac and Library Journal;
 - 6) demonstrated use of the library by students in the department;
 - 7) recent program review recommendations.
4. Department requests must be submitted by March 31 of each year to allow time to order and receive materials by June 30.
 5. Librarians are to receive a percentage of the materials budget from which selections are to be in their assigned departments. The Collection Development Librarian will also use funds to purchase needed resources for general use.
 6. When the total budget is low or cut redundancy in periodicals / serials should be cut first followed by general non-fiction purchases and finally by reference materials.

VIII. TECHNICAL SERVICES

A. FUNCTIONS:

The functions of the Technical Services Department are:

1. Organize and process materials to enable patrons to access the collection (cataloging);
2. Maintain the public access catalog and shelflist catalog of library holdings;
3. Preserve items in the collection by providing repair, etc. when needed;
4. Compile statistics.

B. ORGANIZATION TOOLS

1. Items are physically described according to the latest edition of the Anglo-American Cataloging Rules.
2. Subject headings are assigned from the latest edition of the Library of Congress Subject Headings.
3. Classification numbers are assigned using the latest edition of the Dewey Decimal Classification (DDC).
4. Book numbers are assigned from Cutter's Two-Figure Author Table, except for biographies and paperback fiction which are assigned from the Cutter-Sanborn Three-Figure Author Table, or Shakespearean materials, which have a unique numbering system within the Dewey Decimal Classification schedule.
5. Each item is assigned a unique number by entering it in the proper accession book.
6. Bibliographic records, if not originally cataloged, are obtained through OCLC and edited according to policies, and exported into the local online system.
7. A shelflist catalog is maintained, for each independent title, in the cataloging office.
8. Item records are created, and identified, by barcoding within the local online system.

9. Authority Records are maintained in the online catalog for names, uniform and series titles, and subjects.

C. PROCESSING POLICIES FOR SPECIFIC TYPES OF MATERIALS

All materials are classified as in policy VIII.B unless an exception is stated.

1. Books

Monographs are accessioned in the Regular Collection Accession Record Spreadsheet. This includes duplicate copies and series volumes. Reference materials, duplicate copies and series volumes are processed and integrated into the proper collection.

a. Reference Collection (**R**):

Reference materials are designated with an “**R**” above the classification number and are recorded in the Reference section of the Accession Record Spreadsheet.

b. Paperback Collection (**P**):

Books destined for the Paperback Collection are designated with a “**P**” and cuttered with the Cutter-Sanborn Three- Figure Author Table without classifying them. They are recorded in the Paperback Collection Accession Spreadsheet.

c. Juvenile Collection (**JUV**):

Juvenile materials are designated with “**JUV**” above the classification number and they are recorded in the Juvenile section of the Accession Record Spreadsheet.

d. Native American Collection (**NA**):

Native American materials are designated with “**NA**” above the classification number and are recorded in the Native American section of the Accession Record Spreadsheet.

2. Cartographic materials (**CT**):

Atlases, globes, maps, diagrams, profiles, relief models, remote-sensing images and views are designated as cartographic materials and should be recorded in the Cartographic Materials Accession Record Spreadsheet (CT). Large flat materials are stored in the map case.

3. Curriculum Materials (**CURR**):

The materials destined for the Curriculum Collection are designated with “**CURR**” above the classification number. In most cases these materials are cuttered by the publisher’s name. These materials are accessioned in the Curriculum Accession Record Spreadsheet.

4. Graphic Materials (**GR**):

Posters, photographs, art works, technical drawings, transparencies, wall charts, radiographs, stereograph, filmstrips, and slides are considered to be graphics according to AACR2. They are accessioned in the Graphic Materials Accession Record Spreadsheet (**GR**).

5. Kits (**K**):

Kits are accessioned in the Kit Accession Record Spreadsheet (K). Depending on the medium, each item is barcoded for circulation purposes.

6. Machine-Readable Data Files (Computer Files) (**MRD**):

Each disk is accessioned in the Machine Readable Data Files Accession Record Spreadsheet(MRD). Some MRD materials are placed in special storage bags and housed in the Emedia area near the circulation desk. MRD reference materials are stored in a case at the Reference Desk. Discs that accompany books are shelved with the books.

7. Sound Recordings (**SR**):

Sound Recordings are not classified, but they are given an accession number in place of the normal call number for identification. They are accessioned in the Sound Recording Accession Record Spreadsheet (**SR**) and a shelflist for each bibliographic record is filed in the cataloging office. Music discs and cassettes are housed in the Music Department. Curriculum sound recordings are housed with the curriculum collection and Music albums are housed in Archives.

8. Videorecordings (**V**):

Videos are accessioned in the Videorecording Accession Record Spreadsheet (V).They are shelved on the first floor of the library. Native American videorecordings are shelved in the Native American Collection.

9. Foundation Center Cooperating Collection (**Foundation Center**):

Foundation Center materials are received and cataloged as gifts. Foundation Center materials are designated with “**Foundation Center**” above the classification number and are recorded in the Foundation Center section of the Accession Record Spreadsheet.

D. CATALOG MAINTENANCE POLICIES

1. PUBLIC ACCESS CATALOG

Machine readable bibliographic records are available through the OPAC, giving access to author, title, subject, call number, etc. Item records are produced by barcoding, which gives item specific information such as status and location.

- a. Corrections on records are made whenever errors are noted or rules change.
- b. Item records and bibliographic records are deleted when materials are withdrawn or lost.
- c. The status is changed when an item is routed to another location such as the bindery.

2. SHEFLIST

A shelflist is maintained for each bibliographic record and arranged by location. Shelflist locations are: Stacks (which also includes Archives, DVD, Video and EMedia records), Reference, Juvenile, Paperback, Drama, SR, NA, NA JUV, NA REF, NA microforms, Foundation Center, Withdrawn items by location, Missing, Special collection, Reclass, and Lost & Paid.

- a. Cards are filed in order by call number.
- b. Cards are removed if every copy is withdrawn or lost and filed in the withdrawn shelflist cabinet.
 1. Lost and paid items cards are retained separately, rechecked and records are deleted after five years. Cards are retained permanently.
- c. Cards are removed if all copies are missing.
 1. These cards are retained separately, rechecked, and will be considered lost if they are still missing after five years at which time, they will be withdrawn.

3. ACCESSION RECORDS

Accession records are kept as a permanent inventory record as each item is added or withdrawn from the collection. This is an important tool for gathering statistics at the end of each fiscal year.

E. PRESERVATION OF MATERIALS

1. Hard-bound Books.

- a. Minor repairs are made by technical services staff.
- b. Major repairs-see BINDING POLICY.

2. Paperback books are laminated before being circulated.

F. BINDING POLICY FOR LIBRARY MATERIALS:

I. Books

A. Hardbound

- 1) Rebind if deteriorated condition warrants and the book is still useful. (Decision by collection development librarian and/or other librarian.) Aesthetically pleasing covers should be retained and rebound with the item whenever possible.

B. Paperbound

1) Regular and documents collections

- 1). Laminate, before shelving, if extensive circulation is expected.
- 2) If deteriorated from use send to the bindery-if still useful and margins, etc. are sufficient for rebinding, otherwise withdraw.

C. Paperback Collection

- 1) Laminate.
- 2) Discard when worn out.

D. Books, documents, reports, etc. in spiral format

Based on expected use, physical properties, and shelf life, librarians decide to do one of the following:

- a. Leave as is.
- b. Laminate.

c. Send to bindery.

E. Reports, documents, etc., in unbound/loose condition

1) Librarians' decision based on expected use, size, etc., to do one of the following:

- a. Staple.
- b. Use metal (ACCO) fasteners.
- c. Use ring binder.
- d. Send to bindery.

II. Periodicals

A. Preserve periodical titles on microform:

- 1) if during the inspection of a periodical title for binding, more than 20% of the proposed bindings of the title for the most recent five years have one or more missing issues; or
- 2) if more than 10% of the individual issues are in poor condition (cover completely gone or ripped or taped on, pages folded or missing, etc); or
- 3) if the periodical, such as a weekly, takes up a great deal of space or has a physical format (i.e. large page size) which is difficult to shelve in hard copy;
- 4) if the paper on which the periodical is printed is of such poor quality that it will deteriorate rapidly (i.e. newsprint).

