

**HOUSTON COLE LIBRARY  
POLICY AND PROCEDURES MANUAL**

**Compiled and Maintained by the Library Policy Committee**

**Jacksonville State University  
Jacksonville, Alabama**

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## INTRODUCTION

The *Houston Cole Library Policy and Procedures Manual* is an essential governing document for Jacksonville State University's (JSU's) Houston Cole Library. It is a dynamic, working document, and as such, is under continuous revision. The *Policy and Procedures Manual* serves several purposes: it is a statement of the Library's mission; an interpretive guide for library faculty, staff, and students; and an informational document for library patrons concerning the Library's services, programs, policies and general procedures. Additional detailed procedural documentation is available for each Library unit.

As library services evolve and new university programs are introduced, the ability of the Library to adapt and implement new technologies, programs, and policies is critical. Thus, the *Policy Manual* is updated regularly to address changes affecting the Library. The Library Policy Committee is open to suggestions and comments concerning library policies and procedures; these may be addressed to either the Dean of Library Services or the chair of the Library Policy Committee.

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Houston Cole Library  
Jacksonville State University  
Jacksonville, Alabama  
October 2002

REVISED EDITION  
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## HOUSTON COLE LIBRARY MISSION STATEMENT

The mission of the Houston Cole Library is to provide information services and bibliographic resources to support the scholarly and informational needs of the University community. In doing so, the Library strives to reflect the curriculum first, with secondary emphasis on faculty research and statewide resource sharing. The Library serves students, faculty, administration, and staff of the University. It also makes its resources available to the local community, businesses, schools, and Alabama libraries, thereby contributing to the educational, cultural, and economic well-being of the area. It is an integral part of the Academic Affairs Division and reports to the Vice-President. Librarians work in partnership with the academic departments to enhance the learning experience outside the classroom. Library instruction, reference, database searching, circulation of books and reserve materials, interlibrary borrowing, and audio-visual services contribute directly to the faculty's pedagogic success. Materials acquisitions and cataloging build the Library's collections and make them accessible to its clientele.

## GOALS AND OBJECTIVES

The Library's *Goals and Objectives* are updated annually in the Library's *PRISM* reports. Comments are solicited from the library's administrative team prior to their submission to the University administration.

## CODE OF ETHICS

1. Librarians should 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.
2. Librarians should uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. Librarians should protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. Librarians should respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. Librarians should 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.
6. Librarians should not advance private interests at the expense of library users, colleagues, or their employing institutions.
7. Librarians should distinguish between our personal convictions and professional duties and 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.
8. Librarians should 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.

*Adapted from the American Library Association Code of Ethics, 2008*

## PATRON PRIVACY

Any information that could reasonably be used to identify you is considered personally identifiable information. This includes, but is not limited to:

- Name
- Address
- Email address
- Social Security number
- Password
- Bank account information
- Credit card information
- Telephone number
- University ID number
- Any combination of data that could be used for identification such as birth date, zip code and gender.

Furthermore, the library subscribes to the *Code of Ethics of the American Library Association*.

Section III of the *Code of Ethics* states:

“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.”

It is the policy of the Library that the privacy of all library patrons shall be respected by all employees of the University. Without a court order, the Library will not reveal any of the aforementioned information.

The Library is not responsible for the privacy practices or the content of external web sites or the University network to which we are linked.

# COPYRIGHT

## 1. Warnings of Copyright Restrictions for Libraries and Archives

The *Code of Federal Regulations*, Sections 108(d)(2) and (e)(2) require that a warning be given to patrons, and the form of the warning has been set forth in Copyright Office Regulations. The regulation places responsibility upon the Library to provide patrons with specific information about the circumstances under which the Library can legally respond to patrons' requests for copies and the patrons' responsibilities and liabilities under the law to request and use copies only under those appropriate circumstances. The regulations do not place a burden upon the Library to determine whether a patron is acting properly in making a request or require from the patron any declaration of compliance with the law. The Library is, however, permitted to deny requests that it believes would violate the law.

Per the requirements outlined below in Sec. 201.14 *Warnings of Copyright for Use by Certain Libraries and Archives*, the Library will include the appropriate warning on all printed and electronic forms supplied by the Library for the placement of orders for documents. In addition, the Library will place copies of this warning at all photocopyers and in the 6th floor Listening Lab.

*Code of Federal Regulations*

Title 37, Volume 1

[Revised as of July 1, 2008]

CITE: 37CFR201.14

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TITLE 37--PATENTS, TRADEMARKS, AND COPYRIGHTS CONGRESS

PART 201--GENERAL PROVISIONS--Table of Contents

Sec. 201.14 Warnings of copyright for use by certain libraries and archives.

### A. Definitions.

i. Display Warning of Copyright is a notice under paragraphs (d) (2) and (e) (2) of section 108 of title 17 of the United States Code as amended by Pub. L. 94-553. As required by those sections the "Display Warning of Copyright" is to be displayed at the place where orders for copies are accepted by certain libraries and archives.

ii. An Order Warning of Copyright is a notice under paragraphs (d) (2) and (e) (2) of section 108 of title 17 of the United States Code as amended by Pub. L. 94-553. As required by those sections the "Order Warning of Copyright" is to be included on printed forms supplied by certain libraries and archives and used by their patrons for ordering copies.

B. Contents.

A Display Warning of Copyright and an Order Warning of Copyright shall consist of a verbatim reproduction of the following notice, printed in such size and form and displayed in such manner as to comply with paragraph (c) of this section:

**NOTICE WARNING CONCERNING COPYRIGHT RESTRICTIONS**

The copyright law of the United States (title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

*[This is a verbatim reproduction of the "Display Warning of Copyright" notice required by Subsections (d)(2) and (e)(2) of Section 108, Title 17 United States Code- as amended by Public Law 94-553.1.]*

C. Form and manner of use.

i. A Display Warning of Copyright shall be printed on heavy paper or other durable material in type at least 18 points in size, and shall be displayed prominently, in such manner and location as to be clearly visible, legible, and comprehensible to a casual observer within the immediate vicinity of the place where orders are accepted.

ii. An Order Warning of Copyright shall be printed within a box located prominently on the order form itself, either on the front side of the form or immediately adjacent to the space calling for the name or signature of the person using the form. The notice shall be printed in type size no smaller than that used predominantly throughout the form, and in no case shall the type size be smaller than 8 points. The notice shall be printed in such manner as to be clearly legible, comprehensible, and readily apparent to a casual reader of the form.

(Pub. L. 94-553; 17 U.S.C. 108, 702)

[42 FR 59265, Nov. 16, 1977]

## 2. Copyright Guidelines Summary

The Houston Cole Library supports the instructional needs of our faculty with electronic reserves and similar electronic services. The primary function of these services is to assure that our students and faculty will have timely access to course-related library resources. Faculty members may place course materials they have authored, such as syllabi, lecture notes, or exams, on electronic reserves. The following standards apply to the use of copyrighted works for electronic reserves:

- Faculty members are responsible for evaluating, on a case-by-case basis, whether the use of a copyrighted work on electronic reserves requires permission or qualifies as a fair use. If relying upon the fair use exception, faculty members must complete a copy of the fair use checklist before submitting material for electronic reserves. The checklist is available on the Library's web site and **MUST** be submitted to the Library before any item is added.
- Inclusion of materials on electronic reserves will be at the request of the faculty member for his or her educational needs.
- Materials made available on electronic reserves should include a complete citation to the original source of publication and a form of copyright notice.
- The faculty member, Library, or other unit of the University must possess a lawfully obtained copy of any material submitted for electronic reserves.
- Access to course material on electronic reserves should be restricted to the students enrolled in and faculty member(s) responsible for the course. Access should be terminated as soon as the student has completed the course.
- Library reserves staff should check to see whether materials submitted for electronic reserves are available through an electronic database or are otherwise legally available. If so, staff should provide a link rather than scanning and posting the material.
- Library reserves staff should delete materials available on electronic reserves at the conclusion of each semester.
- No charge will be imposed on students for access to materials on electronic reserves.

Note: Additional information regarding copyright fair use and checklist is available on the Library's web site.

## AUDIO-VISUAL

The Audio-Visual Center of the Library serves the media needs of Jacksonville State University. It is the goal of the Center to provide appropriate audio and visual support for University courses, faculty, administrative staff, support staff, student, or other University-related meetings held in campus facilities. The Center also provides such support for any other group gathering on campus that requests its assistance.

The Audio-Visual Center also provides assistance with the creation of audio or visual materials for faculty, staff, or students. This service includes, but is not limited to, original graphics for reports, publications, computer presentations, overhead transparencies, audio productions, and tape duplication.

The Center maintains a collection of educational audio and visual material for use in conjunction with University courses. Suggestions for media selections, which directly impact course offerings, are actively sought from all faculty, staff, and students. These materials are available for use within the Center's facility by anyone and may be borrowed by anyone with a valid JSU ID for use elsewhere.

Equipment for viewing AV materials in-house is located in the Audio-Visual Center as well as in the 6<sup>th</sup> floor Listening Lab.

It is the policy of the Audio-Visual Center to abide by United States copyright law and regulations. Services will be refused to those patrons who make requests which conflict with current copyright law.

### **1. Audio-Visual Equipment:**

- A. Audio-Visual equipment will be provided for support of University courses, meetings, and other public functions held in University facilities. Requests for loan of equipment should be made as far ahead as possible to allow for scheduling of the desired equipment. A minimum of 24-hours advance notice is required to insure effective service.
- B. Equipment will be provided to faculty, administrative staff, and staff upon their personal authorization. This personal authorization is their agreement to accept responsibility for the proper use and safe return of the items borrowed. They also agree to provide appropriate safe storage when it is not in use. Patrons are encouraged to submit requests using the online Audio-Visual Equipment Request Form which helps to ensure correct communication.
- C. Audio-visual equipment will be provided for student projects upon the personal request of the appropriate faculty or staff group sponsor. Equipment will be

delivered to, and authorized by, the requesting faculty or staff member only. Requests for pick-up by, or delivery to, students will not be honored.

- D. Audio-visual equipment will be provided for non-University functions which meet in campus facilities at the discretion of the Director of Audio-Visual Services. The leader of the function or their designated substitute will write an official request for each piece of requested equipment and will provide for its safe and proper use until it is returned to the Audio-Visual Center.
- E. Center personnel will endeavor to insure that patrons understand and can effect proper operation of the loaned equipment.
- F. Every effort will be made to provide patrons with equipment in good condition. Equipment in poor condition will not be loaned. Patrons will be required to provide for repair or replacement of equipment which is lost, stolen, or returned to the Center in poor or inoperable condition (due to its misuse).
- G. Equipment will be repaired by the Center in a timely fashion as parts or funds for repair by outside maintenance are made available.
- H. Procurement of new, up-to-date equipment to enhance the Center's services to the University will occur as funds allow. Selection of new equipment will be made by the Director of Audio-Visual Services according to the following criteria:
  - i. Equipment which meets the educational or professional needs of the University.
  - ii. Equipment that is well constructed and will render long and effective service.
  - iii. Equipment designed to be multi-functional while still carrying out the primary task for which it was purchased
  - iv. Equipment which is designed to be as easy to use as possible.
- I. Old equipment, which is deemed irreparable or no longer useful by the Director of Audio-Visual Services, will be sent to the University Warehouse as surplus.

## **2. Audio-Visual Services:**

- A. Personnel of the Audio-Visual Center will assist University patrons with the set-up and operation of equipment whenever possible.
- B. A minimum of one-day's notice will be required for requests for equipment set-up to allow for scheduling of equipment and personnel.
- C. Emergency situations will be handled as required.
- D. Center personnel will assist patrons with equipment selection, set-up suggestions, and media production and selection, according to their expertise. Difficult problems should be referred to the Director of Audio-Visual Services.

- E. The Director of Audio-Visual Services has the right to refuse requests for services which are in conflict with current copyright laws, rules, or regulations.

### **3. Teleconferences:**

- A. Teleconference reception may be scheduled on a first-come, first-serve basis with the Audio-Visual Center.
- B. Teleconference reception reservations scheduled through the Audio-Visual Center may be made by faculty, administrative staff, and staff only. Reception reservations will be accepted from organizations outside the University after they have made room arrangements with the Dean of Library Services' Office.
- C. Room reservations for space on the 11th floor Conference Center must be scheduled with the Dean of Library Services' Office prior to scheduling with the Audio-Visual Center.
- D. Room reservations for space in the Audio-Visual Center will be scheduled by the Director of Audio-Visual Services.
- E. Room reservations for teleconference reception in the Audio-Visual Center will be restricted to University students and personnel.
- F. Video recordings of teleconferences will be made if the request is accompanied by written permission to do so from the originator of the program (copyright holder) or their legal agent prior to the broadcast.
- G. Duplicate recordings of a teleconference may be made if one of the following criteria is met:
  - i. The request is accompanied by written permission for multiple copies from the copyright holder or their legal agent.
  - ii. Permission for multiple copies of the program is contained within the program portion of the telecast.
- H. A telephone for interactive conferences may be requested. Long distance charges to numbers other than WATS (800) numbers should be billed to the sponsoring department's account.

### **4. Criteria for Selection of Media:**

- A. Material must meet the criteria for the discipline as outlined for non-print media in the *Houston Cole Library Collection Management and Development Policy*.

- B. An effort will be made to select materials identified as areas of weakness in the Audio-Visual Center media collection.
- C. Timeliness of the material.
- D. Material should not duplicate University holdings unless demand demonstrates a need for such duplication.
- E. Faculty, administrative staff, staff and student requests for materials will be considered, however, priority will be given to materials which directly relate to or enhance the University curriculum and programs.
- F. Preference will be given to media published or produced in the English language. Media in other languages will be purchased when the choice of language is an integral part of a performance (i.e., music, opera, foreign film, or works intended for use by the Department of History and Foreign Language).
- G. Local, regional, and state-related materials when appropriate..
- H. Preference will be given to materials which have public performance rights.
  - I. Materials with favorable reviews in appropriate media.
- J. Items that are cited in specialized bibliographies, discographies, or other lists and are produced in acceptable media formats.
- K. Manufacturers' reputation.
- L. In-house review of media.
- M. While priority is given to media which relate directly to University curriculum and programs, a selective number of media offerings may be purchased which cover remedial education, or the leisure/entertainment needs of the University community.
- N. Multiple copies of media will be purchased when a change in media format is required.

## **5. Formats Collected**

The Audio-Visual Center will attempt to collect materials in formats that are technologically current and can be played on University equipment. Media formats that become obsolete may remain in the collection, but will not be considered for new acquisitions.

### **A. Compact discs (CDs):**

CDs are acquired for all disciplines.

B. Digital Video Discs (DVDs):

DVDs are acquired for all disciplines.

C. Audio and Video Tape formats are considered obsolete formats, however they may be acquired if no other option is available.

D. Phonodisc Recordings:

Phonodisc recording is an obsolete format and no longer acquired

E. 16mm film:

16mm film is an obsolete format and no longer acquired.

F. Filmstrips:

Filmstrips are an obsolete format and no longer acquired.

G. Slides:

Slides are acquired on a selective basis.

H. 8mm Film Loops:

The 8mm film loop is an obsolete format and no longer acquired.

I. 16mm Film Loops:

The 16mm film loop is an obsolete format and no longer acquired.

J. Computer Software:

Computer software is acquired on a selective basis.

K. Kits (mixed media):

Kits are acquired on a selective basis.

L. Works of Art:

Works of Art are not acquired, except for of photographs,

M. Posters:

Posters are not acquired.

N. Transparencies:

Transparencies are acquired on a selective basis.

