

LIBRARIAN'S HANDBOOK

Table of Contents

Key Terminology	2
General Information and Expectations.....	3-4
Schedule.....	5-7
Absences and Breaks	8-10
Directories.....	11
Committees.....	12
Meetings	13
Reports.....	14
Tenure & Promotion	15-19
Faculty Evaluations	20
Outline for Performance Contracts (PCs)	21
Outline for Faculty Annual Reviews (FARs).....	22
Departments/Units	23-25
Job Descriptions	26-33
Faculty Liaisons	34
Opening and Closing the Library.....	35-36
Miscellaneous	37-48
Forms	49

KEY TERMINOLOGY

Discovery System: EBSCO EDS

Discovery Name: GEM Finder

FARs: Faculty Annual Reviews

Journal Search: EBSCO's Full Text Finder/Publication Finder

Institutional Repository: Digital Commons

Library Integrated Library System: Ex Libris Voyager

Catalog Name: JaxCat

PCs: Performance Contracts

Productivity Tools: Springshare products (see General Information and Expectations section)

Public Services Librarians: also referred to as subject specialists and reference librarians

T&P: Tenure and Promotion

GENERAL INFORMATION AND EXPECTATIONS

Commencement/Graduation Ceremonies

Each librarian is required to march in at least one (1) commencement/graduation ceremony every year. Individuals may march in more than one if they like, but those extra ceremonies will not count towards fulfilling this obligation in the following academic year. Librarians will sign up to attend the designated ceremony via a form in an email from the Office of the Provost. Librarians should notify the Head of Library Service when they are participating in a ceremony and it should be included in the appropriate quarterly report.

Contracts

Non-tenured librarians receive contracts for the academic year. When available, all librarians are offered summer contracts. The Dean of Library Services will request information regarding which summer term(s) librarians wish to work.

The Administrative Associate to the Dean of Library Services initiates the contracts for the academic year and summer terms through an online system. Librarians will receive an email notification when the contracts need to be signed. This is a long process as the contracts must be approved and signed by the Head of Library Services, the Dean of Library Services, the librarian, and the University Administration (including the Provost and the Human Resources Department). While the Library's administration prefer to start the contract process for the following academic year and summer terms early in the spring semester, those cannot be initiated until the University Administration gives permission.

Dress Code

The Library does not have a dress code. However, librarians are expected to dress appropriately. Per the JSU Faculty Handbook, section 2.16, "as representatives of the university, faculty members should dress in a manner appropriate to their position. Faculty are required to perform a variety of functions, and they are expected to dress appropriately for the functions that they perform. Faculty should avoid tee shirts, shorts, or other very casual dress, except as required in an instructional role (e.g., an activity class in Health, Physical Education, and Recreation or field trips in Biology). Any faculty member engaging in flagrant violations of commonly accepted standards of dress or cleanliness may be subject to disciplinary action."

Evening and Weekend Duties

During weekend and evening shifts, the senior ranking librarian is the person in charge of the building when no other library administrators are in the building. Additionally, during weekend and evening shifts, librarians and circulation staff should conduct regular security sweeps on each floor to safeguard the building, the materials, and the users. Librarians should be physically present at the reference desk.

Library Staff Intranet

The Library has a private, password-protected [Library Staff page](#) that is used for schedules, forms, helpful documents, etc. The password will be provided by the Head of Library Services.

Offices

Each librarian has an office. Technical Services librarians' offices are in the Technical Services Department in the basement. As there are three entrances into this space, technical services librarians are not assigned keys. The main entrances to these spaces should be locked unless someone is present. Public Services librarians' offices are located on each floor. The public services librarians are assigned a key that fits all floor offices as well as the Technical Services Department.

Librarians are encouraged to make their office spaces comfortable for them and are allowed to decorate them as they like. Note: there are no funds for decorating or painting, so be mindful of this and consider using command strips to eliminate unnecessary holes in the walls. These are still offices, so librarians should be conscious of that when decorating. Librarians are responsible for securing their offices and their materials.

Public services offices should be locked when the librarian is not on the floor. When librarians are in their offices, they should be physically and visually accessible to the public. Doors and curtains, if there are any, should not be closed when the librarian is present to eliminate any perceived barriers to the user. There are exceptions to this expectation such as when librarians are on a private call or in a virtual meeting.

Springshare Products

The Library subscribes to several Springshare products to help with productivity, scheduling, etc. Each librarian will be provided an account for applicable products.