B. Preserve periodicals by binding:

- 1) if more than 90% of the individual issues are in good condition and if less than 20% of the proposed bindings of a title for the most recent five years have one or more issues missing; or
- 2) if the periodical title contains paintings, or other graphic illustrations where color is important (such as art periodicals); or
- 3) if the periodical is of a scholarly nature (professional journals) and (b1) is also true;

C. Preserve periodicals by both binding and microform if the title is heavily used by students and meets any of the criteria for binding.

D. Do not preserve periodicals on microforms or binding:

1. if the periodical title has a limited retention policy (such as GQ, Glamour, Ladies Home Journal); or
2. if the periodical is a newsletter.

IX. SERIALS POLICIES

A. FUNCTION:

Serials, which include periodicals, annuals, and other titles published periodically, are managed by the serials librarian. The three basic functions of serials control are acquisitions, operations, and service.

B. ACQUISITIONS:

1. Selection is made in accordance with the library's Materials Selection Policy by instructional departments and librarians. (See MATERIALS SELECTION POLICY, VI E.23)
2. Each instructional department may recommend serials within their department budget and each instructional program should have serials support. Requests must be submitted in writing and signed by the department chairperson.
3. Periodicals are purchased for a one year period through an agent. (Currently W.T. Cox Subscription Services). Exceptions are:
 - a. titles which are not available through an agent;
 - b. newspapers which are purchased direct from the publisher;

- c. multiple titles from one publisher, which are available through an agent, but which the librarian elects to order direct to save service charge costs, if the publisher will bill on one invoice.
4. Other serials, i.e. annuals, etc., are purchased through standing orders with the publisher or through Baker & Taylor continuation service. Standing orders may be canceled at any time.
5. Microforms are purchased direct from the microform publisher.
6. The library participates in duplicate exchange with other academic libraries in this region in order to obtain missing issues and volumes.

C. OPERATIONS

1. All periodicals are checked in and missing issues claimed according to established procedures.
2. Most periodicals are not classified, but are shelved / filed alphabetically by title.
 - a. The current issue of popular and general titles are shelved in the reading area on the first floor.
 - b. Back files and current issues not in the reading area are shelved in the basement.
 - c. Selected high use titles, such as loose-leaf services, may be classified into the regular or reference collections.
 - d. Newspapers are shelved separately. The current issue is shelved in the reading area.
 - e. Microforms are filed (1) alphabetically and (2) chronologically in cabinets in the microform area on the first floor.
 - f. Some older, seldom used titles may be kept in storage.
3. Serials, which are published annually (yearbooks, etc.) or less often, are classified into the regular Dewey collection by the Technical Service Department.
4. Length of retention varies and is determined by librarians with faculty input.
5. Back files are maintained through binding or microforms as is deemed most appropriate by the librarian. (See BINDING POLICY, VIII F).

6. The library participates in the Oklahoma Union List of Serials, providing annual input on holdings.

D. SERVICE

1. Periodicals are not circulated (except to faculty for short periods), so that access is available during all library hours.
2. Photocopy machines are provided for both paper and microforms.
3. Appropriate indexes and abstracts are provided to give subject and author access to the collection.
4. An alphabetical periodical title holdings list is provided, which indicates format and location.
5. Subject access to periodicals is provided through the online public access catalog.
6. Bibliographic instruction in the use of indexes, abstracts, microforms, etc., is provided to classes and individuals.
7. Assistance in locating titles and issues is provided on request.

X. U.S GOVERNMENT PUBLICATIONS POLICIES

A. FUNCTION:

The Henry G. Bennett Memorial Library has been a designated U.S. depository library since 1929. It is a selective depository, receiving United States government publications selected by the documents librarian which are made available for public use.

B. MANAGEMENT:

1. The depository collection is managed in accordance with the U.S. Government Printing Office's Federal Depository Library Handbook, which is located online on the FDLP Desktop web site at <http://www.fdlp.gov/>.
2. The majority of documents are shelved as a separate collection by Superintendent of Documents (Sudoc) classification number.
 - a. Exceptions are:
 1. Major publications of lasting value which are added to the regular collection.

2. Maps: Small paper maps are stored in the vertical file map drawer. Large paper maps are stored in the map cabinet.
 3. Microforms are filed in separate cabinets by Sudoc class number.
 4. Long retrospective runs of some serials and some other retrospective documents are shelved in basement storage.
3. Indexing is provided by:
- a. The Online Public Access Catalog (OPAC) for items published since 1990, and selected by the library.
 - b. The Catalog of U.S. Government Publications for retrospective items from 1976-present.
 - c. OCLC's WorldCat Database for retrospective items.
 - d. Monthly Catalog of United States Government Publications, especially useful for items dated before 1976, and other commercial indexes.
 - e. Checklist of United States Public Documents 1789-1909..., A Descriptive Catalogue of the Government Publications of the United States, September 5, 1774-March 4, 1881-1893 provide indexing of earlier retrospective documents.
4. Selection
- a. Selections from the GPO's List of Classes are updated annually.
 1. Faculty input is solicited and welcomed in selection.
 - b. The guidelines for selection are stated in the MATERIALS SELECTION POLICY, VI E.
5. Collection maintenance
- a. Retention
 1. Items are retained at least five years unless they have been superseded.
 2. Sources of lasting value are retained indefinitely.
 3. Weeding-obsolete or seldom used documents are discarded according to GPO's instructions.

b. Binding-see Binding Policy

c. Cataloging

1. All documents acquired since January, 1990 and some documents prior to 1990 are listed by SuDoc class number in the OPAC. Materials prior to 1990 are listed in the Government Documents shelf list.
2. Documents of high interest or which have an alpha cutter, but are not added to the regular collection, are barcoded as their records are received from the monthly ftp files through OCLC.
3. Bibliographic records for documents that meet the criteria in number two above, but do not come from the monthly ftp files through OCLC will be downloaded from either the Catalog of U.S. Government Publications or OCLC's WorldCat Database.

XI. VERTICAL FILE POLICIES

A. FUNCTION:

The vertical file contains materials such as pamphlets, maps, charts, and posters that are stored in filing cabinets. These materials, due to their ephemeral nature, are not suitable for the regular collection. At this time, we are assessing the viability of the vertical file. With the proliferation of information readily available on the Internet, the information contained in the vertical file would appear to be a duplication of efforts.

B. ACQUISITIONS

1. Selection

- a. Selection is made in accordance with the library's Materials Selection Policy. (See MATERIALS SELECTION POLICY, VI E).

b. Selection is made by the Serials Librarian, with input from other librarians.

2. Types of materials acquired

- a. The bulk of vertical file materials consist of pamphlets and other short entry items. GAO reports and travel pamphlets are also added.
- b. Large, unfolded maps are housed in the map case in the reference area. Large, folded maps and smaller maps are filed in the vertical file. These maps include Government Depository maps, state/city road maps, and maps from magazines (such as the National Geographic).
- c. Biographical information about authors (taken from the book jacket of new books) who are not found in Contemporary Authors and other ephemeral biographical information are included in the vertical file.
- d. Minutes of all faculty committee meetings are acquired and kept in the vertical file.
- e. State documents may be placed in the vertical file if they are too ephemeral to be included in the regular collection.

C. OPERATIONS

1. The vertical file is managed by the Serials Librarian.
2. Length of retention varies, but will usually not exceed five years. Weeding will be an ongoing responsibility of the Serials Librarian (except for the government documents maps, which will be weeded by the Government Documents Librarian).
3. All vertical file items are placed in folders in filing cabinets. The folders are arranged in the file alphabetically by subject, using Library of Congress Subject Classification.
4. Biographies from book jackets are placed in the file by the cataloging staff.
5. Government Depository maps are placed in the Vertical File by the Government Documents staff. Other maps are filed by the Serials Librarian. Maintenance of the maps will be shared by the Serials Librarian and the Government Documents Librarian.
6. At least one item on every subject in the file will be cataloged and put into the online public access catalog with the following exceptions:
 - a. All government depository maps acquired since January, 1990 are cataloged.
 - b. Biographical information from book jackets is not cataloged.
 - c. Minutes of faculty committee meetings are not cataloged.