O. Duplicate Masters:

Duplicate Masters are not acquired.

**6. Replacement/Deselecting of Media Materials:**

Media materials which are damaged beyond repair or lost may be replaced. Media materials that are held with multiple copies or contain obsolete or erroneous information and do not retain some historical, seminal, or research value may be deselected.

Replacement/Deselecting is dependent upon:

- A. Expressed need of the teaching faculty or curriculum
- B. Uniqueness of the material
- C. Availability
- D. Budget
- E. Currency or accuracy of information

**7. Gifts and Exchanges:**

The Audio-Visual Center will accept gifts of media, media equipment, or monetary gifts designated for the purchase of media or media equipment based on the following criteria:

- A. Gifts of media or media equipment will be evaluated by the same standards that apply to the acquisition of new materials and equipment.
- B. The Audio-Visual Center has the right to retain or dispose of gift materials at the discretion of the Director of Audio-Visual Services. All donors will be made aware of this provision prior to the acceptance of the gift.
- C. Library personnel will not appraise gifts.

- D. Gift materials requiring continuing obligation beyond normal care and maintenance will not be accepted.

## **8. Media Production:**

The Audio-Visual Center has limited production facilities. Media production projects will be accepted according to staff time and availability and equipment limitations. Patrons are expected to reimburse the Audio-Visual Center for the materials used.

## **9. Audio-Visual Center Circulation:**

- A. Faculty, administrative staff, staff, and students are allowed to check out Audio-Visual Center materials. Faculty members have a 7-day check out period, while students have a 3-day check out period. At the discretion of the Director of Audio-Visual Services, some equipment may be checked out on a semester basis.
- B. Public school faculty and administrative staff of Calhoun County who have obtained a special permit card may check out videos for a 7-day check out period.

## Conference Center

The Eleventh Floor Conference Rooms are available to groups internal and external to the University Community. The following rules are established to insure availability and good service to the users of the eleventh floor facilities.

### I. Fees:

A. No fees will be charged for a University academic function.

B. Non-University events will be charged according to the following schedule:

0 to 4 hours Per Room	\$40.00
5 to 8 hours Per Room	\$50.00
Entire Floor Per Day	\$250.00

C. Unless prior arrangements have been made, payment will be due before use of the Conference Center.

### II. Time:

Meetings should be scheduled within the library operating hours. Exceptions may be made on an individual basis. Any group wishing to use the Conference Center at times not concurrent with library hours of operation must be approved by the Dean of Library Services and retain a security guard through the University Police Department at least 10 days in advance of the event.

### III. Set Up:

Any rearrangement of furniture will be done by the group planning to use the facility. Users must return furniture to its original arrangement following the function.

### IV. Catering:

Catering must be arranged by individual groups prior to the function. Catering must be by the Campus Food Service.

### V. Cleaning:

University Building Services is responsible for cleaning the Conference Center. If a group is irresponsible or the cleaning is out of proportion to the size of the group, an extra cleaning charge will be assessed. Any damage due to other than normal use will also result in extra charges for repair or replacement.

## VI. Reservations:

Reservations should be made no later than 1 week prior to the event. Scheduling is made on a first come, first served basis. Reservations are not finalized until the completed request form has been returned to the Dean of Library Services' office.

## VII. Student Groups:

JSU student groups may use the Conference Center for an academic or alumni function if a responsible JSU employee makes the reservation and is present at the function. Honor Society banquets and induction ceremonies are allowed only if the group's academic advisor is present at the event. The Conference Center may not be used for JSU student club meetings.

## VIII. Non-University Events:

The Conference Center is not to be used by non-University organizations, groups, or individuals with the intent to make a monetary profit or solicit money or business and must have the approval of the Dean of Library Services.

## IX. Religious Groups:

Religious services may not be held in the Conference Center.

## X. Political Activities:

Active political activities are only allowed on campus if a recognized student organization is responsible for and organizes the event.

## XI. Irresponsible Use of the Conference Center:

Any irresponsible use of the Conference Center will result in charges additional to the Use Fee and denial of use to the group in the future.

## ALABAMA GALLERY

The Alabama Gallery is the Library's special collections area, which contains materials separated from the general collection. These materials may be segregated for various reasons, including: format, subject, period or geographical area, rarity, fragility, or value. The primary purpose of the Alabama Gallery's collections is to serve researchers whose interests pertain to Alabamians and the State. The Gallery houses two collections: the Alabama Collection and the Rare Book Collection. The Alabama Collection consists of those materials which are about Alabama or are authored by Alabamians. Materials about the local region and the University are also collected. The Rare Book Collection consists of items that are considered valuable due to their age or uniqueness. Because of the nature of the collections and staffing considerations, certain restrictions are placed on access and use of the collections. The following policies are guidelines for the Alabama Gallery:

1. The doors of the Alabama Gallery remain locked at all times.
2. The Alabama Gallery is open by appointment only, Monday-Friday.. Please visit the Reference Desk on the 2<sup>nd</sup> floor or call 256-782-8034to schedule an appointment.
3. The Alabama Gallery is closed during evenings and on weekends.
4. A staff member must be present while a patron utilizes the collections.
5. Materials may only be removed from the Gallery for photocopying and with permission of the staff member present.

## CIRCULATION

One of the Library's primary functions is to provide easy access to information for the University community. The University community includes:

- Students
- Faculty
- Administrative staff
- Staff
- Part-time faculty
- Part-time staff
- Retired faculty/administrative staff/staff
- Spouses or dependents of faculty/administrative staff/staff
- Alumni
- Patrons not affiliated with the University

All citizens will be accorded the privilege of using any materials in the Library; however, not all citizens may check out materials. Those who will be extended that privilege are defined in Section II.

EACH PERSON WITH BORROWING PRIVILEGES MUST CHECK OUT MATERIALS USING THEIR OWN IDENTIFICATION, and, with the exception of a faculty/administrative staff/staff member sending a designated person with written instructions and with their identification card to check out a specific item for the employee, NO ONE MAY CHECK OUT MATERIALS USING ANOTHER'S IDENTIFICATION. In addition, while it is recognized that it is the right of students, faculty, administrative staff, staff, and persons with valid library borrowing cards to enjoy borrowing and usage privileges, abuse of those privileges, particularly those that hinder access or usage of library materials to other patrons or University classes, cannot be tolerated. The Library, therefore, reserves the right to recall any and all materials checked-out, despite borrowing period or renewal privileges of the patron, if it is judged to be limiting to the informational needs of the University community. The decision to recall materials or refuse renewal of materials will follow the recall guidelines established in Section 1.F.

### 1. General Rules and Regulations:

#### A. Maximum Number of Items Borrowed:

Undergraduate students may borrow a maximum of twenty-five (25) items at a time. Graduate students may borrow a maximum of fifty (50) items at a time. Patrons categorized as other may borrow a maximum of five (5) items at a time. Faculty/staff may borrow a maximum of 999 items at a time.

B. Fines:

Fines are accrued at \$0.25 per day for a period of twenty-one (21) days, after which the item is charged to the LOST status.

C. Processing Service Fee:

Once a book is charged to the LOST status, a processing service fee of \$10.00 is assessed if the book is returned. If the book is not returned, the patron will be assessed the \$10.00 processing fee and the replacement cost of the book.

D. Replacement Fee:

The replacement fee is intended to cover the replacement cost of the book. Replacement costs, when possible, will be taken from current sources. If no price can be ascertained from sources, the cost of replacement will be the average academic book price from the current *Bowker Annual*.

E. Bindery Fee:

If a book is returned in such damaged condition (at the time of check-out, the Circulation staff member will note any damage to the item and flag it for repair or rebinding upon its return) that it needs to be rebound, a \$10.00 bindery charge will be levied.

F. Holds/Recalls:

Holds and recalls are traditional requests in which a patron is added to a waiting list for an item currently charged to another patron. A HOLD REQUEST reserves the item for a patron upon its return. A RECALL REQUEST prompts a notice to a patron requesting that a charged item be returned.

Patrons who have an item checked-out which has a HOLD placed on it will be unable to renew the item.

Patrons who have an item checked-out that have a RECALL placed on it will be sent a notice requesting that they return the item. A \$1.00 per day fine for each day overdue, to a maximum of \$10.00, will be assessed to any patron who fails to return a recalled item within two days after the recall due date. If the item is not returned and is charged to the LOST status, the charge will be the replacement cost plus a \$10.00 late fee and the \$10.00 processing fee.

G. Renewing:

Items may be renewed a maximum number of three (3) times. Additional renewals can be made at the discretion of the Public Services staff.

#### H. Circulation of Reference Materials & Periodicals:

Library policy is that reference and periodical materials do not circulate. In "exceptional circumstances," faculty and administrative staff may be granted a twenty-four (24) hour loan of reference books or periodicals to show a class or to make copies in a University departmental office. Permission to circulate these materials rests with the Public Services librarian for that area, or in their absence, with the Head of Public Services. On evenings or weekends, the librarian on duty may approve such loans. These loans will be charged through the circulation system to ensure tracking of these items.

#### I. Reserves:

Certain items placed on Reserve from the Library are not strictly class-related in nature. Items such as journal articles, departmental memos or publications, and other course or University-related materials may be placed and kept on Electronic Reserve. Reserve items are normally high-demand or high-risk items. If items are to be physically kept at the Reserve Desk (traditional Reserves), then they must be returned to the Reserve Desk. The circulation status of reference works and periodicals precludes their being placed on Reserve.

#### J. In-Process Materials:

Materials that have the status "In Process" can be located and made ready for circulation at the request of a patron. Patrons should discuss these requests with the Public Services librarian to ascertain if the item is unique. The Public Services librarian can contact the Cataloging Department on behalf of the patron to determine the processing status of the item. Those items in the last stages of processing may be rushed on demand. Requested material will be available for pick-up by 10:00 a.m. on the weekday following the request. It will be held for the patron at the Circulation Desk in the Lobby for up to seven (7) days.

#### K. Pre-Order Materials:

It is recommended that requests for items with the status "Pre-Order" or "On Order" be discussed with the Public Services librarian to ascertain if the item is unique. Patrons needing materials that have the status "Pre-Order" or "On Order" should contact the Acquisitions Department to request that they be notified when the material is received and processed.

## 2. Patron Classification/Categories and Rules Controlling Usage:

PATRON CLASSIFICATION	*Item Type and Circulation Period	
	Circulating	Non-Circulating
Administration	Academic year	24-hours
Alumni	14 days	N/A
Bindery	70 days	N/A
Dependents	14 days	N/A
Faculty	Academic year	24-hours
Friends	14 days	N/A
Graduate	28 days	N/A
GSCC students and faculty	14 days	N/A
Interlibrary Loan	28 days	N/A
Part-time faculty	Semester	24-hours
Part-time staff	28 days	N/A
Retired faculty	Academic year	24-hours
Retired staff	28 days	24-hours
Special permits	14 days	N/A
Staff	28 days	N/A
Undergraduate	14 days	N/A

\* See Appendix A for locations and associated item types

### A. Students: Undergraduate and Graduate:

- i. Definition: those persons currently enrolled at the University, both on and off campus, who hold a student identification card.
- ii. Currently enrolled students have the right to first priority access to materials because of the nature of their time constraints (usually a few weeks or a semester at most).
- iii. Undergraduate students may check out books for two weeks (14 days). Graduate students may check out books for one month (28 days). Both undergraduate and graduate students may check out musical CDs and audiocassettes from the Listening Lab for one week.
- iv. Students have access to a system of HOLDS. If an item is checked out, students may request that the item be held for them when it is returned.
- v. If faculty/staff or student patrons have an item for more than one week, a student may request that the library RECALL the item. If the borrower is other than faculty/staff or a currently enrolled student, the RECALL may be made at any time the item is needed.

- vi. Enforcement of circulation policies will be through a system of fines for overdue materials and charges for lost or damaged materials. Unpaid fines and/or charges for replacement of materials damaged or not returned will generate a financial encumbrance on the student's account, and the student will not be permitted to graduate, register, or receive transcripts until the financial records are cleared.
- vii. Students must present a valid JSU identification card for the current semester in order to check out materials. If the student does not have current JSU identification, picture identification may be used to verify enrollment.
- viii. Undergraduate students may borrow a maximum of twenty-five (25) items at a time. Graduate students may borrow a maximum of fifty (50) items at a time.

B. Faculty/Administrative Staff:

- i. Definition: those persons who are employees of the University and have employee identification cards from the Office of Human Resources indicating faculty or administrative staff status.
- ii. Faculty/administrative staff may borrow a maximum of 999 items at a time.
- iii. Items borrowed by members of the faculty and administrative staff (vice-presidents, deans, and directors) must be renewed yearly at the end of the Spring Semester. Items borrowed by part-time faculty will be due at the end of each semester.
- iv. Faculty/administrative staff have access to a system of HOLDS. If an item is checked out, Faculty/administrative staff may request that the item be held for them when returned. CURRENTLY ENROLLED STUDENTS have priority in the HOLD system.
- v. Materials that have been checked out for one week are subject to library RECALL.
- vi. Materials kept in faculty/administrative staff members' carrels or offices must be checked out to the faculty/administrative staff member. Those materials are also subject to RECALL.
- vii. Library policy is that reference and periodical materials do not circulate. In "exceptional circumstances," faculty/administrative staff may be granted a twenty-four (24) hour loan of reference books or bound periodicals to show to a class or make copies in a University departmental office. Permission to circulate these materials rests with the Public Services librarian for that area, or in their absence, with the Head of Public Services. On evenings or weekends, the librarian on duty may approve such loans. These loans will be charged through the circulation system to ensure tracking of these items.

- viii. Materials shelved or placed by library faculty/staff at a location other than that designated by the call number will have the new location noted on the record that appears in the Library Catalog.
- ix. Enforcement of circulation regulations on faculty/administrative staff will be as follows:
  - a. At the end of the faculty/administrative staff circulation period (Spring Semester for full-time faculty/administrative staff and the end of each semester for part-time faculty/administrative staff) an overdue notice listing items charged to each faculty/administrative staff member will be generated and sent to each faculty/administrative staff member. The Library's circulation system will generate a second notice after 14 days.
  - b. A bill will be sent to the faculty/administrative staff member for any materials not returned within 21 days of the first notice. This billed amount will go on the faculty/administrative staff member's patron record. When the amount of said bill reaches \$100.00, the faculty/administrative staff member's borrowing privileges will be blocked.
  - c. Faculty/administrative staff members attempting to clear employment when leaving the University will not be cleared and their final pay will not be released until obligations to the Library are met.

C. Staff:

- i. Definition: those persons who are employees of the University and have Employee Identification Cards from the Office of Human Resources indicating staff status (e.g. paraprofessional, clerical, maintenance, and custodial).
- ii. Staff may borrow a maximum of 999 items at a time.
- iii. Books checked out by members of the University staff have a 28-day check-out period in which time they may be returned or renewed. Staff may check out musical CDs and audiocassettes from the Listening Lab for one week.
- iv. Staff members have access to a system of HOLDS. If an item is checked out, Staff may request that the item be held for them when returned. CURRENTLY ENROLLED STUDENTS have priority in the HOLD System.
- v. Materials that have been checked out for one week are subject to RECALL.
- vi. Enforcement of circulation regulations on staff will be as follows:

- a. At the end of the 28-day staff circulation period, an overdue notice listing items charged will be generated and sent to each Staff member. The Library's circulation system will generate a second notice 14 days later.
- b. A bill will be sent to the staff member for any materials not returned within 21 days of the first notice. This billed amount will go on the staff member's patron record. When the amount of said bill reaches \$100.00, the staff member's borrowing privileges will be blocked.
- c. Staff members attempting to clear employment when leaving the University will not be cleared and their final pay will not be released until their obligations to the Library are met.