Products:

- [LibAnswers with LibChat](#): Used to create FAQ's and for virtual chat/reference
- [LibCal](#): Used to allow individuals or groups to make appointments with a librarian; librarians should set availability each semester
- [LibConnect](#): Used to management customer relationships
- [LibGuides](#): Used to create subject, course, or topical research guides and to promote the Library resources
- [LibInsight](#): Used to build data analytics
- [LibStaffer](#): Used to maintain the reference desk and weekend schedules; allows librarians to switch shifts if needed
- [LibWizard](#): Used to create forms, surveys, quizzes, and tutorials

SCHEDULE

NORMAL WORK HOURS

The following schedules were the normal work schedules for the librarians; however, with the increase in online courses as well as units moving to locations off main campus, librarians have been allowed to alter their typical schedules. Schedules must be approved by the Head of Library Services to ensure all service points are covered. When librarians return for the fall semester in August, the Head of Library Services will request each librarian's proposed typical schedule. Librarians are expected to work at least 37.5 hours each week.

Dean of Library Services:

Monday-Friday 8:00-4:30

Head of Library Services

Monday-Thursday 6:30-3:00

Friday 6:30-2:00

Digital Assets & Special Collections Librarian

Monday-Friday 7:30-4:30

Distance Education/Electronic Resources Manager

Monday-Friday 7:30-4:30

Electronic Resources/Documents Librarian

Monday-Thursday 8:30-5:30

Friday* 7:30-4:30

One evening per week 3:30-11:00

Weekend rotation

Saturday 9:00-5:00

Sunday 3:00-11:00

Public Services/Subject Specialist Reference Librarians

Monday-Thursday 8:30-5:30

Friday* 7:30-4:30

One evening per week 3:30-11:00

Weekend rotation

Saturday 9:00-5:00

Sunday 3:00-11:00

Technical Services Librarians

Monday-Friday 7:30-4:30

*Those working weekends will have the previous and the following Fridays off.

FLEX SCHEDULES

Per JSU Policy, I:02:27, flexible scheduling may be available based on departmental needs. Flex schedules must be submitted to and approved by the Department Head, Dean of Library Services, Provost, and President’s Cabinet. Per the Dean of Library Services, all flexible schedules must be consistent and, once approved, changes will not be allowed until the following academic year. All Library staff’s work schedule should be included on the [“What Is Everyone’s Work Schedule?” page](#). To ensure the information provided on the guide is accurate, each person should provide the Head of Library Services their approved flex schedule.

Lunch Hours

“Usual” lunch times:

NAME	HOURS
Paula Barnett-Ellis	1:00-2:00
Mary Bevis	11:15-12:15
Allison Boswell	1:00-2:00
Laurie Heathcock	1:00-2:00
John-Bauer Graham	12:30-1:30
Arland Henning	12:30-1:30
Karlie Johnson	12:30-1:30
Bethany Latham	11:30-12:30
Laura Pitts	1:00-2:00
Jodi Poe	11:30-12:30
Kim Stevens	12:30-1:30
Yingqi Tang	11:30-12:00
Hanrong Wang	12:30-1:30
Kim Westbrooks	12:00 – 1:00

SEMESTER SCHEDULE

The semester schedule is updated at the beginning of each semester. Go to the [Library Staff page](#) for the most current schedule. This is a password-protected guide.. The password will be provided by the Head of Library Services.

REFERENCE DESK SCHEDULE

The semester schedule is updated at the beginning of each semester. Go to the [Library Staff page](#) for the most current schedule. This is a password-protected guide. The password will be provided by the Head of Library Services.

WEEKEND SCHEDULE

The semester schedule is updated at the beginning of each semester. Go to the [Library Staff page](#) for the most current schedule. This is a password-protected guide. The password will be provided by the Head of Library Services.

ABSENCES AND BREAKS

Personal Days

Per the *JSU Faculty Handbook*, section, 2.14.7, “each faculty member may request two personal days of leave for each academic year with no explanation. Personal days may not be used to expand official university holidays. Arrangements for covering teaching assignments and other duties must be made by the faculty member. All arrangements for the absence must be made by the faculty member with 10 days written notice to the department head and/or dean. The classes to be missed and the provisions made for coverage of classes must be reported by the faculty member in writing to the department head.”

Librarians should discuss personal day absences with the Head of Library Services. Approval is required prior to the absence. Exceptions may be made for emergencies. Once the time is approved, the librarian should submit the [Library Faculty Personal Day Form](#) for documentation. Accommodations should be made with the Head of Library Services to make up leave for absences exceeding the two personal days. The Head of Library Services will document the agreed-upon dates and times for make-up days and provide that information to the librarian.

Librarians are responsible for finding coverage for any activities (Reference Desk Rotation, Weekend Duty, Evening Shifts, Instruction Sessions, etc.) that will be missed due to their absence. Colleagues should be notified of your absence to ensure services are provided.