D. SERVICE

1. Some items in the vertical file are not circulated:
 - a. Biographical information
 - b. Minutes of faculty meetings.
2. Some items in the vertical file are circulated:
 - a. Maps (7 days)
 - b. All other materials in the file are circulated for three weeks, like books.
3. Assistance in finding items in the vertical file is provided upon request.

XII. SECURITY POLICIES

A. FUNCTION:

Security involves protection of library materials from theft and/or damage and the protection of staff and patrons from harm while on the premises, either from each other or from faults in the library environment.

B. PROTECTION OF PATRONS AND STAFF:

1. Areas open to the public are kept as visually open as possible.

- a. Smaller rooms open to the public have doors removed.
2. The classroom is locked when not scheduled.
3. Disruptive behavior is not allowed.
4. Any threatening activity is reported to the Campus Police and the Vice-president for Student Affairs.
 - a. Phone numbers for Campus and Durant Police are posted at the front desk.
 - b. The 911 number is to be used for serious emergencies.
5. When closing the building at night, all staff leave together after ascertaining that all patrons have left the building.
 - a. Campus Police assist in closing at midnight.
6. Student workers are instructed to report problem patrons or activity to a full-time staff person, who will deal with the problem.

C. PROTECTION OF MATERIALS:

1. Materials are protected with security strips which activate an alarm at the exit gate, if not desensitized at the Circulation Desk.
 - a. Persons caught in an attempted theft are taken to the office of a librarian on duty who ascertains their identity and retrieves the library material.
 1. Students are reported to the Vice-President for Student Affairs.
 - a. Students may be required to do community service work in the library.
 2. Other persons are reported to the Campus Police.
 3. Students caught in a second theft attempt may be subject to university probation.
2. Patrons caught mutilating or damaging materials are charged the full replacement costs plus processing fees, and may also be required to perform community service work in the library.
 - a. Students are reported to the Vice-President for Student Affairs.
 - b. Non-students are reported to Campus Police and, if possible, held until they arrive.

3. Windows are screened, where possible, and screens are attached with screws.
4. Food, drinks, and tobacco use are prohibited in public areas. (See GENERAL POLICIES, III).
5. Fire extinguishers and alarms are available, and clearly marked on all floors
 - a. Smoking is prohibited in the building.

D. PROTECTION OF EQUIPMENT

1. All electronic devices are to be turned off when the library is closed.
 - a. Photocopy equipment may simply be turned off.
 - c. All computers are to be unplugged at the electrical connection to the wall. Stand alone workstations should simply be unplugged.
 - d. All terminals connected to the library's online system should be logged off. Following this, the electrical connection to the wall is to be unplugged.
2. Computers and terminals are to be unplugged during thunderstorms. Be sure to log terminals off first.
3. Public access catalog terminals will also be logged off when requested by Computer Services Personnel.
4. Public access must only be allowed through the user account.
5. Use of the online system in a noncaptive account will only be permitted by authorized staff using passwords assigned by Computer Services.
6. Other equipment is kept in secured rooms.
7. Interior lights are to be turned off when the library is closed.
 - a. Exceptions are stairwells and exits.

XIII. SAFETY PLAN

The Library procedure for a **fire** emergency is as follows:

1. Each person should go their designated floor. Each floor should be cleared and the patrons on each floor led to the proper exit.

- a. Dennis Miles – 3rd floor – lead people down the back stairs and out through the door leading to the basement. Continue through the Curriculum Room and out the double doors to the outside.
 - b. Kathryn Plunkett – 2nd floor – proceed to the 2nd floor – lead people down the back stairs to the basement. Continue through the Curriculum Room and out the double doors to the outside.
 - c. Brooke Reynolds and Shelli Reynolds– 2A – lead the people down the front stairs and out the front entrance of the building.
 - d. Sharon Morrison, Brandi Pate and DeAnn Prince – 1st. floor – lead people out the library through the front entrance of the building.
 - e. Susan Webb and Johnathon Sample – double check first floor (Henry’s and Computer Lab. Leave the building through the front entrance.
 - f. Sandra Thomas and Brandon Burnette – Basement – Brandon is to unlock the door to the Curriculum Room and lead people from that area out the back double doors. Sandra is to lead the people in the serials reading area and the basement stacks to the back double doors.
2. Each person will have an individual flashlight and will be responsible for its being ready.
 3. The Library procedure for a **weather** related emergency is as follows:
 - a. Use the above evacuation instructions, **except** instead of exiting to the outside lead the patrons to the Serials workroom in the basement.
 - b. A first aid kit will be in the Serials workroom in the basement and also at the Circulation Desk.

SAFETY PLAN

EVENINGS AND WEEKENDS

In case of fire:

1. The two student workers at the circulation desk should coordinate with the two lab attendants to evacuate the library in case of fire or weather.
2. One lab attendant should go the Floor 2A and lead the people down the stairs and out the front door.
3. The second lab attendant should go throughout the first floor and lead the people out the front door.
4. One circulation student worker should go to the third floor and lead the people down the stairs and out the unlocked basement door and out the back double doors.

5. The second student worker should take the basement door key and unlock the door in the stairwell that leads to the basement. They should then go to the second floor and lead the people down the stairs, through the unlocked basement door and out the back double doors.
6. The second student worker should also evacuate the Curriculum Room and the serials reading area. These people should be lead out the back double doors. The key to the basement door also works on the Curriculum Room door.

In case of weather:

1. Use the above evacuation instructions, **except** instead of exiting to the outside lead the patrons to the Serials workroom in the basement.
2. The lab attendant that is securing the first floor should go directly to the basement Serials workroom in the basement.
3. The lab attendant that is securing floor 2A should lead the patrons to the basement Serials workroom in the basement.

Flashlights are available at the Circulation Desk. A First Aid kit will be in the Serials Workroom.

Section I

General Preservation Policy Guidelines

A. Goal

To preserve the collections of the Henry G. Bennett Memorial Library.

B. Definitions

Preservation is the actions taken to prevent, stop or retard deterioration of library materials, as well as to improve their condition or, as necessary, to change their format in order to preserve the content.

Conservation means the restoration of individual items to a state close to the original, by means of physical treatment.

C. Purpose

The purpose of this policy is to provide the framework for coordinating a preservation program.

D. Basic Principles

The philosophy of this policy is based on these basic principles.

1. Each library department or distinctive collection librarians are responsible for developing preservation policies and procedures for their collections.
2. Preservation decisions should be based on economic, philosophical and aesthetic implications.
3. Within budget and staff constraints, high priority is given to preservation.
4. A written preservation statement provides a framework for decision-making, and provides historical documentation for decisions. A written statement also provides a listing of priorities for preservation treatment.
5. Indefinite storage of unusable materials within the library cannot be justified.
6. Individuals responsible for collections must understand the treatment options available for materials, and the guidelines for preservation decisions
7. Preservation decisions should be recorded.

E. Recommendations

1. Each department librarian should set annual goals for preservation activities and report them and accomplishments to the Preservation Committee.
2. A survey should be conducted to evaluate the present preservation needs and identify any special problems that need immediate attention.
3. Guidelines should be established in each department for transferring materials to the Rare Books Collection or a restricted access collection.

4. A preservation budget should be established for supplies, storage, equipment and services.
5. A plan-of-action should be established and priorities set for implementing a preservation program.
6. Establish an awareness program and seek cooperation and support for implantation of a preservation policy from university officials in charge of building maintenance

F. Personal

A Preservation Program Committee should be established and will consist of five members including the department heads for Technical Services, Public Services, Serials Government Document, and library director The Committee will be charged with the responsibility for the following:

1. Developing the Library Preservation Policy;
2. Developing staff training materials and orientation;
3. Developing guidelines for the Preservation Program implementation and procedures;
4. Evaluating the Preservation Program; and,
5. Promoting public awareness of the Preservation Program.