D. Retired Employees:

- i. Definition: those persons who are retired employees of the University and have a University identification card obtained from the Office of Human Resources.
- ii. Retired employees have the same borrowing privileges as current employees.
- iii. Both CURRENTLY ENROLLED students and current employees have priority of access to materials, so materials checked out to retired employees may be RECALLED at any time they are needed by either of those two categories of patrons.
- iv. Retired employees who fail to return RECALLED materials or renew/return materials at the end of the circulation period may have their borrowing privileges blocked until they fulfill these conditions.
- v. Enforcement of circulation regulations on retired employees will be as follows:
  - a. At the end of the defined circulation period an overdue notice listing items charged to each retired employee will be generated and sent to each retired employee. The Library's circulation system will generate a second notice after 14 days.
  - b. A bill will be sent to the retired employee for any materials not returned within 21 days of the first notice. This billed amount will go on the retired employee's patron record. When the amount of such bill reaches \$100.00, the retired employee's borrowing privileges will be blocked.

E. Spouses or Dependents of Faculty/Administrative Staff or Retired Employees:

- i. Definition: the University Office of Human Resources issues identification cards to family members of employees, retired employees, and students of the University. Only spouses and dependents of employees and retired employees will have

circulation privileges. They shall have the same borrowing privileges as patrons not affiliated with the University.

F. Non-affiliated Patrons (special permits):

- i. Definition: the Library will create patron records for and provide borrowing privileges to certain members of the community who are not affiliated with the University. Special permit cards will be issued to anyone meeting criteria in the following groups. All persons wishing to obtain a special permit must complete the *Application for Special Permit Check-Out Card* form available on the Library's web site.

- a. Jacksonville State University Alumni Association members

Holders of valid alumni membership cards from Jacksonville State University have borrowing privileges. Membership in the Alumni Association is administered by the Alumni Association. Their Alumni Association membership card may be used as a special permit card, but they must have an active patron record in the Library's circulation database. If no currently valid record is in the system, a patron record should be created containing the necessary address information. The expiration of the patron record will be the time of the expiration of the Alumni Association membership. The date for those having life membership is 2025. Alumni membership dues collected substitute for the card fees when special permit cards are issued. These patrons' privileges are limited to five (5) books.

- b. Friends of the Houston Cole Library members

Holders of valid membership in the Friends of the Houston Cole Library may use their membership cards as special permit cards. Membership in the Friends is administered by the office of the Dean of Library Services. Patron records will expire at the same time as their Friends' membership. Friends' membership dues collected substitute for the card fees when special permit cards are issued. These patrons' privileges are limited to five (5) books.

- c. Jacksonville State University students not enrolled for current semester

Students who have been enrolled in a previous semester and who are registered for a subsequent semester, but not the current one, may be issued a special permit card after verification of the student's pre-registered status. A special permit card will be issued at NO CHARGE and will expire on the day the student will be enrolled. These patrons' privileges are limited to five (5) books.

d. Gadsden State Community College faculty or students

Gadsden State Community College faculty/staff or students with valid (current) Gadsden State Community College identification cards may be extended special permit privileges at NO CHARGE. Persons in this category should supply the information required on the Special Permit application. Their identification and address should be verified by a second source, such as a driver's license. Patron records will expire at the time of expiration of their Gadsden State Community College semester registration. These patrons' privileges are limited to three (3) books.

e. Special seminar students and Northeast Alabama Police Academy staff

Participants in special seminars and staff members of the North Alabama Police Academy and ROTC may be extended Library privileges at NO CHARGE. Special lists of these persons will be furnished from time to time. Patron records that expire at the end of the seminar or class are created for them. Special permit cards are issued and dated for expiration at the end of the seminar class time. These patrons' privileges are limited to five (5) books.

f. Faculty/administrative staff of Jacksonville City Schools

Faculty and administrative staff of the Jacksonville City School System will be extended special permit privileges. At the beginning of each year, the City Board of Education will submit a current list of employees for the creation of patron records. The patron records will expire after one year. Patrons in this category should present a picture identification to the Circulation staff. Special permit cards will not be issued routinely. These patrons' privileges are limited to five (5) books.

g. Citizens of Calhoun County

Those not opting to qualify by one of the above methods must meet the following criteria for a special permit card:

- Be at least 18 years old.
- Have proof of Calhoun County residency.
- Not be a transient living temporarily in the area.
- Fill out the application for a special permit card and sign the agreement on that form.
- Pay the special permit card fee of \$15.00 for one year's privileges. The created patron records will expire one year from the date of creation.
- Not have a currently blocked patron record in the Library's circulation system.

h. Exceptions or problems

When presented with a person or situation not covered by the above, ask the Supervisor of User Services, Librarian on duty or Head of Public Services to guide your actions.

- ii. All non-affiliated patrons, except for Gadsden State Community College, may borrow a maximum of five (5) items at a time. GSCC patrons are limited to three (3) items.
- iii. Subscription databases, Reserves, and any other items with restricted checkout periods are limited to University employees and CURRENTLY ENROLLED STUDENTS.
- iv. The loan period for materials checked out to patrons in these categories will be the same as to undergraduate students. Currently enrolled students or faculty/administrative staff/staff members may RECALL materials checked out at any time.
- v. Materials checked out to patrons in these categories may be renewed if other patrons have not requested them.
- vi. Non-affiliated patrons DO NOT have hold or recall privileges.
- vii. Enforcement of circulation policies on non-affiliated patrons will be as follows:
  - a. Overdue notices will be generated on the same schedule as that for undergraduate students.
  - b. Fines for overdue items will be the same as those charged to students. At the end of the defined circulation period an overdue notice listing items charged to each non-affiliated patron will be generated and sent to each non-affiliated patron. The Library's circulation system will generate a second notice after 14 days.
  - c. A bill will be sent to the non-affiliated patron for any materials not returned within 21 days of the first notice. This billed amount will go on the non-affiliated patron's record.
  - d. When the amount of said bill reaches \$25.00, the non-affiliated patron's borrowing privileges will be blocked.
  - e. Patrons who do not return RECALLED items within the time specified on the recall notice or patrons who fail to return borrowed items or pay fines on overdue items will have their borrowing privileges blocked until they have done so. Those who persistently violate borrowing privileges may be permanently blocked from these privileges.

## **DISABLED PERSONS**

The Library makes every reasonable effort to abide by the spirit of the Americans with Disabilities Act with regard to library accessibility, employment, public accommodations, and auxiliary aids and services.

### **1. Accessibility:**

The Library makes every reasonable effort to provide its disabled patrons with accessibility to its collections and services. When this is impossible, library staff members will be made available to assist the patron. If a disabled patron needs special assistance, that person should request assistance at the Circulation Desk.

### **2. Employment:**

As an Equal Employment Opportunity participant, the University's Human Resources Department oversees Library employment practices.

### **3. Public Accommodations:**

The Library's public accommodations meet the requirements for disabled persons.

### **4. Auxiliary Aids and Services:**

The Listening Lab provides ZoomText software for use by vision impaired patrons. More details are available in the Listening Lab Policy. Patrons requiring further assistance with this software will be referred to JSU's Disability Support Services (DSS.)

The provision of other auxiliary aids and services for disabled persons is coordinated by DSS.

## **DISPLAY CASE AND EXHIBIT**

The exhibit spaces at the east and west ends of the Library lobby are designated for library displays of an educational, cultural, or intellectual nature. The individual delegated by the Dean of Library Services has the final responsibility for all exhibits in these display cases.

Removing Library materials for display in these areas is discouraged. Any item removed from the stacks to these cabinets should be charged appropriately.

## **DISTANCE EDUCATION SERVICES**

The Library strives to meet the information needs of University distance learners and faculty. The Library Catalog is available from the Library web site. Currently registered distance learners can also access the Library's indexes, full-text articles, e-books and streaming videos via the Internet. Printed materials owned by the Library will be loaned and sent to University distance education students and faculty. These patrons must reside outside Calhoun County. Librarians are available to provide instruction sessions for off-site locations. Questions about the Library's distance education services should be directed to the Distance Education/Electronic Resources Manager.

### **1. Document Delivery**

- A. Printed materials owned by the Library will be loaned and sent to distance education students and faculty. These patrons must reside outside Calhoun County.
- B. Students enrolled in courses at the Gadsden State Community College branch should request document delivery through the Meadows Learning Resource Center.
- C. Requests should be limited to distance education course-related research.
- D. Request forms for document delivery must include the course name, number, and instructor.
- E. Requests must include the entire citation. Conducting research is part of the learning experience; document delivery personnel will not conduct the research for the student.
- F. The patron is responsible for return postage charges. To return borrowed items, students should mail the materials using U.S. Postal Service, book rate and obtain a tracking number to protect themselves and the Library.
- G. Items loaned to a distance education patron will be subject to general circulation policies.
- H. Materials may be renewed through the Library Catalog or by contacting the Circulation Desk at (256) 782-5758.
- I. The Library will accept the postmark date as the return date. Overdue charges will not accrue for those items postmarked on or before the due date.
- J. Interlibrary Loan Service (ILL) is available for faculty members, administrative staff, staff, graduate students, and undergraduate students engaged in thesis or senior paper research. These requests should be made to ILL Services using the ILL Request Form available on the Library's web site. Patrons are encouraged to make these requests through their local public library for direct shipping due to the short lending period assigned for most interlibrary monograph materials. Distance education patrons should allow seven days for receipt of requested materials.
- K. Distance learners who wish to obtain materials from the Library's printed collection should use the Document Delivery Request Form.
- L. Reciprocal borrowing from other Alabama academic libraries is also available through the ALLIES program link on the Library's web site.

### **2. Library Instruction for JSU Distance Education**

- A. Library faculty are available (in person, via telecommunications, via the course management system, etc.) to provide instruction to students at off-campus sites. Faculty

may request instruction sessions by completing the Library Instruction Session Request Form or by contacting the Head of Public Services.

- B. Patrons may practice their library skills using interactive tutorials available through the Library's web site.

### **3. Reference Services**

- A. Students and faculty who need assistance with searching particular databases, preparing bibliographic citations for papers and projects, evaluating sources, or other questions should call the Library Reference Desk at (256) 782-8034, the toll-free number at 1-800-231-5291, use the *Ask a Librarian* form, or the virtual library help desk at Blackboard IM. Some questions may be referred to a subject specialist.
- B. The Library Catalog is available from the Library's web site.
- C. Distance learners and faculty with an active ID number can access the Library's indexes, full-text articles, e-books, and streaming videos from the Library's web site.

### **4. Reserve Readings**

- A. Faculty who wish to place reading materials on reserve should contact the Library Reserve Desk at (256) 782-8034 or use the *Request to Place Materials on Course Reserves* Form available on the Library's web site.
- B. Cooperative agreements will be made whenever possible to have materials on reserve for students at the course site.

### **5. Coordination of Distance Education Services**

The Distance Education/Electronic Resources Manager will coordinate the planning, implementation, and evaluation of Library resources and services addressing the information needs of the distance learning community. Assignment of responsibilities is available in the *Librarians' Handbook*.

## FACULTY LIAISON NETWORK

Librarians who serve as liaisons have the primary responsibility for providing Library information and services to JSU's academic departments and individual faculty. Among the most important areas of responsibility are: planning and development of collections, Library use instruction, reference services, and collection assessment reports for accreditation.

The Library has established a formal liaison network to facilitate communication between the public services librarians and the teaching departments. A faculty liaison is appointed yearly by the Head of Public Services. Departmental faculty liaisons play an important role in improving communication between the Library and the department, coordinating collection development, and assisting in instructional design. The Acquisitions/Serials Department routes publishers' blurbs to the departmental liaison via campus mail for distribution among the departmental faculty. The liaison's contact information is listed on the Library's web site, and a listserv is maintained for announcements and dissemination of information.



### **3. User Responsibility:**

- A. Users are responsible for their personal property at all times.
- B. Users must comply with all HCL policies.
- C. Users must clean the room leaving it in its original condition, and close and lock the door.
- D. No furniture or equipment should be removed from the room. Any problems pertaining to its furniture or equipment should be reported to the Circulation Desk staff immediately.
- E. The patron to whom the room is charged is responsible for the replacement cost of any damaged or missing keys, equipment, furniture, etc.
- F. Late fines are \$0.20 per minute / \$10.00 per hour. The maximum fine is \$200.00. There is a grace period of 10 minutes.

## INSTRUCTION LAB

The Library Instruction Lab is located on the Ground Floor of the Library. Its primary use is for conducting library bibliographic instruction sessions for students. Other uses for the lab include, librarian training (e.g., vendor/ publisher training for librarians and staff), in-house workshops, and University training. Although the main purpose of the Library Instruction Lab is to provide computers, a projector, and other multimedia tools for librarians teaching library instruction classes, it may be reserved by non-library individuals at the discretion of the Head of Public and Head of Technical Services. However, preference will be given to librarians needing a space to teach bibliographic instruction to our students.

1. The doors of the Library Instruction Lab remain locked at all times.
2. Librarians must fill out a *Library Instruction Request Form* in order to book the room for library instruction classes.
3. The Library Instruction Lab may be used for training sessions or other library-related events at the discretion and reservation of the Head of Public and Technical Services.

## INTERLIBRARY LOAN

Interlibrary Loan is the process by which a library requests materials from, or supplies materials to, another library. The policies followed by Houston Cole Library in providing this service adhere to, and are based upon, the *National Interlibrary Loan Code for the United States* adopted by the American Library Association in 1993 and the *International Interlibrary Loan Code* of the International Federation of Library Associations.

### 1. Eligibility for Services:

Interlibrary Loan Service is available to faculty members, administrative staff, staff, graduate students, and undergraduate students engaged in thesis or senior paper research. Privileges may be extended to retired employees at the discretion of the Supervisor of User Services or Head of Public Services.

### 2. Considerations on Materials to be borrowed:

Borrowers should not ordinarily expect to obtain the following materials through Interlibrary Loan:

- A. Items currently available should be requested for purchase.
- B. Periodicals (single issues, bound volumes, or microform volumes).
- C. Reference works.
- D. Rare books or manuscripts.
- E. Newspapers in their original format and other bulky or fragile materials.
- F. Doctoral dissertations or Masters' Theses.
- G. Audio-Visual materials (audiocassettes, videotapes, DVDs, slides, sound recordings, etc.).
- H. Duplicates of titles which are in the library collection, regardless of format or circulation restrictions.

### 3. Copyright Restrictions:

Systematic copying of copyrighted materials is not permitted. However, for Interlibrary Loan purposes where there is no intent to substitute copying for a subscription to or purchase of a work, certain copying is considered fair use. The Commission on New

Technological Uses of Copyrighted Works (CONTU) copyright guidelines are summarized as follows:

- A. Periodicals published within the current calendar year and the previous four calendar years are covered by the guidelines. The concept is known as the "rule of five." Periodicals older than five years are not addressed by the guidelines, but they are not to be considered fair game for unlimited copying. Copyright term is still in effect. Section 108 or 107 criteria apply.
- B. During a calendar year, no more than five copies total may be requested and reproduced from any single periodical title (NOT single issue) without paying appropriate royalties. If the requesting library uses a periodical title that heavily, the library should subscribe to it. "With respect to other material described in 108(d), including poetry and fiction anthologies, filled requests will not exceed five copies within a calendar year." The library should purchase a copy if a title is used that heavily.
- C. A library may request an item that it currently owns through Interlibrary Loan if its copy is currently unavailable (e.g., at the bindery, lost, etc.). Such a loan would not count on its annual tabulation.
- D. A library may also request a loan if the periodical is currently on order.
- E. The requesting (borrowing) library must maintain records of all fulfillments for copies for three years after the conclusion of the calendar year in which the requests were made.
- F. The material must contain a clear notice of copyright.
- G. Transmission of full-text articles from subscribed databases is permissible per license agreements. The restrictions that relate to printed materials apply to the electronic surrogate.