Section II

Preservation Program

The Library's preservation program would be an inherent part of the organizational structure, with components integrated into each function and position where decisions and activities related to preservation take place. Incorporating a sense of responsibility for preserving resources into decision-making processes and into behavior and philosophies of faculty and staff, as well as of users, should enable the library to lessen the effects of various factors that contribute to the deterioration of library resources and thereby extend the useful life of the material in its collection.

A. Staff Education and Awareness

One of the major concerns of the preservation committee is educating the staff in proper handling of library materials and conservation awareness. Each preservation committee member will be responsible for implementing a staff awareness program in their departments. This program will be an on-going or continuous process that will allow for periodic instruction or training of all staff members. This program will also allow staff members to become actively involved and should be consulted for suggestions of improvements in procedures that effect preservation. This program should include the following elements:

1. Elements of Education

- a. Attitudes of the staff toward the library's collection should be addressed. A staff that shows concern for the physical survival of the library's materials is likely to encourage the patrons to do likewise.

- b. Basic structure of the books.

- c. Proper shelving techniques including special handling of oversized materials. How to shelve books in the stocks, how to place books on trucks to minimize damage. How to remove a book from a tightly packed shelf.

- d. Photocopying techniques. How to position library materials for photocopying so as

to

minimize damage to spines.

- e. Non-print materials. Their special needs. Ways in which staff unintentionally damage these materials.

2. Methods of Education

- a. First step in educating the staff in a crash program to alert all staff members that the

library is embarking on a preservation program.

b. Videos and slides may be purchased to be used in a preservation education program.

These could be viewed as a group or individually.

c. A Preservation Bulletin could be used to increase awareness of the Library's preservation problems, steps it is taking to solve these problems and ways the staff could help.

d. A library exhibit could be set up on the structure and proper handling of library materials.

e. An in-house manual should be prepared on the proper handling of library materials and proper procedures for dealing with specific preservation problems.

B. Care and handling of materials

Detailed instruction should be given to all staff members on the care and handling of library materials (parts of the information for this section were reproduced from ED 257459)

1. Tips for handling books:

- a. Handle books with clean hands;
- b. Do not attach metal paper clips to book pages for any reason. Plastic clips should be used with discretion;
- c. Do not write or mark in books;
- d. Do not turn down corners or fold pages;
- e. Do not lay a book face down;

f. Be careful not to wrinkle pages or place stress on the spine of the books when photocopying;

g. Avoid using elastic bands to hold together damaged books or piles of materials; and,

h. do not eat or drink while reading in areas where crumbs and spills might damage them.

2. Shelving Books

a. To shelve a book the volumes on either side should be pushed back just far enough to

place the book in the middle of its spine.

c. Avoid shelving a book on its fore-edges.

d. Be careful with the use of bookends, especially watch for sharp edges.

e. Volumes too tall for normal shelves should be laid flat if the shelves are wide enough to support them.

f. Do not push books up against the back wall of the shelf.

g. Be careful in the use of book trucks. Do not pack too tight or books on top.

3. Microforms

Microforms have their own specific requirements for proper handling and storage.

Safeguards

against mishandling will prevent unnecessary wear and tear.

a. Handling

1. Clean microform equipment regularly and keep lens housing covered when not

in use.

2. Handle microfilm only by the edges or by the leader; and microfiche by header.
3. To avoid finger prints when working with large quantities use white gloves.
4. Film should have adequate leader and trailer for easier handling.

b. Storage

1. Microfilm should be stored on plastic reels.
2. Damaged or worn boxes should be replaced to avoid dust.
3. All rubber bands should be removed from microfilm. Sulfur in rubber bands causes chemical reactions that damage film; even sulfur-free ones can damage.
4. Full reels of film will stay neatly wound by themselves; shorter titles that tend to unwind should be secured with paper wrap-around.
5. Rewind microfilm reels firmly but not too tightly.

4. Exhibition of Library Materials

1. Do not allow contact between paper of unknown characteristics (acidic, high lighting, etc.) and leather bound volumes. Do not place exhibit cards or information sheets on top of books unless acidity is checked and is neutral or higher.
2. Do not oil leather before an exhibit unless exhibit cases are environmentally controlled.
3. Control the light is especially wary of UV light as spewed forth by fluorescent

tubes. Employ UV shields in cases.

4. Do not lean one heavy book against another, as extreme stress results in vulnerable areas such as hinges. Always use a book cradle or comparable support.
5. Avoid using the book on display as if it was itself a pedestal-don't place another book on top, or an artifact.
6. Never, under any circumstances, place fine old books upside down in the display case to show off bindings or covers unless well-supported on a special cradle.
7. Mylar strips or smooth glass blocks may be used to hold pages open.
8. Keep books spines off hard surfaces, use a pad underneath, or a cradle.
9. Be especially sensitive to leather on the spines of old. Tight books, and the hinges of hollow backs.
10. Do not force a tight book open. Make a special cradle to hold it and use Mylar strips to hold it open at a natural angle.
11. For extended exhibits, or with especially precious materials, turn exposed pages daily.
12. Manuscripts may be exhibited and handled easily by Mylar encapsulation.
13. Single leaf items must never be mounted directly against glass – good museum mate are a must.
14. Water colors, especially with pale, faded colors, or tinted prints and maps cannot bear any exposure to natural light. Even a few hours of direct sunlight will

cause serious damage to such items as well as photographs.

15. Keep track of the temperature and humidity inside the display case. You may be creating a miniature hostile environment.

C. Environmental Conditions

Deterioration of library materials may be defined as the decrease in the ability of that material to fulfill its intended purpose of transmitting information. The simultaneous effects of chemical, physical, and biological agents; heat, humidity, light, fungi, insects, particulate and air pollution are significant factors in the deterioration of library collections.

Heat embitters library material, light fades them, atmospheric pollution degrades them and particulate matter abrades them. High relative humidity encourages the growth of mold and fungi. Insects and rodents that cause damage to paper and bindings thrive in warm conditions.

1. Good Housekeeping is one of the first steps in controlling physical environment. Routine dusting and vacuuming of stack areas eliminate the buildup of dirt and the proliferation of vermin. Food and beverages should be banned from the public areas of the library and careful consideration for keeping non-public areas cleaned when food and beverages are consumed.

2. Light can be the most potent of all chemical and physical agents of deterioration, depending upon its wavelength, intensity and duration. Installing ultraviolet filtering for windows and lights is recommended but too expensive to purchase at the present time. Therefore it is recommended that a portion be purchased each year for the next five years until all areas are protected. Areas should be prioritized for scheduling installation with special collections and exhibits being top priority. Utilization of shades or blinds is recommended where library materials receive direct sunlight. Utilization of lamps

with low bulbs of ultraviolet radiation in book storage areas is recommended. "Cool white" lamps should not be used in areas where books are stored. Incandescent lamps are preferred, as are fluorescent lamps manufactured under low-UV specifications. Staff members should be instructed to turn off lamps in book storage areas when the areas are not in use.

3. Temperature has a direct effect on the longevity of library materials. The rate of chemical reactions changes logarithmical as a function of temperature with the rate of chemical reactions in cellulose (paper and cloth) doubling for each 5 degrees C (9 degrees Fahrenheit) rise in temperature. In other words, all other factors being equal, paper-based library materials stored at 70 degrees Fahrenheit will endure twice as long as those stored at 79 degrees Fahrenheit.

It is recommended that the temperature and relative humidity be closely monitored and be kept as closely as possible to 65 degrees Fahrenheit plus or minus 5 degrees Fahrenheit; 50 percent rah. plus or minus 5 percent. The purchase and utilization of thermo-hygrometers and/or hygrothermographs is recommended. The ease of high efficiency filters and frequent change (at least twice a year) is recommended.

4. Relative humidity levels affect the expansion and contraction of the complex physical components of books and other library materials. Fluctuations in both temperature and relative humidity compound these stresses. High relative humidity levels (above 65 percent) increase chemical activity and hasten deterioration and can encourage the growth of fungi. Low humidity levels (under 20 percent) can increase desiccation and embitterment.