#### **4. Procedures for Requesting Materials:**

- A. A separate online request form must be filled out for each item desired. Forms are available through the Library web site. Telephone requests will be accepted at the discretion of the Supervisor of User Services. All patrons who have telephoned their ILL request must sign the ILL request form when they pick up their material.
- B. ILL request online forms must be filled out completely, including a full bibliographic citation to the reference source from which the citation was found (i.e., bibliography, periodical index).
- C. The Library pays for most Interlibrary Loan costs. Every effort is made to request materials without incurring charges for the user. However, when requesting a periodical article or book, the borrower will assume all charges incurred, even if the requested

item arrives after their research is completed or they no longer require the information. A space is provided on the ILL request form for indicating the maximum charge that is acceptable to the ILL patron.

- D. The length of time involved in obtaining a loan varies considerably. However, the average loan will arrive in one to three weeks from the date the ILL request is received.

#### **5. Regulations:**

- A. Borrowers will be notified by phone or e-mail when the material they requested arrives. They should pick-up the material in the Lobby at the Circulation Desk or the ILL Office as soon as possible.
- B. The loan period and other regulations governing the use of ILL materials (i.e., for in-library use only, no photocopying) are set by the lending library and must be strictly observed. The Houston Cole Library has established a 28 day loan period. In addition, all charges incurred by the patron from the lending library must be paid, regardless of when the item becomes available to the borrower. Failure to comply with such rules and restrictions may result in the loss of ILL borrowing privileges.
- C. Renewals are granted only in exceptional cases. If special circumstances make requests for renewal necessary, then the borrower should notify ILL personnel at least four days before the item is due.
- D. Items borrowed through interlibrary loan must be returned directly to the Lobby ILL Office. When the office is closed, ILL materials will be accepted at the Circulation Desk in the lobby. Items should not be returned through the mail.

#### **6. Considerations on Materials to Be Loaned:**

The following items are loaned to other libraries by the Houston Cole Library:

- A. Circulating books.
- B. Microforms are loaned in-state at the discretion of the ILL personnel or the Public Services librarians. Decisions are made on an item-by-item basis.
- C. Circulating dissertations and theses.
- D. Newspapers (on microfilm) are loaned in-state at the discretion of the ILL personnel or the Public Services librarians. Decisions are made on an item-by-item basis.
- E. Photocopies of periodical articles.

The Houston Cole Library does NOT loan the following items:

- A. Reference works.

- B. Periodicals (bound, unbound issues, microforms).
- C. Audio-Visual materials.
- D. Computer software.
- E. Alabama Gallery materials.
- F. Strict reserves.
- G. Sound recordings.

#### **7. ILL Overdue Items:**

The Interlibrary Loan Office will send an overdue notice for delinquent items. A fine of \$1.00 per day per item will begin to accrue 5 days after the date of notice if the items have not been returned. The charge will apply to all ILL patrons. Failure to pay fines may result in the loss of ILL borrowing privileges.

#### **8. Charges for Borrowing Libraries:**

- A. Alabama libraries with reciprocal agreements receive all book loans and photocopy requests free of charge.
- B. Out-of-state libraries that agree not to charge borrower fees will receive book loans free of charge. Those libraries that charge borrower fees will be charged in kind. Photocopy requests will carry a \$0.10-0.15 per page plus \$1.00 postage and handling charge.
- C. Foreign libraries will be charged for airmail reimbursement for book loans. Photocopy requests carry a \$0.10-0.15 cents per page plus airmail reimbursement charge.

#### **9. Contact Information:**

Contact person: Supervisor of User Services

Phone: (256) 782-5243  
FAX: (256) 782-5872  
Ariel: 256.174.54.13

Address:  
Interlibrary Loans  
Houston Cole Library  
Jacksonville State University  
700 Pelham Rd N  
Jacksonville, AL 36265-1602

## LAPTOP COMPUTERS

1. Only University faculty, staff, and students may check out laptops. No other patron groups will be allowed to check out laptops.
2. Anyone checking out laptops must have a valid University Picture ID. No other form of ID will be accepted.
3. Laptops will circulate for two hours and may not be renewed (the battery has to be recharged and/or other maintenance performed after two hours). If there is no waiting list for laptops, another laptop may be checked out after the first laptop is returned.
4. Anything saved to the hard drive will be automatically cleared when the laptops have been turned off.
5. Files may be saved to a disk, e-mailed as an attachment, or printed via UniPrint. Patrons must provide their own disk or storage device.
6. Laptops may be used in the Library only, and may not be taken outside.
7. Late fees are \$0.20 per minute. The maximum fine is \$200.00. There is a grace period of 10 minutes. Any laptop that is 24 hours overdue will be declared lost and a charge of \$2,500 plus applicable fines and fees will be billed to the patron's account. If the laptop is returned in good condition, the \$2,500.00 lost charge may be forgiven. The fines and processing fee will not be forgiven.
8. Patrons are responsible for any damage to the laptop while it is checked out to them, and will be charged a damage fee of up to \$2,500.00. Also, patrons will be charged \$2,500.00 if a laptop is reported missing or stolen while checked out to their account.

## **LISTENING LAB**

The Library Listening Lab houses the majority of the University's musical albums, and audio CDs. In addition to providing the University community with a laboratory environment in which to listen to these media, it also circulates albums, and CDs.

### **1. Staffing and Hours of Operation:**

Access to the Listening Lab is available during regular library hours.

### **2. Equipment:**

A. The Listening Lab houses turntables, cassette players, cassette recorders, and CD players for in-house use by library patrons.

B. Every effort will be made to provide patrons with equipment in good condition. Patrons will be responsible for repair or replacement of any equipment or parts damaged or destroyed during usage.

C. The Listening Lab has installed ZoomText software on four computers for use by vision impaired patrons. The use of ZoomText requires checkout of a USB flash drive for use only in the Listening Lab. The device can be checked out for a three-hour period, and may be renewed if no one else is waiting to use ZoomText. The flash drive, and its accompanying software, is available for use by the general public, as well as JSU-affiliated patrons, when Listening Lab staff are available. Checkout of the flash drive requires a photo identification card, such as a JSU ID, driver's license or other form of identification. Non-JSU-affiliated patrons are required to sign a log and have their ID held during checkout. JSU students who need further assistance with ZoomText will be referred to Disability Support Services.

### **3. Listening Assignments:**

A. Faculty may place records, cassettes, CDs, tests, and worksheets on reserve in the Listening Lab for in-house use by their students.

B. Students listening to assignments have priority for usage of equipment.

C. When equipment is not in use for class assignments, patrons may use the stereo equipment to listen to library material or their own personal material.

### **4. Circulation:**

A. Students, faculty, administrative staff, and staff, are allowed to check out albums and CDs for 7 days. Items may be renewed.

B. Any item checked out more than one week is subject to recall.

C. Sound recordings in the circulating record collection will circulate to all eligible patrons.

D. Listening Lab reserve items follow the same guidelines as regular reserve items.

## **5. Copying:**

The Listening Lab adheres to the copyright laws of the United States. Library personnel will NOT make copies of recordings.

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy/reproduction is NOT TO BE "USED FOR ANY PURPOSES OTHER THAN PRIVATE STUDY, SCHOLARSHIP, or RESEARCH." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement.

## **Guidelines for Educational Uses of Music [Music Library Association]**

The purpose of the following guidelines is to state the minimum and not the maximum standards of educational fair use under Section 107 of HR 2223. The parties agree that the conditions determining the extent of permissible copying for educational purposes may change in the future; that certain types of copying permitted under these guidelines may not be permissible in the future, and conversely that in the future other types of copying not permitted under these guidelines may be permissible under revised guidelines.

Moreover, the following statement of guidelines is not intended to limit the types of copying permitted under the standards of fair use under judicial decision and which are stated in Section 107 of the Copyright Revision Bill. There may be instances in which copying which does not fall within the guidelines stated below may nonetheless be permitted under the criteria of fair use.

### **A. Permissible Uses**

1. Emergency copying to replace purchased copies which for any reason are not available for an imminent performance provided purchased replacement copies shall be substituted in due course.
2. For academic purposes other than performance, single or multiple copies of excerpts of works may be made, provided that the excerpts do not comprise a part of the whole which would constitute a performable unit such as a section, movement or aria, but in no case more than 10 percent of the whole work. The number of copies shall not exceed one copy per pupil.

3. Printed copies which have been purchased may be edited or simplified provided that the fundamental character of the work is not distorted or the lyrics, if any, altered or lyrics added if none exist.
4. A single copy of recordings of performances by students may be made for evaluation or rehearsal purposes and may be retained by the educational institution or individual teacher.
5. A single copy of a sound recording (such as a tape, disc, or cassette) of copyrighted music may be made from sound recordings owned by an educational institution or an individual teacher for the purpose of constructing aural exercises or examinations and may be retained by the educational institution or individual teacher. (This pertains only to the copyright of the music itself and not to any copyright which may exist in the sound recording.)

## **B. Prohibitions**

1. Copying to create, replace or substitute for anthologies, compilations or collective works.
2. Copying of or from works intended to be "consumable" in the course of study or of teaching such as workbooks, exercises, standardized tests and answer sheets and like material.
3. Copying for the purpose of performance, except as in A (1) above.
4. Copying for the purpose of substituting for the purchase of music, except as in A (1) and A (2) above.
5. Copying without inclusion of the copyright notice which appears on the printed copy

## ORIENTATION AND INSTRUCTION

The Library offers library orientation and library instruction to all individual patrons, classes, or groups that request these services, if the request is done in a timely manner and a librarian is available. Library orientation is designed to introduce new or potential patrons to the collection, facilities, organization, and services of the Library. Library instruction is designed to promote information literacy by teaching library patrons the organization and structure of information and the variety of research methodologies employed to access relevant information in an effective, efficient, timely manner, thus providing a foundation for contemporary and lifelong learning.

### Services:

All library orientation and library instruction is coordinated through the office of the Head of Public Services. All requests for these services should be routed through this office. The Head of Public Services will obtain all germane information (date, time, number of participants, subject, special instructions or interests, teacher) and forward the request for service to the appropriate librarian to conduct the class or tour.

### Public Services Librarians:

Often, because of their unique relationship with the various University academic departments and their faculty, the initial contact for a library instruction class will be made with one of the Public Services librarians. When this occurs, the Public Services librarian should forward the germane information about the class to the Head of Public Services. This will insure that proper statistical data on all library instruction endeavors are reported.

### Library Instruction Committee:

This committee meets with the Head of Public Services to help promote the Library's orientation and instruction programs. In addition, it reviews the programs' pedagogical methodology and instructional aides to make recommendations and incorporate revisions to enhance the programs.

### Library Freshmen English Program:

In addition to general and specialized library orientation and instruction, the Head of Public Services coordinates the Library Freshmen English Program with the individual English faculty. Again, the Head of Public Services will obtain all germane information and forward the class date, time, number of students, and instructor's name to the appropriate librarian.

## REFERENCE SERVICES

Reference service at the Library is the personal assistance provided by members of the reference staff to library patrons in pursuit of information. Reference services are defined as all the activities performed by a librarian to meet the information needs of any patron, whether in person, by telephone, or via e-mail. These include, but are not limited to: answering substantive questions, instructing users in the selection and use of appropriate tools and techniques for finding the location of specific resources, assisting in the evaluation of information, keeping reference statistics, and developing the reference collection. The Library has a central reference desk located on the 2<sup>nd</sup> floor. In addition to the services offered at the reference desk, patrons seeking reference services should request assistance from the Public Services librarian(s) on the appropriate floor(s).

### 1. Reference Staff:

The library's staff includes professional librarians who are available to address informational needs requiring the recommendation, interpretation, or instruction in the use of a reference source. A librarian, on a rotating basis, staffs the central reference desk on the 2nd floor. Circulation staff and student assistants are available to offer directional and referral assistance to users.

### 2. Library Users:

The instructional, informational, and pedagogical needs of the Library's patrons are the primary responsibilities and priority of Reference Services. Courtesy, accuracy, and timeliness are responsibilities of all librarians.

### 3. List of Reference Services:

#### A. Information

Members of the reference staff provide personal assistance to library users in pursuit of information, whether in person, by telephone, or via e-mail.

#### B. Referrals to Other Libraries and Services:

It is the policy of the Library to make referrals to other libraries or resources when information or material is unavailable. If possible, the librarian should verify that another institution has the requested information or materials before informing the patron to seek help outside the Library. Librarians are encouraged to consult with other librarians before making a referral.

#### C. Methods of Reference Services:

Reference services are provided in person as well as by telephone, email, and Blackboard IM. Assistance to patrons in the building takes priority over other methods. Assistance to

patrons affiliated with the University takes priority over other patrons.

D. Faculty Liaison:

An important component of the Public Services librarian's role is that of faculty liaison. This component includes direct contact with the respective academic departments and individual faculty to promote awareness of library programs, collections, and services. Among the most important areas are cooperative planning and development of collections, formal and informal library instruction, and reference services. For more information on faculty liaison activities, please refer to the *LIBRARY LIAISON NETWORK POLICY*.

E. Library Instruction:

Library Instruction services range from orientation tours of the Library for schools and other groups to instructional sessions with faculty and students in subject-related or research methodology courses. Individuals may also receive similar assistance by making an individual appointment with the appropriate Public Services librarian or the Head of Public Services. Public Services librarians should always notify the Head of Public Services of an instruction session taught. For more information on Library Instruction services please refer to the *LIBRARY ORIENTATION AND INSTRUCTION POLICY*.

I. Distance Education Reference Services:

Students and faculty who need assistance with searching particular databases, preparing bibliographic citations for papers and projects, evaluating sources, or other questions should call the reference desk or e-mail a Public Services librarian. Some questions may be referred to a subject specialist. Further information related to distance education services can be found in the *DISTANCE EDUCATION SERVICES POLICY*.

J. Photocopy Policy:

The Houston Cole Library adheres to the Copyright Laws as promulgated in the United States Code Title 17, Sections 106-107.

Librarians are expected to assist patrons with the mechanical usage and supply needs of the library's photocopy and reader/printer machines. Copyright adherence is the responsibility of the individual patron.

K. Inquiries for In-Process, Pre-Order, or On Order Materials:

Materials that have the status "In Process" can be located and made ready for circulation at the request of a patron. Patrons should discuss these requests with the Public Services librarian to ascertain if the item is unique. The Public Services librarian can contact the Cataloging Department on behalf of the patron to determine the processing status of the item. Those items in the last stages of processing may be rushed on demand. Requested material will be available for pick up by 10:00 a.m. on the weekday following the request. It will be held for the patron at the Circulation Desk in the lobby for up to 7 days.

It is recommended that requests for items with the status "Pre Order" or "On Order" be discussed with the Public Services librarian to ascertain if the item is unique. Patrons needing materials that have the status "Pre-Order" or "On Order" should contact the Acquisitions Department to request that they be notified when the material is received and processed.

## RESERVES

The Library maintains a collection of course-related, high-demand, high-risk, and librarian discretionary materials that are segregated, often temporarily, from the general collection and usually assigned restrictive loan periods so as to assure greater availability to library patrons (excluding non-affiliated patrons), who may have need of the materials within a limited time period. Certain items are also placed on Reserve from the circulating stacks that are not strictly course-related. These are normally high-demand or high-risk items (e.g., *APA Style Manual*)

Copyright law (Title 17, *United States Code*) sets strict limits on making copies of copyrighted works. Refer to section *Warnings of copyright restrictions for libraries and archives*, p. 8 of this document for additional information. The University observes the limits set on copying of materials to be placed on Course Reserve. The Library reserves the right to refuse either to accept a copy request that would involve a violation of copyright law or to make available through Course Reserve materials that might have been duplicated in violation of copyright law. The following information outlines what the Library can and cannot do in placing copies of material on reserve:

- The Reserve Desk does not circulate printed photocopies. Photocopies are scanned and made available through Electronic Reserve.
- Items to be placed on Reserve should include the appropriate, full citations.
- Reserve materials should be limited to single articles or chapters, and, in general, small portions of entire works.
- Instructors should only make copies of materials that are already owned legally by either the Library or the instructor.
- Articles that are available online in full-text through the databases subscribed to by the Library can be placed on Electronic Reserve.
- Non-circulating materials from specialized service areas are not placed on Reserve. They should remain in the area where they are usually housed: Reference, Alabama Gallery, Audio-Visual Center.
- The material should contain a notice of copyright.
- The effect of photocopying the material should not be detrimental to the market for the work. Most government publications are in the public domain (i.e., they are not copyrighted), allowing unlimited use and reproduction.

## 1. Types of Reserves

### A. Strict Reserve:

Material on strict reserve is not to leave the Library at any time. It is to be checked out for one-hour periods. It may be recalled at the end of the hour if another patron has requested it. If no other patron has requested it, the borrower may renew it. Fines for strict reserve materials are \$0.25 per hour, to a maximum of \$10.00. If the item is lost, the charge will be the replacement cost, item processing fee of \$10.00, plus a \$10.00 late fee. All textbooks, including Library copies and professors' personal copies, will be designated as strict reserve items. They are to be used in the Library only, checked out for one hour, and may be renewed as long as the item is not requested by another patron.

### B. Twenty-four Hour Reserve:

Material on twenty-four hour reserve may be checked out from the Reserve Desk and returned any time within twenty-four hours of the time of checkout. A patron may check out no more than two reserve items at one time. Reserve items may be renewed if not held for another patron. Fines for twenty-four hour reserve items are \$0.25 per hour for each hour overdue, to a maximum of \$10.00. If the item is lost, the charge will be the replacement cost, item processing fee of \$10.00, plus a \$10.00 late fee.

### C. Three-day Reserve:

Material on three-day reserve may be checked out at any time and returned to the Reserve Desk at any time within three days of checkout. A patron may take no more than two reserve items from the Library at one time. Reserve materials may be renewed if no holds have been placed on them. Fines are \$1.00 per item for each day overdue, to a maximum of \$10.00. If the item is lost, the charge will be the replacement cost, item processing fee of \$10.00, plus a \$10.00 late fee.

### D. One-week Reserve:

Material on one-week reserve may be checked out at any time and returned to the Reserve Desk at any time within seven days of checkout. A patron may take no more than two reserve items from the Library at one time. Reserve materials may be renewed if no holds have been placed on them. Fines are \$1.00 per item for each day overdue, to a maximum of \$10.00. If the item is lost, the charge will be the replacement cost, item processing fee of \$10.00, plus a \$10.00 late fee.

### E. Electronic Course Reserves:

Materials for which the instructor owns the copyright or has obtained permission from the publisher can be placed on Electronic Course Reserve. Materials distributed by the Library

in electronic format are placed on Electronic Course Reserve only if such use is in compliance with existing license agreements. Access to Electronic Course Reserve materials is restricted to JSU students and is accessible by course number and/or instructor name.

## **2. Checking-out Reserve Materials:**

- A. Reserve Materials are checked out at the Reserve Desk/Circulation Desk and must be returned to the Reserve Desk/Circulation Desk in order for the patron to be cleared from the Circulation system.
- B. No more than two Reserve items (24-Hour, one-week, & 3-Day Reserve) are permitted to be checked out by an individual patron at one time.

## **3. Renewing Reserve Materials:**

Reserve materials not designated as being held for another patron may be renewed.

## **4. Fines:**

- A. Fines for overdue strict reserve materials are \$0.25 per item for each hour overdue, to a maximum of \$10.00. If the item is lost, the charge will be the replacement cost, item processing fee of \$10.00, plus a \$10.00 late fee.
- B. Reserve item fees differ from the fees for circulating items; instead of a lost item processing fee of \$10.00, the overdue reserve item will incur the set reserve item late fee of \$1.00 per day until the item is returned.

## **5. Faculty Reserve Periods:**

At the end of each term, all materials will be taken off of Reserve. Instructors should seek permission for repeated use of the same copyrighted reserve material. Personal materials that are not picked up by the instructor will be returned to the instructor through campus mail.

## **6. How to Obtain Copyright Permission**

For information on how to request copyright permission, visit the “How to Request Copyright Permission” online site of the Association of American Publishers (AAP).

Obtaining copyright permission can often be done more efficiently and quickly through the Copyright Clearance Center (CCC). It has the right to grant permission and collect fees. Requests can be submitted online..

Assistance in obtaining Copyright Permission is available from personnel in the Library’s User Services Department.

# SECURITY

Library security is directly related to the well-being of people and property within the Library facilities at the University. Since no one staff member can be everywhere at one time, all library personnel must be individually aware of potential security problems. It is desirable for staff and faculty to know how to handle security problems as they occur, as well as how to prevent or minimize potential security problems. Review of security policies, issues, and procedures should be a continuous process. Library staff and faculty should refer to the security procedures section for information on how to handle security matters and problems. The person in charge at the time of the incident must also be notified. Violation of library policies may result in loss of library privileges and denial of access to the Library's facilities and services.

Normal hours for the Library are posted each semester. Access to the building at other hours requires permission from the Dean of Library Services and knowledge and assistance of the University Police.

The following provisions are outlined below and give the Library grounds for reporting offenses in order to prosecute and punish anyone found stealing or mutilating library materials or infringing on the rights of library patrons and personnel:

## **1. Unauthorized Removal, Theft, or Failure to Return Library Materials:**

Unauthorized removal or the mutilation of Library materials is illegal. The Library must be able to account for materials which are collected for study, and are purchased with state funding.

The unauthorized removal of materials includes evasion of check-out and inspection procedures as well as the willful or repeated failure to respond to recall or overdue notices. *(Library staff should complete the Library Incident Report form.)*

## **2. Mutilation of Library Materials:**

The mutilation of library materials is a serious offense against the academic community. Mutilation of library materials is defined as the defacing or damaging of library materials. *(Library staff should complete the Library Incident Report form.)*

### **A. Vandalism:**

Vandalism is the willful or malicious destruction or defacement of public or private property. Anyone found to have vandalized the Library building, property, or equipment will be reported to the University Police. *(Library staff should complete the Library Incident Report form.)*

### 3. Personal Security of Patrons and Library Personnel:

#### A. Theft:

Theft of personal property belonging to library patrons or personnel is a serious offense. It is the policy of the Library to actively prevent theft of personal property through awareness programs. Any thefts or attempts to steal personal items are reported to the University Police (*Library staff should complete the Library Incident Report form.*)

#### B. Violent or Disruptive Patrons:

It is the right of library patrons and personnel to expect a safe and quiet environment in which to pursue their research, work, and other library-related activities. It is the policy of the Library to notify the University Police of any person or persons acting in a violent or disruptive manner. (*Library staff should complete the Library Incident Report form.*)

#### C. Sexual Harassment:

Sexual harassment will not be tolerated. The Library adheres to Jacksonville State University's Sexual Harassment Prevention Policy, found in the Staff and Faculty handbooks, in dealing with reports of sexual harassment. (*Library staff should complete the Library Incident Report form.*)

#### D. Fire:

The danger of fire in the Library is a serious matter. Any violation of safety codes or smoking regulations should be handled in an expeditious manner. Maintenance of fire safety equipment in the Library is the responsibility of the University Police Department. (*Library staff should complete the Library Incident Report form.*)

#### E. Injury/Illness Incidents:

Library personnel should notify the Circulation Desk of any injury or illness. Library personnel will adhere to the procedures described in the *Jacksonville State University Safety and Environmental Health Guidelines and Procedures Manual*. (*Library staff should complete the Library Incident Report form.*)

#### F. Elevators:

There are three public elevators for use in the Library; the service elevator is reserved for authorized persons with library-related business. Elevator problems or malfunctions should be reported to the University Police Department. Library staff is encouraged to utilize the service elevator for all book truck traffic and other equipment usage.

G. Doors:

i. Emergency Doors:

No one is permitted to use the Emergency Door exit in the basement except in the case of an actual emergency.

ii. Receiving Door:

Use of the Receiving Door is restricted to persons with library related business/deliveries.

#### 4. Security Cameras

Video surveillance cameras are in use throughout the building. The Library has security cameras stationed at every entrance and exit, and two cameras recording the Library's parking lot. The cameras are monitored by the University Police Department. Live feeds from the cameras can be viewed from the Head of User Services' computer, the Circulation Desk computers, and the Dean of Library Services' computer. Additionally, taped footage can be viewed from the same locations. To view taped footage or to monitor current activity, please contact the Head of User Services or the Dean of Library Services.

#### 5. Other Security Considerations:

A. Food & Drink:

As food and drink can cause damage to library materials, furnishings, and equipment, the policy of the Library is to restrict consumption of food or drinks to designated areas. For library patrons, the designated area is the lobby. Non-compliance should be reported to the Circulation Desk.

B. Tobacco:

It is the policy of the University to provide non-smoking students, faculty, and staff with a tobacco smoke-free environment in which to work and study. While the University is sensitive to the needs and rights of smokers, our primary concern must be the protection of the non-smoking population. It is the policy of the Library to prohibit smoking within the building.

The use of smokeless tobacco on campus has resulted in significant damage to University property and has caused additional cleaning expenses. It is the policy of the University that the use of smokeless tobacco will not be permitted in any facility on campus; therefore smokeless tobacco is not permitted in the Library. Non-compliance should be reported to the Circulation Desk.

## SECURITY PROCEDURES

All library staff are committed to providing the best possible service to our patrons. Most transactions with patrons are pleasant and rewarding. Occasionally, patrons may have questions or complaints which challenge even the best public service skills. Your greatest tools for meeting such challenges are courtesy, common sense, even-temperedness, and a sense of humor.

Keep in mind that patrons should always leave the Library feeling that their reasonable requests and/or complaints were taken into consideration and handled effectively. There may be times when you cannot help the patron; however, if you offer alternatives or refer them to the appropriate person, then you have been helpful.

### 1. Guidelines for Library Personnel Response to Patrons with Complaints:

- A. Remain calm, receptive, and nonjudgmental, but be aware of your surroundings!
- B. Listen carefully to the patron's question, request, or complaint by practicing active listening.
- C. Pause, breathe deeply, and think before responding.
- D. Speak in a relaxed and low tone. Repeat and paraphrase what the patron has said as concisely as possible. If the request or complaint is reasonable or legitimate, attempt to resolve the problem, but only if you have the authority to do so. If you do not have the authority, offer to refer the patron to your supervisor. If the complaint is against another staff member, state sympathetically that there may have been a misunderstanding and attempt to resolve the problem.
- E. If there is a justifiable need to make an exception and you have the proper authority, make one. Please note that abusive, demanding behavior on the patron is not appropriate justification to make an exception.
- F. If the request or complaint is against Library policy, thereby making an exception impossible, explain the policy clearly by giving a succinct explanation of its rationale. Then, if available, show a written copy of the policy to the patron.
- G. Be pleasantly calm and firm. Do not argue. Stick to the issue and do not get sidetracked by peripheral arguments.
- H. If possible, offer alternatives that do not violate policy and outline the choices.
- I. If necessary, ask another staff member to corroborate your explanation and be prepared to act in support of your colleagues. If necessary or possible, refer the patron immediately to your supervisor. Keep in mind that personal styles may vary and one

staff member may be able to resolve a situation that another staff member could not. This should not be taken personally.

- J. If your supervisor or the appropriate library administrator is not available, you may suggest that the complaint be made in writing or by telephone. If the patron wishes to make a complaint in writing or by telephone, direct the patron to the relevant person. Should the patron ask for your name to be included in the complaint, tell the patron. Be sure to inform your supervisor about these incidents so that the supervisor will have the necessary details when the patron calls or writes.
- K. If you work weekends or evenings and your supervisor is not available, give the patron the supervisor's name, office phone number, and the hours when he or she can be reached. Notify your supervisor in an email, phone call, or message that a potential problem arose, state the problem and that the patron was given the name of a supervisor to contact.
- L. If the patron's behavior becomes disruptive and interferes with the ability of others to use the Library or with library operations, follow the procedures outlined in the applicable sections of this manual.

## **2. Guidelines for Library Personnel Response to Patrons Detected by the Electronic Security System:**

- A. When the alarm goes off, staff on duty should immediately ask the individual concerned to stop and return to the Circulation Desk. In the infrequent case when the patron refuses to stop, the staff member should NOT attempt to restrain the individual, but should report the incident to the University Police with a description of the person.
- B. As the patron returns to the desk, the staff member should suggest that he/she "may have forgotten to check something out." The staff member should request that the individual check through his or her belongings (most patrons will cooperate in this, even if reluctantly).
  - i. If no library materials are found, the staff member should apologize for the inconvenience, but suggest that the individual might be carrying something other than library material, which has triggered the system. No mention should be made of false alarms, malfunctions, or anything else which would indicate a lack of trust in the efficiency of the system. The person should be requested to pass through the system again.
  - ii. On the second attempted exit, there may well be no alarm and the person will depart. If there is a second alarm, the individual should be asked again in a courteous manner about the possible presence of library materials. Concealed items or non-library "activating" items may well be surrendered voluntarily at this point. If no library materials are forthcoming, the individual should be allowed to

pass the exit. At no time should library staff attempt to restrain physically or search any individual.