5. Facility maintenance is extremely important in avoiding damage to library materials from dust, dirt, and smoke which tend to sail, abrade and facilitate the actions of water vapor and biological

agents. Because dust and dirt are hygroscopic, a film of dust and dirt will maintain a higher moisture level on a surface and will act as a medium to fungal growth.

It is recommended that custodial staff be increased in order to maintain a higher level cleaning program throughout the stacks. Frequent checks of the facility for problems that could be possible sources of threats to library materials, for example roof, plumbing and air conditioning should be checked to prevent possible water leaks. Other possible threats should be monitored for problems such as fires and pest.

Section III Pest control

Insects can damage and destroy library materials by staining and also eating the glue, bindings, and paper.

The library is concerned with the control of insects and other pests in the library for several reasons.

1. The library is committed to preserve the library collections.
2. The library is concerned with the economics loss caused by these pests with direct

replacement

costs and the expenditures required to eliminate them.

3. The library is concerned with the psychological revulsion of the staff and public to pests in the facility. Mice, cockroaches, and other insects generate fear and anxiety in the minds of many individuals. People simply do not want to work in or visit an infested facility.
4. The library is concerned with regulatory action by various health and sanitation agencies.

Some pests present a threat only to the library collections while others may be a significant threat to public health. Rodents and cockroach infestations are of particular concerns to such agencies because of their potential for disease transmission to people.

5. The library is concerned with the public health arising from the use of pesticides in the building. The adverse effects caused by chronic and incidental exposure, coupled with increasing pest resistance to chemicals are major concerns.

6. When an insecticide is sprayed on a surface indoors the solvents and small amounts of insecticide volatilizes into the space occupied by the collection and human beings. These chemical concentrations, although of low level, may redeposit on surfaces far from the site of initial application. Small amounts of chemicals may also be inhaled by individuals and may cause adverse reactions. The more volatile an insecticide, the more chemicals will be released into the air. Depending on the type of application, these airborne amounts will subside after a period of hours of days, and eventually the insecticide itself will be broken down into nontoxic elements by action of moisture in the air and ultraviolet light. The medical significance of chronic and incidental exposure has become as great as that of acute exposure.

Chemical solutions to pest problems must be considered an alternative of last resort.

7. Termite control is a top priority at this time due to an infestation in a basement storage area.

A. Identification

Subterranean termites construct earthen shelter tubes from soil up into bookcase, books or boxes of materials stored in basements. The key to identification of subterranean termite infestation is the presence of the worker termite in the galleries and the presence of copious amounts of dirt. These grains of earth are cemented into hollow shelter tubes which act as humidity controlled highways for

the termites while they feed on cellulose materials. Once a book containing an infestation of subterranean termites has been removed from the shelf and the highway to the colony has been broken, the workers and soldiers that are trapped in the book will eventually desiccate and die. Once this attachment to the subterranean colony has been broken, thus cutting off the workers from the remainder of the colony and their moisture source, no further need or control is required for the infested item. A professional pest control company, however, would treat the structure itself.

B. Treatment

Drilling the walls and floors at specified intervals and then injecting substantial amounts of water-dispersible insecticide usually control subterranean termites in a badly infested building. The holes are then filled in. where walls are adjacent to earth, a trench is dug along their entire length and specified amounts of insecticide are sprayed into the trench. Where areas of termite damage in buildings are relatively small, powder is injected.

The most effective method controlling existing infestation and preventing future infestation is soil treatment. This involves the application of insecticides to the immediate environment of the building so that termite colonies are unable to sustain themselves in such conditions.

APPENDIX I

Amigos Resource Sharing Agreement

Introduction

This document is a voluntary agreement to govern interlibrary resource sharing among libraries in the Amigos Library Services, Inc. It is based on the premise that resource sharing among Amigos member libraries is in the public interest and should be encouraged; interlibrary borrowing is an integral part of collection development, not an ancillary option; interlibrary lending is vital to the success of every library's ability to borrow needed materials.

I. Definition

Resource sharing is comprised of transactions by which a library makes its materials or copies of its materials available to the clientele of another library upon request.

II. Purpose

The purpose is to obtain, upon request of a library's primary clientele, materials not available in the local library.

III. Scope

- A. Under the terms of this Agreement, any type of library materials may be requested.
Libraries are encouraged to lend any materials that circulate outside the library to their own patrons and to be as liberal as possible in supplying materials of all formats with due consideration to the interests of the primary clientele.
- B. Libraries signing the Amigos Agreement must be supplying libraries as well as requesting libraries. Libraries must be willing to lend if they wish to borrow. The benefits of the Agreement are not available to non-suppliers.
- C. The Agreement covers resource sharing among those libraries who sign the Agreement, regardless of the method of transmission of requests and/or materials.

IV. Responsibilities of the Requesting Library

- A. Resource sharing does not relieve any library of the responsibility for providing collections necessary for its primary clientele, unless libraries have entered into special agreements.
- B. The requesting library should follow state network protocols, or in the absence of state protocols, exhaust local resources before requesting materials from other members. The requesting library should avoid sending the bulk of its requests to a few libraries. Libraries that have signed the Amigos/BCR Reciprocal Interlibrary Loan Agreement are encouraged to consider those libraries. Major resource libraries should be used only as a last resort.
- C. Union list data should be checked for serial holdings when available.
- D. The requesting library is responsible for checking the policies of the supplying libraries in the Name Address Directory (NAD).
- E. Requests for materials for which locations cannot be found should be sent to libraries that might provide the materials with the statement that the requesting library cannot locate and verify. The source of reference should be cited.
- F. The requesting library should use standard bibliographic format regardless of the means of transmission. The library should indicate its preference to receive documents via fax, Ariel, or other electronic transmission and include the relevant address in Borrowing Notes. The phrase "Amigos ILL" should be included on all requests.
- G. Participating libraries should indicate their agreement by including "@AM" in their borrowing constant data records. Participating libraries should also edit their affiliation field in their ILL NAD record as follows: "Amigos Resource Sharing Agreement: YES."
- H. The requesting library must ensure compliance with the U.S. copyright law and the CONTU guidelines. Copyright compliance must be determined for each photocopy request and a copyright compliance statement must be included on each photocopy request.

- I. The requesting library must honor due dates and enforce all use restrictions specified by the supplying library. Requests for renewals should be made before the item is due. The requesting library should respond immediately to items recalled.
- J. The requesting library is responsible for the safety of borrowed material from the time the material leaves the supplying library until it is returned to that library. If damage or loss occurs, the requesting library is responsible for compensation or replacement in accordance with the preference of the supplying library.

V. Responsibilities of the Supplying Library

- A. The supplying library must establish and make available its resource sharing policy in the Name Address Directory (NAD) and in other formats as necessary, and update the policy yearly or immediately as changes occur.
- B. The supplying library should process and respond to requests in a timely manner, with specific attention to a specified "Need By" date.
- C. The supplying library should include sufficient information to identify the request and clearly state the duration of the loan.
- D. The supplying library may recall materials at any time.
- E. The supplying library will send photocopies via First Class mail. However, signers are encouraged to use fax, Ariel or other electronic means to send photocopies if possible and when such delivery options are acceptable to the requesting library. Electronic transmission for longer documents is left to the discretion of the supplying library in communication with the requesting library.
- F. The supplying library will send loans by the most expeditious means that they can afford. Signers are encouraged to provide occasional rush service to other signers without charge.

VI. Expenses

- A. Signers of this agreement will not charge each other
 - 1. Fees for handling interlibrary loan requests.
 - 2. Postage or other transportation charges.
 - 3. For photocopies up to 50 pages per bibliographic citation. Charges beyond the 50 pages are at the discretion of the supplying library.
- B. Some institutions operate both a traditional interlibrary loan service for primary patrons as well as a fee-based service for commercial clientele. Although signers will not charge each other for traditional ILL requests, they may charge for requests received from a library-sponsored fee-based service.