- iii. If library materials are found, the first responsibility of the library staff is to retrieve the material, after which the usual charge procedure may take place provided that the material is circulating and the person has legitimate identification. If the individual was attempting to deliberately remove the material, the simple fact of having been caught may well serve as an effective deterrent.
- iv. The individual may be carrying uncharged library material, which has been deliberately concealed (e.g., wrapped in a newspaper, stuffed in a notebook, or inside a garment, etc.) For this purpose “deliberate concealment” should not include library materials in a briefcase unless there has been an additional attempt to hide the library material. In such cases the staff member should:
  - a) Retrieve the material and call his/her supervisor, or next in the chain of command if the supervisor is not available.
  - b) The supervisor should request an authorized form of identification from the individual and note their name, as well as any pertinent information (e.g. student ID number, driver’s license number, phone number, etc.) If the patron is uncooperative in refusing to provide the requested identification, call the University Police at ext. 5050.
  - c) The supervisor should inform the individual that the incident will be reported to the Dean of Library Services, who will review the incident and, if necessary, inform the appropriate University official.
  - d) As soon as possible, the incident should be reported to the Dean of Library Services. All incident reports should include: the date and time of the incident, the name, status, and identification number of the individual involved, the nature of the incident (including call number and title of the library materials taken); the names of the library staff who witnessed the incident; and the name of the library staff reporting the incident. *(Library staff should complete the Library Incident Report form.)*
- v. Individuals attempting to unlawfully remove materials from the Library will have notes added to their patron records in the Library’s circulation system. *(Library staff should complete the Library Incident Report form.)*
- vi. As mentioned previously, no staff member should restrain physically or touch (i.e., search) an individual. If a patron makes a disturbance, confronts staff in a belligerent manner, or does any damage to the materials, the University Police should be called immediately (ext. 6000). *(Library staff should complete the Library Incident Report form.)*

**1. Guidelines for Library Personnel Response to Patrons Detected Mutilating Library Materials:**

- A. Since most cases of mutilation are discovered after the fact, there is little library staff can do to identify specific offenders. However, when a staff member suspects that a person is mutilating library material, the staff member should identify himself or herself to that person and request that the mutilation desist. The individual should then be escorted together with the mutilated materials to the Circulation Desk where the staff will contact University Police (ext. 5050). *(Library staff should complete the Library Incident Report form.)*
- B. Some cases of mutilation are directly tied in with class assignments. When a librarian observes that this is the case, he or she should immediately notify the professor in question so that appropriate remedies may be taken. These may include the substitution of other reading materials, a change in the nature of the assignment, or special methods to replace (if possible) the damaged item. *(Library staff should complete the Library Incident Report form.)*

**2. Guidelines for Library Personnel Response to Patrons Vandalizing Library Building, Property, or Equipment:**

- A. As with cases of mutilation, most acts of vandalism are done with an attempt at secrecy. If a staff member has been informed, observes, or suspects that a person has committed an act of vandalism, that staff member should identify himself or herself to the person and escort that person to the Circulation Desk where the staff will contact the University Police (ext. 5050) *(Library staff should complete the Library Incident Report form.)*
- B. If the act of vandalism was observed and reported by a third party, it will be necessary to obtain the name and address of the person witnessing the event and, if possible, to have them await the arrival of University Police. Notes concerning the incident should be recorded in the patron's record. *(Library staff should complete the Library Incident Report form.)*

**3. Guidelines for Library Personnel Response to Personal Security of Library Patrons and Library Personnel:**

A. Theft

- i. Personal items (books, coats, purses, etc.) should not be left unattended. Visitors should be encouraged to secure personal possessions.

- ii. If something is stolen, report the theft immediately to the supervisor and to the University Police (ext. 5050).
- iii. Complete the *Library Incident Report Form*.

B. Fire

In the event of an emergency requiring evacuation, the building should be emptied of people as quickly as possible, without panic, and in an orderly manner. Appropriate signage and evacuation route markings will be provided and all fire equipment will be maintained in working order. The University Police Department will monitor the condition of equipment. The Dean of Library Services should ensure that floor personnel learn building and department emergency procedures as a part of staff orientation. The following procedures should be followed:

- i. If fire or smoke is discovered, activate the fire alarm. Alarms are located on the walls next to the stairwell entrances on each floor. To activate the alarm, pull the white lever inside the red box.
- ii. Fire extinguishers are also located on the walls next to the fire alarms.
- iii. Phone the University Police (ext. 6000) to report the alarm. Give your name and the nature and location of the problem.
- iv. ALL TRIGGERING OF ALARMS WILL BE TREATED AS EMERGENCIES UNLESS INFORMATION ABOUT TESTING HAS BEEN PROVIDED BEFOREHAND.
- v. Elevators must not be used in evacuating buildings. If fire or smoke blocks an exit, use an alternate emergency exit.
- vi. In the event of an emergency evacuation, library staff members should not return to their work area but should begin evacuating people in the area in which they are located immediately.
- vii. If a fire alarm sounds in the Library, each Public Services librarian is responsible for making sure that everyone on the floor has been evacuated, including occupants of carrels, rest rooms, and other enclosed areas. If a floor is without supervision, it will be the responsibility of the librarian assigned to the floor above, Dean of Library Services or senior staff member to make sure the unattended floor is evacuated. Before leaving, the senior staff member in charge should ensure that all persons on the floor are gone.
- viii. Disabled persons in the Library must be aided in evacuating the building. The staff of each floor must be sure that all disabled individuals in the area for

which the librarian is responsible are assisted from the Library, or assisted to a safe area for emergency personnel to rescue, should an emergency occur.

- ix. Library staff should meet at the designated staging area (Church Street [East] entrance steps) and report to the Dean of Library Services or senior staff member when they have cleared the building. The Dean of Library Services or senior staff member will be on the Church Street (East) entrance steps and will have a check-off sheet for all areas (the *Emergency Evacuation Check List* [Appendix B] will be kept on a clipboard at the Circulation Desk). Staff should check-in with the person with the clipboard. They should report as to the status of their areas and any pertinent information about unchecked areas, individuals in the building, or other problems
- x. Upon exiting the building in an emergency, staff should go to the staging area (Church Street [East] entrance steps) and then remain far enough away from the building to allow emergency personnel unimpeded access to the building. AT NO TIME SHOULD LIBRARY STAFF REENTER THE BUILDING WHILE THE ALARM IS STILL SOUNDING. STAFF MAY ONLY REENTER THE BUILDING WHEN AUTHORIZED TO DO SO BY THE APPROPRIATE INDIVIDUAL. For the Library this individual is the Dean of Library Services or the senior staff member. DO NOT REENTER THE BUILDING UNLESS THIS INDIVIDUAL HAS INDICATED PERMISSION TO DO SO.
- xi. When the building has been cleared for reentry, all emergency exits must be checked to make sure that they are closed and operational.

C. Complete the *Library Incident Report Form*. Violent or Disruptive Persons

- i. Remain calm.
- ii. Call the University Police (ext. 6000) for help.
- iii. Give your name and location and describe the nature of problem, how many people are involved, whether they are armed, and whether they are injured.
- iv. Complete the *Library Incident Report Form*.

D. Personal Injury or Sudden Illness

- i. Call the University Police (ext. 6000). Per *Jacksonville State University Safety and Environmental Health Guidelines and Procedures Manual*:

Traffic-related injuries, incidents and accidents should be reported to the University Department of Public Safety. All other injuries, illnesses and incidents, which occur on University property, or affect University personnel or equipment, shall be reported on the *Accident Report SEH Form 101* (available on the JSU Human Resources web page) or other designated form. Copies

shall be distributed to the following: the original to the Office of Safety and Environmental Health, and copies to the unit head, and the Risk Manager.

All job-related injuries and illnesses are included in this reporting system. Additionally, any near-injuries, accidents resulting in loss or damage, near-accidents or other incidents which in themselves resulted in no loss or injury but had significant accidental loss potential, should also be reported using this system.

- ii. Complete the *Library Incident Report Form*.

#### **4. Guidelines for Library Personnel Response to Other Library Security Problems:**

##### **A. Food and Drink**

Consumption of food and drink by library users is limited exclusively to the lobby. Patrons should be advised of the policy and asked to relocate to the lobby area. If they are uncooperative, they should be asked to leave the building. If they refuse, they should be treated as a disruptive patron.

##### **B. Tobacco Use**

It is the policy of the Library to prohibit smoking within the building. Patrons should be advised of the policy and asked to relocate to the outside of the building. If they are uncooperative, they should be asked to leave the building. If they refuse, they should be treated as a disruptive patron.

##### **C. Elevators**

Daytime: Telephone ext. 5255.

Nights and weekends: Telephone ext. 5050 (University Police).

Do NOT attempt to remove people from a stalled elevator. Tell them they are safe and help is on the way.

There are three public elevators for the use of library patrons; the service elevator is reserved for authorized persons with library-related business. If unauthorized persons are making *regular* use of the service elevator, ask them to use the public elevators. If they are uncooperative, they should be asked to leave the building. If they refuse, they should be treated as a disruptive patron.

##### **D. Doors**

###### **i. Emergency Doors**

When the exterior Emergency Exit Door is activated, Circulation personnel should go to the basement to investigate the problem. The University Police should be notified (ext. 5050).

ii. Receiving Door

It is the responsibility of all library personnel to insure the integrity of the Receiving Room. If a library faculty or staff member notices anyone in the area who does not have official business, they should identify themselves and request that the person leave the area. If the person fails to comply, the staff member should notify Circulation personnel, who will call the University Police (ext.5050).

## LIBRARY INCIDENT REPORTS

A *Library Incident Report Form* (available on the Library's web site) should be completed in detail and submitted electronically to all Library administrators for the reporting of the following incidents:

- Unauthorized removal of materials or theft
- Vandalism
- Mutilation of library materials
- Violent or Disruptive Patrons
- Sexual harassment
- Fire
- Injury/Illness
- Major maintenance problems

## OPENING/CLOSING PROCEDURES

Librarians and Circulation Staff responsible for opening the Library will ensure all of the following occur:

- Deactivate the alarm
- Turn on the lights, computers, and photocopiers on each floor (including the Computer Lab)
- Unlock the street doors

The closing procedure is as follows:

- 30 minutes before closing the Circulation staff will announce that the Library will close in 30 minutes and that the staff will be shutting off equipment and that the lab will be closed in 15 minutes.
- 15 minutes before closing the Circulation staff will announce that the Library will be closing in 15 minutes, that the lab is closed, and that they should prepare to leave the building. The staff may begin pre-closing after the first announcement.
- CIRCULATION STAFF should:
  - Turn the computers and copy machines off on each floor.
  - Check bathroom lights and open doors using doorstops.
  - Make sure galley lights are off behind desks and in the microform reading rooms.
  - Turn one of the main floor light switches off to indicate the floor has been secured.
- LIBRARIANS should check each floor to see if all have been secured.
  - Switch off last light on each floor as they make the rounds.
  - Call security.
  - Activate alarm.
  - Check the doors.

# ACCEPTABLE USE FOR PUBLIC ACCESS COMPUTERS AND LIBRARY EQUIPMENT

The Library has public access computer workstations, microfilm reader printers, photocopy machines, and scanners located throughout the building. The computers and equipment are available for use by any Library patron. Priority is given to patrons affiliated with the University.

Public access computer workstations are configured for web access to library databases and resources. Installation of application software is not permitted on these workstations. The Library Computer Lab, located on the 10<sup>th</sup> floor, is designated as a “general use” facility with a number of workstations for various student research/class assignment needs. The lab is designated for “drop-in” use only. No classes are scheduled in this lab.

The Library Systems Administrator will install only licensed office application software on these computer workstations. Course specific or departmentally licensed software or hardware is not permitted. Under no circumstances should users install/setup software or hardware.

## 1. Authorized Users

Public access workstations are available to all library patrons. Access to the workstations in the Library Computer Lab is restricted to authorized users. Authorized users are currently enrolled students or employees of the University. Library Computer Lab users may be asked at any time to furnish proper identification and may be asked to leave until proof of enrollment or employment is given.

## 2. Authorized Use

Authorized use is that which is consistent with the academic, research and service goals of this institution and falls within the guidelines of this policy and the *JSU Policies and Procedures Manual*.

## 3. Printing

Laser printing is available. Printing is centralized in the lobby at the Circulation Desk. The charge is 0.10 cents per page.

## 4. Individual Rights

### A. Privacy

The computing professionals at the University are committed to preserving the privacy of each authorized user of the computer systems and make every effort to ensure that computers and electronic devices are not used to circumvent this. However, it is impossible to guarantee such privacy and there are several specific issues of which users must be aware. Electronic mail messages are not secure and, therefore, should

not be assumed to be private. Also, despite best efforts to prevent it, a determined person could gain unauthorized access to stored data and thus violate privacy. Finally, in the process of performing normal systems/network management and auditing functions, it may be necessary to view users' files or confidential information. However, system, network and application administrators are bound by both professional ethics as well as job requirements to respect the privacy of those involved and not initiate disclosure of information obtained in this manner.

#### B. Safety and Freedom from Harassment

While the University cannot control harassment or unsolicited contact on the network, those who believe they have been harassed should report such violations to the proper authorities.

#### C. Access to Information

The University does not guarantee users access to any site on the Internet nor is there any guarantee that access will be denied to any site. Users should be aware that there are services available on the Internet which may be considered offensive to some. Access to proprietary databases and Library Electronic Reserves is restricted to currently enrolled students or employees of the University, unless these services are accessed from within the Library building.

### **5. Individual Responsibilities**

Users of the Library's computer equipment are expected to understand this policy and abide by it. Questions regarding this policy can be directed to the Library Systems Administrator.

#### A. Morals and Ethics

Users are expected to respect the right to privacy of other individuals on the network. Accessing files of others is prohibited even if security permissions permit. It is expected that explicit permission from the owner of the files is obtained before they are accessed.

#### B. Disruption of Service

Deliberate attempts to disrupt the operation or degrade the performance of computers or networks are prohibited.

#### C. Disruption of Resources

Users are prohibited from circumventing or attempting to circumvent any policies or procedures that have been established to ensure equitable resource distribution in the

University shared computing environment. (E.g., leaving a book beside a computer in a lab for an extended period of time to keep others from using the system.)

D. Mass Electronic Mailings

Electronic mailings are not permitted without prior permission due to the heavy use of resources this requires. In general, there are more efficient ways to make information globally available.

E. Game Playing, Recreational Activities, Surfing

Game playing, recreational activities, and web surfing, which do not contribute to completion of University academic requirements, are prohibited in the Library Computer Lab. Students needing access to application software have priority access to the Computer Lab workstations.

F. Business Use

Use of University computers or networks for non-University business purposes or non-University related employment is prohibited.

G. Food and drinks

Food and drinks are not allowed in the Computer Lab and should not be consumed near any of the workstations.

## 6. Sanctions

Violators of this policy may be subject to one or more of the following sanctions

A. Admonition.

B. Temporary or permanent suspension of library privileges.

C. Temporary or permanent suspension of Computer Lab privileges.

D. Additional sanctions may also apply as outlined in the *JSU Student Handbook*.

E. Legal Restraints

Users of University computing facilities are expected to abide by state and federal laws that apply to the usage of computers. Any violation of these laws will be reported to the proper authorities.

## **7. Appeals**

Appeals to sanctions should be handled through the existing University grievance and appeals policy.

# WEB SITE

## 1. Introduction

The Library web site is intended to be a gateway to resources, and a tool that communicates information about the Library (e.g., hours, collections, departments, personnel, and the mission). It is also an organizational tool in that it arranges content by subject, format, etc. This document defines the purpose of the Library's web site, clarifies the roles of all parties involved with the web site, and creates policy for content and functionality of Library web pages.

## 2. Statement of Purpose

The Library web site is the electronic counterpart to the physical library building. As such, it is designed and organized with a scholarly community in mind. It is developed primarily for use by the students, faculty, and staff of the University, and secondarily to support Calhoun County, the state of Alabama, and independent researchers.

The primary purposes are:

- A. To support and enhance the function of the Library as the primary provider of scholarly information in all formats to the Jacksonville State University community.
- B. To enhance curriculum and research support.
- C. To provide access to the Library's collection electronically via the Internet.
- D. To provide information about the Library.

## 3. Scope

The Library web pages include links and information on research, resources, forms and services. They also include informational documents about the Library, its departments, and its personnel.

## 4. Responsible Parties

The primary parties involved with the Library web site are the library staff, specifically the subject specialists; the Web Administrators; and the Dean of Library Services.

### A. Web Administrators

The Web Administrators are:

The Head of Technical Services and the Electronic Resources/Documents Librarian

The role of the Web Administrators is to:

- i. Clarify the mission and vision for the Library's web site.
- ii. Design the web site.
- iii. Determine what content and functionality the site will contain.
- iv. Develop specific information resources to meet users' needs within the framework approved by the Content Management Team.
- v. Define the organization, navigation, and labeling.

- vi. Maintain a consistent and easy-to-use web site.
- vii. Determine how the site will accommodate change and growth over time.
- viii. Consult and assist the staff with the development of secondary pages.
- ix. Coordinate with the University Webmaster, Academic Computing and Network Support, and the Library's Systems Administrator on the Content Management System, matters of hardware and software, and technical issues for managing the web pages.
- x. Prepare and maintain a site index.

**B. Staff and Public Services Librarians**

The role of the staff, including all Public Services librarians, is to:

- i. Develop specific information resources to meet users' needs within the framework approved by the Web Administrators.
- ii. Review the pages within his/her discipline or area of specialty for currency.

**C. Dean of Library Services**

The role of the Dean of Library Services is to:

- i. Approve major revisions introduced by the Web Administrators and Library staff.

**5. General Guidelines and Standards**

A. All pages will:

- i. Follow the University Policy for World Wide Web Pages.
- ii. Comply with the design, style, and layout established by the University's Content Management Team.
- iii. Be related to the Library's mission and role in providing information.
- iv. Promote consistency in design and content.
- v. Not infringe upon copyright.
- vi. Be reviewed for content and link verification on a regular basis.

**6. Content**

The usefulness of the Library's web site and the content within depends on the efforts and creativity of individuals throughout the Library. All Library staff are expected to participate in the effort. Web page developers are responsible for creating pages that are consistent with the goals of the Library.

For assistance in creating web pages, please contact the Web Administrators.

**7. Evaluation, Selection, Additions, and Deselecting**

The evaluation, selection, addition, and deselecting of links will comply with the *Houston Cole Library Collection Management and Development Policy*. All resources that are linked must be evaluated for appropriateness by the Public Services librarians. Once a

resource is selected for addition, the responsible party must verify the link and submit it to the Web Administrators for addition to the site. The responsible party must decide if the resource should also be included in the Library Catalog. If it is to be included, the site must be forwarded to either the Distance Education/ Electronic Resources Manager or to the Electronic Resources/Documents Librarian.

All resources must be periodically evaluated for currency and appropriateness. If a resource is no longer needed, the resource should be removed from the page. Also, if the resource should be withdrawn from the Library Catalog, either the Distance Education/ Electronic Resources Manager or Electronic Resources/Documents Librarian should be notified.

## **8. Personal Pages**

Personal web pages that represent an individual as a private person can be linked from the individual's biography page on the Library site. Individuals must maintain their personal pages. The Web Administrators will not be responsible for the content, maintenance, or updating of personal pages.

# WIRELESS NETWORKS

## 1. General Information

The Library offers FREE wireless access (aka “hot spots” and “WiFi”) throughout the building for University-affiliated library patrons to use with their own personal notebooks, laptops and other mobile devices. These access points are unsecured and accessible only during normal library hours. The Library uses WiFi standards IEEE 802.11b and 802.11g. Speed will vary by location and number of users.

### A. Equipment

Patrons must use their own laptops or PDAs with built-in WiFi, or install their own WiFi network card. The Library does not provide wireless cards, does have several wireless accessible laptops available for a 2 hour checkout to students, faculty, and staff, for use within the library. Library staff can provide general information or handouts for connecting a device to the wireless network, but cannot troubleshoot problems related to your wireless device or assist in making changes to a device’s network settings and/or hardware configuration. The Library cannot guarantee that a particular device will work with the Library’s wireless access points. The Library cannot be responsible for any changes made by a patron to their computer’s settings. If additional assistance is needed, patrons should contact the manufacturer of their hardware or software.

### B. Password

A MyJSU portal account and password is required to access the WiFi network. Attendees of events at the Library can obtain a guest account and password, but there is a limit to how many wireless devices can connect at the same time. Both the Library catalog and electronic databases are available through the University web site. Access to the electronic databases is restricted, requiring users to enter their name and JSU ID for access.

### C. Printing

Printing access is not available via the wireless connection. To print, work should be saved to a disk or be emailed to the patron’s account, then retrieved from a wired library workstation in the 10<sup>th</sup> floor lab and sent to the public printer.

### D. Security

As with most public wireless “hot spots,” the Library’s wireless connection is not secure. There can be unsecured parties between communicating parties, and another wireless user could potentially intercept any information being transmitted. Cautious and informed wireless users should choose not to transmit personal

information (credit card numbers, passwords and any other sensitive information) while using any wireless “hot spot.” Further, WiFi users assume all risks and responsibilities to provide anti-virus protection and appropriate security settings on their laptop or PDA. Please take appropriate precautions when using this service. The Library will not be responsible for any information (e.g., credit card number) that is compromised, or for any damage caused to your hardware or software due to electrical surges, security issues or consequences caused by viruses or hacking.

WiFi users should be certain that their laptops and other devices are secure at all times and should never be left unattended in the Library, even for brief periods of time. Theft of such devices should be reported to University Police immediately at ext. 5050.

## **2. Acceptable Use**

All users are expected to use the Library’s wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided. Misuse of Internet access will result in loss of Library access. It is not acceptable to use Library Internet services to:

- A. Digitally reproduce and distribute copyrighted materials.
- B. Degrade or disrupt equipment or system performance;
- C. Vandalize the data of any other user;
- D. Gain unauthorized access to resources or entities;
- E. Invade the privacy of individuals;
- F. Violate federal, state, or local laws or regulations, including those regarding accessing, viewing, printing, and distributing child pornography.
- G. Engage in any activity that is deliberately offensive or creates an intimidating or hostile environment.

*Use of the Library’s wireless network is entirely at the risk of the user. The Library disclaims all liability for loss of confidential information or damages resulting from that loss.*

## **3. Laptops**

University faculty, staff, and students are able to check out laptop computers from the 6th floor Listening Lab circulation desk. These computers are for use within the Library only. Please refer to the Laptop Policy for more information.

# LIBRARY STUDENT ASSISTANTS

## 1. Eligibility:

### A. .Federal Work-Study Program

A student must be eligible, and approved, for the Federal Work-Study Program to qualify for an undergraduate student assistant position in the Library. It is the student's responsibility to turn in all required documents to the Financial Aid Office before applying for work. Prospective student assistants are required to take a screening test and obtain a minimum score of 80% before applying for work in the Library. This test is administered in the Library. See additional Human Resources requirements below.

### B. Graduate Assistants

The Library is approved to offer graduate assistantship positions. To qualify for a graduate position, applicants must be approved for a Graduate Assistanship by the College of Graduate Studies. Assistantships are awarded for one semester at a time; students must reapply prior to the beginning of each semester. Graduate assistants must possess the ability to communicate effectively in English. See additional Human Resources requirements listed below.

## 2. Human Resources Requirements

A student may not begin work until:

- A. All required documents have been submitted to the Office of Human Resources Office. Links to required documents are available on the Office of Human Resources web site.
- B. The student has completed the Human Resources Student Employment Orientation.

## 3. General

- A. Student assistants/graduate assistants will be assigned to the following departments in the Library:
  - i. Technical Services
  - ii. Audio-Visual
  - iii. Circulation/Reference
  - iv. Lab Assistant

B. Job descriptions are on file in the Financial Aid Office, the College of Graduate Studies, and the Dean of Library Services' Office.

C. Evaluations:

- i. The supervisor, near the end of the Fall Term and mid-Spring Term, completes the *Library Student Employee Evaluation Form*.
- ii. Evaluations become part of the student assistant's/graduate assistant's file in the Library and in the Financial Aid Office or College of Graduate Studies.
- iii. Continuation of student employment or graduate assistantships from one semester to another is contingent on the assistant receiving a satisfactory evaluation at the end of each semester and the needs of the Library.
- iv. Student assistants/graduate assistants will receive a Student Employee Improvement Form if it is evident a problem is developing with their work. Their supervisor will give suggestions for and assistance in improving a problem. Continued lack of improvement will result in the loss of the student job.
- v. These evaluations are used when prospective employers call for references.

D. Student assistants/graduate assistants are representatives of the Library. As such, they should adhere to the following guidelines and regulations:

- i. Courteous behavior towards library patrons and staff is imperative.
- ii. If asked a question that they cannot answer, the student assistant should seek the assistance of a member of the library staff.
- iii. Library work comes first.
- iv. The student assistant should not encourage friends to visit while they are working.
- v. The student assistant should remain in their assigned areas unless they need the assistance of a member of the library staff, or are fulfilling other assigned duties.

E. Student assistants/graduate assistants are hired for one semester at a time and are expected to work the entire semester.

F. Every effort will be made to assign each student assistant/graduate assistant a work schedule that will accommodate both Library and student needs. Library departmental supervisors will assign schedules.

G. Attendance:

- i. If a student assistant/graduate assistant must be absent, he/she should call and leave a message at the Circulation Desk (256-782-5758) OR complete the *Student Assistant/Tardiness Form* on the Library's web site linked on the Staff Resources page.
- ii. Student assistants/graduate assistants who are absent three times without notification will have their employment with the Library terminated.

H. Time Keeping:

- i. Student assistants/graduate assistants are required to sign the appropriate time sheet upon arrival at work and again when they depart, and have a staff member initial the times.
- ii. Payroll is based on the hours recorded on the official Library time report sheet.
- iii. Falsification of the time worked will result in the immediate termination of the student assistant's/graduate assistant's job.

I. Payroll and Paychecks:

- i. The student payroll sheet is signed in the Circulation area of the lobby. Students who fail to sign the payroll will not be paid.
- ii. Students who will be unable to sign the payroll sheet as scheduled can sign a form in the Head of Public Services Office on the 4<sup>th</sup> floor at any time during that month to allow them to be paid.
- iii. Paychecks are automatically deposited into the student's bank account on the 15th working day of each month. Pay stubs are sent to the Head of Public Services' Office and may be picked up there.

J. Student Assistant Training:

- i. Circulation and Reference orientation and training will be conducted during the day by the Stack Coordinator.
- ii. Personnel in the Technical Services areas and in the Audio-Visual Department will supervise student assistant training in these areas.

## ACQUISITIONS/SERIALS

It is the goal of the Library's Acquisitions/Serials Department to develop a collection that meets the curriculum and research needs of the University community in a timely and economical manner, while maintaining accurate accounting and inventory records. The Department will cooperate with Public Services librarians and teaching faculty in the selection of materials and accepts requests from all University faculty, staff and students. For specific information on the Library's collection, please refer to the *Houston Cole Library Collection Management and Development Policy*.

### 1. Considerations for Selection:

- A. Subject matter supports the University curriculum and meets the criteria for the discipline as outlined in the *Houston Cole Library Collection Management and Development Policy*.
- B. Material strengthens identified areas of weakness in the collection.
- C. Timeliness of material.
- D. Publications authored by JSU faculty members.
- E. Materials written by Alabama authors, and materials about Alabama or Alabamians (two copies, one for the circulating collection, one for the Alabama Gallery).
- F. Cost.
- G. Anticipated usage.
- H. Items cited in indexes or specialized bibliographies. Journals indexed by services available to the Library.
- I. Publisher reputation.
- J. Scholarly works, as well as a nominal number of popular works intended for the leisure and remedial reading needs of the University community.

### 2. Budget Structure and Allocation:

The Monographs and Serials budgets are separately maintained and further subdivided into subject fund accounts. These accounts are maintained in the acquisitions module of the Library's integrated library system (Voyager). Allocations are made on an 'as needed' basis and in accordance with the various collection development policies and assessments.

### 3. Types of Publications Collected and Not Collected by the Acquisitions/Serials Department:

Formats of collected materials may be print or electronic. Microform is not collected unless there is no alternative.

- A. Monographs: Collected for all disciplines.
- B. Serials: Collected for all disciplines.
- C. Textbooks: With the exception of the materials collected for the K-12 Textbook Collection, the purchase of textbooks is strongly discouraged. Acquisitions are allowed at the specific request of a faculty member or when the work itself is seminal, historical, or otherwise significant in nature. As a library review site for the Alabama Department of Education, the Library acquires an approval copy of the student texts under consideration for adoption by the State. These are housed in a special location and do not circulate until after the adoption review period has ended. At that time the textbooks are processed into the K-12 Textbook Collection on the 5th floor.
- D. Reprints: Reprints are evaluated and collected in the same manner as other monograph and serial requests.
- E. Dissertations and Theses: Collected on a selective basis, usually at the request of a teaching faculty member. One copy of all theses from Jacksonville State University graduates is acquired for the Alabama Gallery. The JSU Graduate Office is responsible for the acquisition of the theses and payment for binding.
- F. Audio and Visual Materials: All non-print media and multimedia formats are collected.
- G. Musical Scores: Collected.
- H. Maps: Maps and charts are collected.
- I. Loose-leaf Materials: Collected.
- J. Posters: Collected.
- K. Kits: Collected. In some instances, kits received as part of the State Textbook Adoption Program are housed in the Ramona Wood Teaching Learning Center. Records for these kits are entered into the Library Catalog with a special location (Teaching Learning Center) designated.
- L. Art works: Not collected.
- M. Computer Software: Not collected
- N. Tests: Not collected.

O. Vertical File Material: Not purchased. Free materials may be collected.

#### **4. Replacements:**

Materials that are missing, damaged, or lost will not be replaced automatically. Replacement is dependent upon recommendation by the Public Services librarian based on the criteria in the *Houston Cole Library Collection Management and Development Policy*, and evaluation of the Acquisitions/Serials Librarian.

#### **5. Gifts/Exchanges/Discards:**

The Library will accept donations of library materials and monetary gifts designated for the purchase of library materials.

The Library has the right to retain or dispose of any gift materials at its discretion. Donors will be made aware of this. Donors will also be given the opportunity to have materials returned that are not incorporated into the Library's collection.

If desired, a letter will be sent to the donor acknowledging the donation. Detailed, itemized lists will not be provided.

The Library does not appraise gifts.

Gift materials requiring continuing obligations on the part of the Library are not accepted without serious consideration of the Library's ability to maintain them.

Publications received as gifts will be routed to the appropriate subject specialist and evaluated by the same standards that apply to new materials being selected.

#### **6. Preservation/Housing:**

Decisions relating to permanent housing of materials (binding or electronic replacement) will be made jointly by the Acquisitions/Serials Librarian and the Public Services librarians.

The rebinding of monographs is under the direction of the Acquisitions/Serials Department, which has budgetary authority for this action.

#### **7. Deselecting:**

Criteria for the de-selection of materials are defined in the *Houston Cole Library Collection Management and Development Policy*. This policy varies by subject area. Items withdrawn from the collection that were purchased with University funds will be routed to the warehouse for disposal.

## **8. Personal Copies:**

The Acquisitions/Serials Department will make every effort to assist patrons in obtaining order information for personal purchase of in-print published materials. However, it is the policy of the Department not to order personal copies of books for individual patrons. Exceptions are made for limited faculty research needs and special circumstances.

# CATALOGING

The Cataloging Department of the Library is the administrative unit that catalogs and classifies materials, creating metadata for any and all Library holdings. In addition to these primary duties, it performs physical processing, monographic binding and rebinding, in-house repair and mending, bar coding, retrospective conversion, and re-classification duties.

## 1. Cataloging Standards:

In order to make the cataloging of individual items as inexpensive and expeditious as possible, as well as recognizing that conforming to national standards is essential for any library in a shared cataloging environment, the Cataloging Department follows Library of Congress (LC) practice whenever it can be ascertained. *Anglo-American Cataloging Rules*, 2nd edition, 2002 revision (AACR2) and the *Library of Congress' Rule Interpretations* of AACR2 are followed. However, if the Online Computer Library Center (OCLC) practice conflicts with *LC Rule Interpretations*, OCLC practice is followed.