VII. Violation of the Agreement

The requesting and supplying libraries are responsible for compliance with the provisions of this agreement. Continued violations may result in suspension of borrowing privileges.

MPD9528

03/11/96

National Interlibrary Loan Code for the United States

Prepared by the Interlibrary Loan Committee, Management and Operation of Public Services Section, Reference and Adult Services Division, American Library Association.

Approved by the RASD Board of Directors, February 8, 1994.

Introduction

The Reference and Adult Services Division, acting for the American Library Association in its adoption of this code, recognizes that the exchange of material between libraries in the United States is an important element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

Interlibrary loan is essential to the vitality of libraries of all types and sizes and is a means by which a wider range of materials can be made available to users. In the interests of providing quality service, libraries have an obligation to obtain materials to meet the informational needs of users when local resources do not meet those needs.

Interlibrary Loan has been described as an adjunct to, not a substitute for, collection development in individual libraries. Changes in the last decade have brought increasing availability of materials in alternative formats, an abundance of verification and location information, and a shift in the very nature of interlibrary cooperation. Interlibrary borrowing is an integral element of collection development for all libraries, not an ancillary option.

The effectiveness of a national resource sharing system depends upon the responsible distribution of borrowing and lending. Libraries of all types and sizes should be willing to share their resources liberally so that a relatively few libraries are not overburdened. Libraries must be willing to lend if they wish to borrow.

This code is designed to regulate lending and borrowing relations between libraries. It is not the intent of this code to prescribe the nature of interlibrary cooperation within formally established networks and consortia, or to regulate the purchase of materials from document suppliers. However, this Code may be used as a model for development of state, regional, or local interlibrary loan codes.

This code provides general guidelines for the requesting and supplying of materials between libraries. Specific guidelines and procedures are found in such sources as those listed in the bibliography.

1.0 Definition

1.1 Interlibrary loan is the process by which a library requests materials from, or supplies materials to, another library.

2.0 Purpose

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, materials not available in the user's local library.

3.0 Scope

3.1 Interlibrary loan is a mutual relationship and libraries should be willing to supply materials as freely as they request materials.

3.2 Any materials, regardless of format, may be requested from another library. The supplying library determines whether the material can be provided.

4.0 Responsibilities of the Requesting Library

4.1 The requesting library should establish and maintain an interlibrary loan policy for its borrowers and make it available.

4.2 The requesting library should process requests in a timely fashion.

4.3 The requesting library should identify libraries that own and might provide the requested materials. The requesting library should check the policies of potential suppliers for special instructions, restrictions, and information on charges prior to sending a request. The requesting library is responsible for all authorized charges imposed by the supplying library.

4.4 Requests for materials for which locations cannot be identified, should be sent to libraries that might provide the requested materials and be accompanied by the statement "cannot locate." The original source of the reference should be cited or a copy of the citation provided.

4.5 The requesting library should avoid sending the burden of its requests to a few libraries. Major resource libraries should be used as a last resort.

4.6 The requesting library should transmit all interlibrary loan requests in standard bibliographic format in accordance with the protocols of the electronic network or transmission system used. In the absence of an electronically generated form, the American Library Association Interlibrary Loan request form should be used.

4.7 The requesting library must ensure compliance with the U.S. copyright law and its accompanying guidelines. Copyright compliance must be determined for each copy request

before it is transmitted, and a copyright compliance statement must be included on each copy request. Copyright files should be maintained as directed in the CONTU Guidelines. (See bibliography for full citations to these documents).

4.8 The requesting library is responsible for borrowed materials from the time they leave the supplying library until they have been returned and received by the supplying library. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

4.9 The requesting library is responsible for honoring due dates and enforcing all use restrictions specified by the supplying library.

4.10 The requesting library should request a renewal before the item is due. If the supplying library does not respond, the requesting library may assume that the renewal has been granted for the same length of time as the original loan.

4.11 The requesting library should return materials by the due date and respond immediately if the item has been recalled by the supplying library.

4.12 The requesting library should package materials to prevent damage in shipping, and comply with special instructions stated by the supplying library.

4.13 The requesting library is responsible for following the provisions of this code. Continued disregard for any provision may be reason for suspension of borrowing privileges by a supplying library.

5.0 Responsibilities of the Supplying Library

5.1 The supplying library should establish and maintain an interlibrary loan policy, make it available in paper and/or electronic format, and provide it upon request.

5.2 The supplying library should process requests within the timeline established by the electronic network. Requests not transmitted electronically should be handled in a similar time frame.

5.3 The supplying library should include a copy of the original request, or information sufficient to identify the request, with each item.

5.4 The supplying library should state any conditions and/or restrictions on use of the materials lent and specify any special return packaging or shipping requirements.

5.5 The supplying library should state the due date or duration of the loan on the request form or on the material.

5.6 The supplying library should package the items to prevent damage in shipping.

5.7 The supplying library should notify the requesting library promptly when unable to fill a request, and if possible, state the reason the request cannot be filled.

5.8 The supplying library should respond promptly to requests for renewals. If the supplying library does not respond, the borrowing library may assume that the renewal has been granted for the same length as the original loan period.

5.9 The supplying library may recall materials at any time.

5.10 The supplying library may suspend service to any requesting library which fails to comply with the provisions of this code.

APPENDIX II



GIFT POLICY

Gifts are readily accepted and welcomed by the Henry G. Bennett Memorial Library. Gifts will be accepted only if clear ownership can be given to Southeastern Oklahoma State University. Though they are given and cost nothing in purchase price to the university, they do constitute a cost of processing time and of space utilization.

All gifts become the property of Southeastern Oklahoma State University and in no case can they be reclaimed, loaned, or borrowed again by the donor except in the case of books which could be loaned following the normal rules of the circulation department. Materials added will be placed in the library at the place determined by the library faculty. The university will have authority to discard and add materials.

GIFTS(S) _____

DONOR _____

DATE _____

I have read the above policy and I agree to the commitment

SIGNATURE OF DONOR _____

WITNESSED BY _____

WITNESSED BY _____

Statement on Appraisal of Gifts

Developed by the Committee on Manuscripts Collection of the Rare Books and Manuscripts Section. Approved by the ACRL Board of Directors on February 1, 1973, in Washington, D.C. This statement replaces the 1960 policy on Appraisal (antiquarian Bookman, v.26, December 19, 1960, p. 2205)

1. The appraisal of a gift to a library for tax purposes generally is the responsibility of the donor since it is the donor who benefits from the tax deduction. Generally, the cost of the appraisal should be borne by the donor.
2. The library should at all times protect the interests of its donors as best it can and should suggest the desirability of appraisals whenever such a suggestion would be in order.
3. To protect both its donors and itself, the library, as an interested party, ordinarily should not appraise gifts made to it. It is recognized, however, that on occasion the library may wish to appraise small gifts, since many of them are not worth the time and expense an outside appraisal requires. Generally, however, the library will limit its assistance to the donor to: (a) providing him with information such as auction records and dealers' catalogs; (b) suggestions of appropriate professional appraisers who might be consulted;

- (c) administrative and processing services which would assist the appraiser in making an accurate evaluation.
4. The acceptance of a gift which has been appraised by a third, and disinterested party, does not in any way imply an endorsement of the appraisal by the library.
 5. An archivist, curator, or librarian, if he is conscious that as an expert he may have to prove his competence in court, may properly act as an independent appraiser of library materials. He should not in any way suggest that his appraisal is endorsed by his library (such as by the use of the library's letterhead), Nor should he ordinarily act in this fashion (except when handling small gifts) if his institution is to receive the donation.

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.

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

6. 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.
7. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019, by the ALA Council.

The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in

order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

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, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process.

Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

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.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

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.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

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.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

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.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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

A Joint Statement by:

[American Library Association](#)
[Association of American Publishers](#)

Subsequently endorsed by:

[American Booksellers for Free Expression](#)
[The Association of American University Presses](#)
[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

RESOLUTION IN SUPPORT OF OKLAHOMA LIBRARIES

Whereas, the Oklahoma Library Association supports the essence of democracy that citizens have the right of free inquiry and the equally-important right of forming their own opinions, and it is of the utmost importance that free access for individuals to all types of information be preserved and defended, and

Whereas, the Oklahoma Library Association supports open access to library materials, and

Whereas, the Oklahoma Library Association affirms the responsibility and right of all parents and guardians to guide their own children's use of library resources, and

Whereas, the Oklahoma Library Association supports the principle that Oklahoma libraries are an American value that supports our shared belief that empowerment of the individual results in a stronger, richer society, and

Whereas, the Oklahoma Library Association supports the decisions of local library boards to set their own access policies to library materials.

Whereas, these locally appointed library boards are composed of dedicated citizens in Oklahoma who will continue to do an excellent job for their communities, and

Whereas, the Oklahoma Library Association affirms the right of individuals to express their opinions about library resources and services, now therefore

Be it Resolved that the Oklahoma Library Association supports Oklahoma libraries and Oklahoma librarians who provide opportunities for citizens of all ages and backgrounds to become informed, literate, and culturally enriched.

Adopted by the Oklahoma Library Association Executive Board on Tuesday, May 25, 1999.

Reaffirmed by the Executive Board on Friday, March 17, 2006.

WLN CONSPECTUS CODES

Introduction

The collection depth indicators are numerical values that are used to describe a library's collecting activity levels and goals. They are used to characterize three different aspects of collection management at the division, category and subject levels: current collection level (CL), acquisition commitment (AC), and collection goal (GL). The definitions of these codes or collection depth indicators were revised in 1996 and 1997 under the auspices of the Research Libraries Group, the Association of Research Libraries and WLN. More than 30 active conspectus users from the United States and other countries worked together to update the original language in a way that would improve the use of the definitions while neither diminishing nor changing the sense of codes applied during previous assessments.

The revised definitions are intended to apply uniformly to all subjects. They reflect the changing nature of collections in an electronic environment with access in addition to ownership as a viable option. Additionally, these collection depth indicators address nonprint formats. Development of supplemental guidelines is also appropriate to communicate meanings within particular subjects, for example, fiction, architecture, or chemistry.

Nonprint Inclusion

Some topics require information in visual, aural and other nonprint formats, whether at the basic level or beyond. Such topics include, but are not limited to, dance, music, and the other performing arts. To determine the appropriate collection depth indicator to use for topics, in which nonprint resources are essential, add the phrase *appropriate nonprint media* to the line detailing the collecting of monographs and reference works. For example, the Basic Information Level (1) for a music collection would include "a limited collection of monographs, reference works and appropriate nonprint media materials."

Electronic Resources

Electronic resources are equivalent to print materials at any level as long as the policies and procedures for their use permit at least an equivalent information-gathering experience. Electronic journals, whether remotely or locally stored, are at least equivalent to print journals if:

- access to the electronic resource is at least equal to access to the print product (including graphics, charts and other features);
- there is access to a sufficient number of terminals and lines; and
- the information comes at no additional cost to the patron.

Similarly, a full text electronic archive of monographs, periodicals, images, etc., whether loaded locally or accessed over the Internet, is also equal to the original format if patron access and cost are equal or superior to the print format for the same information or item.

The term *defined access* is used within the collection depth indicators to mean more than simply providing patrons with access to the Internet and one or more Internet browsers. Defined access refers to menu options on the library's or institution's web interface which link the user to owned or remotely accessed electronic resources selected by the library with the needs of its patrons in mind. The level of defined access changes according to the level of the collection, that is, from limited to extensive to very extensive access to collections of electronic information.

Document delivery

Document delivery services that are not instantaneous are not the same as those providing immediate availability on site or electronically. The conspectus methodology measures

resources owned by a library and those resources that are immediately accessible to the customer. The conspectus does not attempt to measure what may be obtained on a delayed basis from another collection, library, or vendor, whether the delay is 10 hours or 10 days. Conspectus users should feel free to provide details in the comments field about library user services which supplement but do not replace the library's owned resources.

Structure of the collection depth indicators

The collection depth indicators represent a continuum from the Basic Information level through the Research level. These are not equal incremental steps, however, since the difference from one level to the next may be measured both in terms of quantity and quality and the amount of materials necessary to move from one level to the next greatly increases as one moves up the scale. In most instances, each successive level includes the elements, formats and characteristics of the previous levels. This means that a Research level collection contains not only those elements in the Research level (4) definition but also those elements in each of the previous levels - Basic Information (1), Study (2), and Instruction Support (3).

The RLG Conspectus definitions include 5 collection depth indicators for collection description. The WLN Conspectus definitions include subdivisions to provide a total of 10 collection depth indicators to provide further distinction and clarity for small and medium-size libraries. The basic collection depth indicators provide the general umbrella definitions and the WLN subdivisions make further distinctions that fit into the larger structure. Libraries wishing to use conspectus information in a cooperative project must determine ahead of time whether to use the 5-point scale or the expanded 10-point scale.

Collection Depth Indicator Definitions

0. OUT OF SCOPE

The library does not intentionally collect materials in any format for this subject.

1. MINIMAL INFORMATION LEVEL

Collections that support minimal inquiries about this subject and include a very limited collection of general resources, including monographs and reference works. Periodicals directly dealing with this topic and in-depth electronic information resources are not collected.

The collection should be frequently and systematically reviewed for currency of information. Superseded editions and titles containing outdated information should be withdrawn. Classic or standard retrospective materials may be retained.

1a. MINIMAL INFORMATION LEVEL, UNEVEN COVERAGE

- Few selections and an unsystematic representation of the subject

- Supports limited, specific service needs
- Consistently maintained even though coverage is limited

1b. MINIMAL INFORMATION LEVEL, FOCUSED COVERAGE

- Few selections, but a systematic representation of the subject
- Includes basic authors, some core works and a spectrum of points of view
- Consistently maintained

2. BASIC INFORMATION LEVEL

Collections that introduce and define a subject, indicate the varieties of information available elsewhere, and support the needs of general library users through the first two years of college instruction include:

- A limited collection of general monographs and reference tools
- A limited collection of representative general periodicals
- Defined access to a limited collection of owned or remotely accessed electronic bibliographic tools, texts, data sets, journals, etc.

The collection should be frequently and systematically reviewed for currency of information. Superseded editions and titles containing outdated information should be withdrawn. Classic or standard retrospective materials may be retained.

2a. BASIC INFORMATION LEVEL, INTRODUCTORY

Limited collections of introductory monographs and reference tools that include:

- Basic explanatory works
- Histories of the development of the topic
- General works about the field and its important personages
- General encyclopedias, periodical indexes-and statistical sources

This collection is sufficient to support the inquiries of patrons and students through high school attempting to locate general information about a subject.

2b. BASIC INFORMATION LEVEL, ADVANCED

Collections of general periodicals and a broader and more in-depth array of introductory monographs and reference tools that include:

- Basic explanatory works
- Histories of the development of the topic
- General works about the field and its important personages

- A broader array of general encyclopedias, periodical indexes, and statistical sources
- A limited collection of representative general periodicals
- Defined access to a limited collection of owned or remotely accessed electronic bibliographic tools, texts, data sets, journals, etc.

This collection is sufficient to support the basic informational and recreational reading needs of an educated general public or students through the first two years of college.

3. STUDY OR INSTRUCTIONAL SUPPORT LEVEL

Collections that provide information about a subject in a systematic way, but at a level of less than research intensity and support the needs of general library users through college and beginning graduate instruction include:

- An extensive collection of general monographs and reference works and selected specialized monographs and reference works
- An extensive collection of general periodicals and a representative collection of specialized periodicals
- Limited collections of appropriate materials in languages other than the primary language of the collection and the country, for example, materials to aid in learning a language for nonnative speakers or literature in the original language, such as German poetry in German or Spanish history in Spanish
- Extensive collections of the works of well-known authors and selections from the works of lesser-known authors
- Defined access to a broad collection of owned or remotely accessed electronic resources, including bibliographic tools, texts, data sets, journals, etc.

The collection should be systematically reviewed for currency of information and for assurance that essential and important information is retained, including significant numbers of retrospective materials.

3a. BASIC STUDY OR INSTRUCTIONAL SUPPORT LEVEL

Resources adequate for imparting and maintaining knowledge about the primary topics of a subject area that include:

- A high percentage of the most important literature or core works in the field
- An extensive collection of general monographs and reference works
- An extensive collection of general periodicals and indexes/abstracts
- Other than those in the primary collection language, materials are limited to learning materials for non-native speakers and representative well-known authors in the original language, primarily for language education
- Defined access to appropriate electronic resources

This collection supports undergraduate courses, as well as the independent study needs of the lifelong learner.

3b. INTERMEDIATE STUDY OR INSTRUCTIONAL SUPPORT LEVEL

Resources adequate for imparting and maintaining knowledge about more specialized subject areas which provide more comprehensive coverage of the subject with broader and more in-depth materials that include:

- A high percentage of the most important literature or core works in the field, including retrospective resources
- An extensive collection of general monographs and reference works and selected specialized monographs and reference works
- An extensive collection of general periodicals and a representative collection of specialized periodicals and indexes/abstracts
- A selection of resources in other languages, including well-known authors in the original language
- Defined access to a broad range of specialized electronic resources

This collection supports upper division undergraduate courses.

3c. ADVANCED STUDY OR INSTRUCTIONAL SUPPORT LEVEL

Resources adequate for imparting and maintaining knowledge about all aspects of the topic which are more extensive than the intermediate level but less than those needed for doctoral and independent research that include:

- An almost complete collection of core works including significant numbers of retrospective materials and resources
- A broader collection of specialized works by lesser-known, as well as well-known authors
- An extensive collection of general and specialized monographs and reference works
- An extensive collection of general and specialized periodicals and indexes/abstracts
- A selection of resources in other languages, including well-known authors in the original language and a selection of subject-specific materials in appropriate languages.
- Defined access to a broad range of specialized electronic resources

This collection supports master's degree level programs as well as other specialized inquiries.

4. RESEARCH LEVEL

Collections that contain the major published source materials required for doctoral study and independent research include:

- A very extensive collection of general and specialized monographs and reference works
- A very extensive collection of general and specialized periodicals
- Extensive collections of appropriate materials in languages other than the primary language of the country and collection
- Extensive collections of the works of both well-known and lesser-known authors
- Defined access to a very extensive collection of owned or remotely accessed electronic resources, including bibliographic tools, texts, data sets, journals, etc.

Older material is retained and systematically preserved to serve the needs of historical research.

5. COMPREHENSIVE LEVEL

Collections in a specifically defined field of knowledge that strive to be exhaustive as far as is reasonably possible (i.e., "special collections"), in all applicable languages include:

- Exhaustive collections of published materials
- Very extensive manuscript collections
- Very extensive collections in all other pertinent formats

Older material is retained and systematically preserved to serve the needs of historical research. A comprehensive level collection may serve as a national or international resource.

Language Coverage Indicators

The language coverage indicators defined below are a major change from those originally developed for the RLG Conspectus. The language indicators have been revised so they can be used in many countries and cultures.

Language coverage is closely linked to collection indicator levels. The extent of the collection in the primary language of the country and library, as well as the extent of other languages within the collection helps to determine the collection level indicator for each segment. Language coverage qualifies and amplifies collection levels. In addition to the primary or predominant language, other language coverage is essential for collections at the 3, 4, or 5 level. Generally, the higher the assessment level, the broader or more extensive the additional language coverage expected. Language indicators may be added to the collection depth indicators for collection level, acquisition commitment and collection goals when appropriate.

P = **Primary** language of the country predominates-little or no other-language material

S = **Selected** other-language material included in addition to the primary language

W = **Wide** selection of language s represented

X = Material is mainly in one language other than the primary language of the library and country

While the above language indicators may be adapted to fit most circumstances, there are instances when further adaptation of the conspectus tool is necessary. Countries such as Canada and New Zealand have dual official national or regional languages. Other countries may also have two languages that predominate, either officially or unofficially. The following additional code is suggested for use in such circumstances. The collection management policy will serve to explain any unique circumstances for language as for other collection characteristics.

D = **Dual** languages or two primary languages predominate with little or no other-language material

The Canadian Association of Research Libraries has used a special language code since 1986 to accommodate their unique language issues. The WLN Conspectus software supports use of these special indicators.

The comment field should be utilized to indicate which language(s) is represented in addition to the primary or dual languages for a subject, category, or division. The use of the comment field for this purpose provides specific information to explain the use of a language code beyond "P" (primary) or "D" (dual) and allows for the report function to generate a list of all subjects supported by any language of interest.

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 this 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.

**Resolution on the USA Patriot Act and Related Measures
That Infringe on the Rights of Library Users**

WHEREAS, The American Library Association affirms the responsibility of the leaders of the United States to protect and preserve the freedoms that are the foundation of our democracy; and

WHEREAS, Libraries are a critical force for promoting the free flow and unimpeded distribution of knowledge and information for individuals, institutions, and communities; and

WHEREAS, The American Library Association holds that suppression of ideas undermines a democratic society; and

WHEREAS, Privacy is essential to the exercise of free speech, free thought, and free association; and, in a library, the subject of users' interests should not be examined or scrutinized by others; and

WHEREAS, Certain provisions of the USA PATRIOT Act, the revised Attorney General Guidelines to the Federal Bureau of Investigation, and other related measures expand the authority of the federal government to investigate citizens and non-citizens, to engage in surveillance, and to threaten civil rights and liberties guaranteed under the United States Constitution and Bill of Rights; and

WHEREAS, The USA PATRIOT Act and other recently enacted laws, regulations, and guidelines increase the likelihood that the activities of library users, including their use of computers to browse the Web or access e-mail, may be under government surveillance without their knowledge or consent; now, therefore, be it

RESOLVED, That the American Library Association opposes any use of governmental power to suppress the free and open exchange of knowledge and information or to intimidate individuals exercising free inquiry; and, be it further

RESOLVED, That the American Library Association encourages all librarians, library administrators, library governing bodies, and library advocates to educate their users, staff, and communities about the process for compliance with the USA PATRIOT Act and other related

measures and about the dangers to individual privacy and the confidentiality of library records resulting from those measures; and, be it further

RESOLVED, That the American Library Association urges librarians everywhere to defend and support user privacy and free and open access to knowledge and information; and, be it further

RESOLVED, That the American Library Association will work with other organizations, as appropriate, to protect the rights of inquiry and free expression; and, be it further

RESOLVED, That the American Library Association will take actions as appropriate to obtain and publicize information about the surveillance of libraries and library users by law enforcement agencies and to assess the impact on library users and their communities; and, be it further

RESOLVED, That the American Library Association urges all libraries to adopt and implement patron privacy and record retention policies that affirm that "the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library" (ALA Privacy: An Interpretation of the Library Bill of Rights); and, be it further

RESOLVED, That the American Library Association considers sections of the USA PATRIOT Act are a present danger to the constitutional rights and privacy rights of library users and urges the United States Congress to: provide active oversight of the implementation of the USA PATRIOT Act and other related measures, and the revised Attorney General Guidelines to the Federal Bureau of Investigation; hold hearings to determine the extent of the surveillance on library users and their communities; and amend or change the sections of these laws and the guidelines that threaten or abridge the rights of inquiry and free expression; and, be it further

RESOLVED, That this resolution be forwarded to the President of the United States, to the Attorney General of the United States, to Members of both Houses of Congress, to the library community, and to others as appropriate.

Initiated by: Committee on Legislation

Cosponsored by: Committee on Legislation and Intellectual Freedom Committee

Endorsed by: OITP Advisory Committee, LITA

Endorsed in principle by: ACRL, ALTA Executive Board, ALSC, ASCLA, AASL Legislation Committee, Intellectual Freedom Round Table

Prior History: CD#19.1 January 2002, CD#20.5 January 2002, CD#20.3 January 2002

Adopted by the ALA Council, January 29, 2003