AACR2 third level of description is used for all records input into OCLC. The Department attempts to edit local catalog records to reflect full-level AACR2 description. However, the individual Technical Services librarians may determine if such editing is of sufficient value to justify the effort expended. The machine-readable cataloging record (MARC) holdings record is edited to reflect third-level description.

The Cataloging Department recognizes the contractual and ethical obligations of the Library to OCLC, and through OCLC to the national and international library community. Inputting bibliographic data into OCLC at Level 1 is a part of this obligation. The OCLC guideline "When to Input a New Record" is followed. Conservatism is exercised in deciding if a new record is to be input. In transcribing pre-AACR2 copy from the National Union Catalog, AACR2 is applied except for the choice of main entry.

The LC classification schedules and their updates are followed for all current cataloging and re-cataloging. Decisions regarding re-classification of material from one floor to another will be made in consultation between the Public Services and Technical Services librarians. If the actual location is at variance with the classification, a note will be added to the copy holdings screen.

LC authority practice is followed if available. OCLC authority records are imported into the local catalog when available. When not available, local authority records are created. AACR2 and MARC authority formats are followed. The following is a list of the aids utilized by the Cataloging Department:

- A. *Anglo-American Cataloging Rules*, 2nd edition, 2002 revision
- B. *Library of Congress Rule Interpretations*
- C. *Library of Congress Cataloging Service Bulletin*
- D. *US MARC Bibliographic Format* (3 vols.)
- E. *US MARC Authority Format*

- F. *US MARC Holdings Format*
- G. *Library of Congress Subject Headings*
- H. *Library of Congress Subject Headings Manual (4 volumes)*
- I. *Library of Congress Classification and Shelf listing Manual*
- J. *Library of Congress Classification Schedules*
- K. *Library of Congress Free-floating Subdivisions*
- L. *OC LC Bibliographic Formats and Standards*
- M. *OC LC Technical Bulletins*
- N. *Voyager Cataloging and User's Guide*

## **2. Location Codes:**

The assignment of locations is largely predetermined by the physical format of the item and by *the Houston Cole Library Collection Management and Development Policy*. The following additional criteria apply when assigning location codes:

### **Alabama Collection**

The Alabama Collection consists of those materials about Alabama or of Alabama authorship. Materials about the local region and Jacksonville State University are also collected. When possible, two copies of materials written by Alabama authors, materials about Alabama, or about Alabamians, will be purchased. If a second copy is acquired, it is placed in the open stacks in the appropriate location.

### **Juvenile Collection**

The intellectual level in the fixed field as determined by the Library of Congress is given primary consideration; however the Cataloger can decide, based on the needs of the University community and/or with the consultation of the Public Services librarian to change the intellectual level. Items at the senior high school level, titles with extensive critical commentary, and abridgements of adult material can be placed in the general collection.

### **Kit**

Items in more than one physical format are designated as "Kit". An EXCEPTION is: an entity consisting of a book accompanied by a computer medium (e.g. CD, DVD), which will be processed into the main collection and shelved accordingly.

### **Large/Oversize**

Public Services librarians for floors 2-4 and 6-10 may request that books be moved to the large section of their floor. This is the Oversize section on the 5<sup>th</sup> floor. A distinction must be made for the 5<sup>th</sup> floor since the Juvenile books on that floor cover all classification ranges.

### **Miniature Scores**

Miniature scores are incomplete versions of full scores, and are used for study rather than performance. They are shelved at the end of the main score section.

### **Old and Rare Books**

Since this designation removes a book from the circulating collection, this location should be used sparingly and assigned to books that are truly rare. To determine the rarity of an item, anyone who has relevant knowledge may be consulted. Items designated as rare are placed in the Old book collection in the Alabama Gallery.

### **Periodicals**

Materials which are received at least twice a year and which consist mostly of reading matter generally are designated "periodicals." Bibliographies, indices, and abstracts which are issued periodically, are to be designated "Reference." No attempt will be made to reassign a reference location to the many exceptions to the policy. The manner of issuance takes precedence over the physical format. Exceptions to this are periodicals which are part of major microform collections when the entire collection does not consist of periodicals. The department does not follow the Library of Congress practice of creating separate bibliographic records for periodicals which are issued in different physical formats. The format is indicated on the holdings record. Reprints of periodicals are designated "Periodical." Previously cataloged materials that are exceptions to this are re-cataloged.

### **Reference**

The *ALA Glossary of Library and Information Science* (1981) defines a reference book as a "book designed by the arrangement and treatment of its subject matter to be consulted for definite items of information rather than to be read consecutively." The Public Services librarian will be consulted if there is a question regarding a book's designation as "Reference." When there are problems with shelf space in the Reference Collection, older editions of a title may be rotated to the main collection while the latest edition is placed in the Reference Collection. Titles in this category are designated as Latest Edition in Reference.

### **Sound Recordings**

All new sound recordings, except those that are musical, are integrated into the main collection. Musical sound recordings are located on 6<sup>th</sup> floor and shelved together.

### **Textbooks**

This location is assigned items intended for the use of students in elementary and secondary school education. These books are not purchased, but are gifts from the State of Alabama. Textbooks in more than one medium are designated "Kits."

## **Textbooks for Adoption**

The HCL has been designated as a site for the public review of textbooks. Textbooks that are sent to the Library for display during the review are placed in a special area on the 5<sup>th</sup> floor and are not eligible for circulation. A catalog record is entered into the Library Catalog showing the location as 5th Floor--Textbooks for Adoption Area. At the end of the adoption review period the location for these items is changed to Textbook and the items are processed for relocation to the Textbook Collection from which they will circulate.

## **4. Cataloging Policy for Electronic Resources**

The following electronic resources are routinely cataloged:

- Paid resources in any electronic format, whether acquired by an individual library or cooperative purchase
- Online access included free with paid print subscription
- Selected free Internet resources: indexes & databases, journals, monographs
- Electronic resources, whether paid or free, that replace print resources
- Web sites that are essentially related to other items being cataloged

## **5. Cataloging Policy for Departmental Materials**

Departmental materials are integrated into the Library Catalog. These items are assigned a location indicating that they are shelved in the department.

## **6. In-Process Materials**

Materials that have the status "In Process" can be located and made ready for circulation at the request of a patron. Patrons should discuss these requests with the Public Services librarian to ascertain if the item is unique. The Public Services librarian can contact the Cataloging Department on behalf of the patron to determine the processing status of the item. Those items in the last stages of processing may be rushed on demand. Requested material will be available for pick up by 10:00 a.m. on the weekday following the request. It will be held for the patron at the Circulation Desk in the lobby for up to 7 days.

# GOVERNMENT DOCUMENTS

## Statement of Purpose:

Houston Cole Library is a selective depository of Federal United States Government Publications. It became a member of the Federal Depository Library Program (FDLP) in 1929 and provides no-fee, unimpeded public access to United States Government publications which serve the current and anticipated instructional, research, and service needs of the University and of the community at large within the Third Congressional District of Alabama. The University of Alabama and Auburn University, Montgomery, serve as the full regional depositories for the state of Alabama.

The FDLP is governed by 44 USC 1901-1916 enacted by Public Law 90-620. In addition, there are publications that explain expectations and requirements of the program and cover procedures, methods, and service levels. The primary governing document for FDLP libraries is the *Legal Requirements and Program Regulations of the Federal Depository Library Program*, which supersedes the *Federal Depository Library Handbook*. The *FDL Handbook* can still be used for background and explanatory information to aid in achieving compliance.

### 1. Criteria for Selection

- A. The FDLP recommends that each depository library subscribe to a group of core documents that make up a basic collection for academic libraries. This list of publications is included in Appendix A of the *Federal Depository Library Handbook*. Format selections are based on user needs and space constraints; priority will also be given to collecting in print those titles found on the Essential Titles for Public Use In Paper of Other Tangible Format list.
- B. Other documents are obtained by making selections once a year from the *List of Classes of United States Government Publications Available for Selection by Depository Libraries*.

For additional collection guidelines see the *Houston Cole Library Collection Management and Development Policy*.

### 2. Bibliographic Control

- A. All depositories are the legally responsible custodians of Federal Government property received through the FDLP. As such, each depository is required to maintain a holdings record to the piece level of all depository selections received in tangible format.
- B. The Library maintains a comprehensive shelf-list through the Library Catalog for all tangible (print, microform, DVDs, CDs, et al.) and intangible (electronic resources) items that are selected and received.

### **3. Maintenance**

- A. The security for government documents to guard from theft, deterioration, mold, etc. is of the same level given to commercially purchased publications, as explained in the Library Security Policy.
- B. Discards are handled according to the guidelines in the *Legal Requirements and Program Regulations of the Federal Depository Library Program*, by using disposal lists and with the approval of our regional library at Auburn University, Montgomery.

### **4. Human Resources**

- A. The Dean of Library Services' designee as the documents coordinator is to be a professional librarian who is responsible for all depository activities within the Library. These activities include bibliographic control, reference services, training, collection development, maintenance, and other administrative responsibilities.
- B. Both professional and paraprofessional staffing levels are maintained at a level that is sufficient to meet depository responsibilities.
- C. The Library provides training for all staff involved in depository operations by providing opportunities and resources for the initial and continuing education of the staff, and by the staff's participation in local and state meetings devoted to depository-related material.

### **5. Access**

- A. United States Government publications circulate in the same manner as other materials.
- B. With the exception of vertical file materials and microfiche pieces, Government Documents are cataloged using the Library of Congress Classification system.

### **6. Personal Copies**

Refer to the Acquisitions/Serials section (no.8) for information regarding requests for personal copies.

## **State of Alabama Publications**

State of Alabama publications are a separate province from documents received through the FDLP:

### **5. Criteria for Selection**

Acquisition of State of Alabama publications is under the direction of the Acquisitions Department. Selection criteria are found in the Acquisitions Policy and the Alabama Gallery Policy.

### **6. Circulation**

State of Alabama publications will not be circulated when the Library owns only one copy.

# PRESERVATION

Preservation is the term used to describe measures taken to maintain the physical condition, currency, and completeness of the Library's collection. Preservation encompasses conservation, repair, restoration, replacement, de-selection, and retention of materials in all formats. Decisions regarding the preservation of materials are not the sole responsibility of any one person or department, but rather a joint effort among individual staff members and various departments.

## 1. Repair/Restoration:

Repair and restoration is generally the responsibility of the Cataloging Department. Binding procedures for materials not repairable in-house, but deemed worthy of retention are the responsibility of the Serials Department.

## 2. De-selection/Replacement:

De-selection involves the removal from the active collection of materials to be discarded, stored, or transferred to a special collection. Replacement involves the acquisition of materials previously held and withdrawn by the Library. Primary responsibility for de-selection/replacement decisions lays with the Public Services librarians. Teaching faculty will be consulted when appropriate.

### A. Criteria for de-selection/replacement:

#### i. Missing Materials:

Catalog records for materials missing in inventory after three consecutive semesters will be withdrawn. Materials will be replaced if they meet the selection criteria, are available, and the budget permits.

#### ii. Physical Condition:

Materials deselected for reasons of poor condition will be replaced if they meet the selection criteria, are available, and the budget permits. If a replacement copy is unavailable for an item still needed for the collection, every effort should be made to preserve it.

#### iii. Obsolescence of Information:

Materials that contain obsolete or erroneous information and do not retain some historical, seminal, or research value should be deselected. This factor is particularly applicable in rapidly changing fields such as technology and the sciences.

iv. Multiple Copies:

Excess multiple copies of seldom-used titles should be deselected.

v. Later Editions:

Replacement by later editions depends on subject matter, circulation, length of time between editions, extent of revision, and cost.

vi. Government Documents:

Documents, except those that are superseded, must be retained for five years. Discarding will be done in accordance with Federal Depository Library Program mandates as enumerated in the *Federal Depository Library Handbook* and with the approval of the Regional Library at Auburn University, Montgomery. Documents are replaced following standard selection criteria.

vii. Superseded Works:

Works superseded or cumulated in more comprehensive publications should be deselected.

**3. Disaster Recovery:**

Additional information on preservation policies and procedures are addressed in the *Disaster Preparedness Plan*.

**APPENDIX A  
LOCATIONS AND ASSOCIATED ITEM TYPES**

LOCATION	Item Type		
	Circulating	Non-Circulating	Happening or Status
9 <sup>th</sup> Floor on the shelves behind the desk	X		
5th Floor--Adoption Area		X	
Acq/Ser			X
Alabama Collection		X	
Art Dept. Video Cassette	N/A	N/A	N/A
AV Center 16mm films	X		
AV Center Cassettes	X		
AV Center Desk			X
AV Center Filmstrips	X		
AV Center Kits	X		
AV Center Records	X		
AV Center Slides	X		
AV Center Software	X		
AV Center Sound Compact Disks	X		
AV Center Transparencies	X		
AV Center Video Cassettes	X		
AV Center Videodisks	N/A	N/A	N/A
Biology Dept. 16mm films	N/A	N/A	N/A
Cassettes (6th)	X		
Cataloging			X
Charts (3rd floor)		X	
Circulation Desk			X
Circulating Collection	X		
Circulating Records	X		
Compact Disks (6th)	X		
DSS	N/A	N/A	N/A
Digital Video Disks	X		
Display Case	N/A	N/A	N/A
Ed. Dept. Video Cassette	N/A	N/A	N/A

LOCATION	Item Type		
	Circulating	Non-Circulating	Happening or Status
Electronic Reserves	N/A	N/A	N/A
English Dept. 16mm film	N/A	N/A	N/A
EXCEPTION	N/A	N/A	N/A
Geography Dept.	N/A	N/A	N/A
GovDocs (In Basement)	X		
Government Documents		X	
GPO Fiche		X	
GPO Vertical File		X	
Help Record	N/A	N/A	N/A
HLS Office		X	
ILL Desk			X
In Process			X
Internet Resource	N/A	N/A	N/A
Juvenile	X		
LAN	N/A	N/A	N/A
Large	X		
Lobby		X	
Main – noncirculating		X	
Maps (3rd floor)		X	
Mending			X
Microbook		X	
Microcard		X	
Microfiche		X	
Miniature scores	X		
Monoacq			X
Microfilm		X	
Music DVD's (6 <sup>th</sup> floor)	X		
Music Lab			X
Music Lab Reserve	X		
Nursing Dept.	N/A	N/A	N/A
Old & Rare Books (10th)		X	
On Order			X
Oversize	X		
Peri			X
Periodicals		X	
Personnel Services Reserves	X (JSU staff only)		
Personnel Videos	N/A	N/A	N/A
Ramona Wood TLC	N/A	N/A	N/A
Records (6th)	Faculty only(		
Reference		X	
Reference CD		X	
Reserve Desk	X		

LOCATION	Item Type		
	Circulating	Non-Circulating	Happening or Status
Scores (6th floor)	X		
SO			X
Sociology Videos	N/A	N/A	N/A
Technology Videos	N/A	N/A	N/A
Textbooks (5th floor)	X		
TIC (McClellan)	N/A	N/A	N/A
Videos (6 <sup>th</sup> floor)	X		
Ultrafiche (3rd floor)		X	

## APPENDIX B

### Houston Cole Library Emergency Evacuation Check List

FLOOR	CHECKED	CLEARED	COMMENTS
Ground			
Lobby			
2 <sup>nd</sup>			
3 <sup>rd</sup>			
4 <sup>th</sup>			
5 <sup>th</sup>			
6 <sup>th</sup>			
7 <sup>th</sup>			
8 <sup>th</sup>			
9 <sup>th</sup>			
10 <sup>th</sup>			
11 <sup>th</sup>			
12 <sup>th</sup>			

**Comments:**

**Signed:**