Sick Leave

Per the *JSU Faculty Handbook*, section 4.3.7.2, “sick leave is accrued by all regular, full-time faculty at the rate of 8 hours per month. The maximum accrual of sick leave by full-time faculty during any twelve-month period is 96 hours. Escrowing salary does not affect the rate of accumulation. The accumulated amount may be used for employees’ illness, injury, surgery, childbirth, doctor/dentist appointments; or for the illness, injury, surgery, doctor/dentist appointments for immediate family member of employee. Immediate family member is defined as legal spouse, child, parent of employee or spouse, sibling of employee, grandparent of employee. Sick leave is granted to the faculty member in relation to 8-hour days or portions of work days; e.g., 4 hours for half day or one 1-hour visit to the dentist. The university reserves the right to require a faculty member to obtain a physician’s statement of the employee’s illness or family member’s illness. Sick leave may be accumulated to an unlimited amount. Upon retirement, faculty are allowed to convert unused sick leave time into service time for the purpose of retirement. Faculty members may contact the Office of Human Resources for additional information.”

Librarians should use the Leave Request form, located in the [MyJaxState portal](#) in the Employee card, to report all sick leave absences. Leave must be approved by the Head

of Library Services in advance of taking the leave, except in cases of an emergency or unexpected absence. In those cases, the form must be submitted immediately upon return to work.

NOTE: Please contact the Head of Library Services (telephone, email, text, etc.) to report an unexpected absence as soon as possible.

Other Leave

Bereavement Leave

Per the JSU Faculty Handbook, section 4.4, “leave may be granted for bereavement purposes in cases of death in the immediate family or death of a person to whom unusually strong personal ties exist, due to the employee's having been supported or educated by a person of some relationship other than those specified above. The employee must file a written explanation of the circumstances, along with the request for sick leave, to the department head or director. Bereavement leave is limited to 3 days per case.”

Questions about FML should be addressed to the Head of Library Services and the Office of Human Resources.

Family and Medical Leave

Per the JSU Faculty Handbook, section 2.14.9, “the Family and Medical Leave Act of 1993 provides for up to 12 weeks of unpaid leave during a one year period for certain qualifying events. The one year period will be defined as twelve months from the date the employee last began an approved Family and Medical Leave (FML). If approved for FML, health insurance benefits will continue during the approved period as they are normally paid. However, if an employee chooses not to return to employment at JSU at the end of the approved period, the employee will be required to repay health premiums to JSU for the entire period of unpaid FML. Employees returning from Family Medical Leave must report through human resources to the supervisor. Overstaying a leave without previous authorization constitutes an automatic resignation and subsequent loss of benefits. Upon return from leave, the employee will be returned to the same or equivalent position with equivalent pay, benefits, and other employment terms. For eligibility requirements and additional information concerning FML, see human resources’ website or contact the Office of Human Resources.”

Questions about FML should be addressed to the Head of Library Services and the Office of Human Resources.

Breaks

40-hour week personnel are entitled to two FIFTEEN-MINUTE breaks during the workday and one hour for lunch. You must work 40 hours per week to earn these breaks. If working 37.5 hours per week, this is not applicable.

Flex Time

Librarians are eligible to earn flex time for specific events, such as University Preview Days and Library Extended Hours. The Head of Library Services will send out a call for volunteers for these events. To earn flex time, the [Flex Time Request/Earning Report](#) must be submitted to the Head of Library Services. Once the flex time is approved, the form will go to the Dean of Library Services's Office. Until the form is returned from the Dean's Office with the Head of Library Services and the Dean's Administrative Associate's signatures, *it will not be approved*. All flex time has to be pre-approved and this form has to be on file in Dean's Administrative Associate's office in order for the librarian to take any of that time.

To take flex time, librarians will need to submit the [Flex Time Absence Report](#), which will follow the same procedure as the request report. It should be sent to the Head of Library Services and then to the Dean of Library Services's Office. The Dean's Administrative Associate will return the signed form to the librarian with a notation of their flex time balance.

DIRECTORIES

Staff Directory

The staff directory is updated as needed. Go to the [Library Personnel Directory](#) for the most current directory.

Floor Directory

The Library floor directory is updated as needed. Go to the [Floor Directory](#) for the most current directory.

Telephone Directory

The Library telephone directory is updated as needed. Go to the [Library Telephone Directory](#) for the most current directory.

COMMITTEES

Library Committee Appointments

The Library Committee appointments are made before the beginning of each fall semester. The Head of Library Services recommends committee membership to the Dean of Library Services for review and approval. Librarians will receive letters of appointment at the beginning of each fall semester. Go to the [Library Standing Committees page](#) for the most current appointments.

University Committee Appointments

University Committee appointments are made by the President, the Provost, other Vice Presidents, or through Faculty Senate. If a librarian is appointed to one of these committees, the responsible parties will send the notification.

State Committee Appointments

State Committee appointments are made by those entities. Some entities, such as the Network of Alabama Academic Libraries (NAAL), will contact the Dean of Library Services or the Head of Library Services for recommendations. When recommendations are sought, priority will be given to junior faculty. If a librarian is appointed to one of these committees, the responsible parties will send the notification.

MEETINGS

Departmental Meetings

- Library staff meetings are scheduled by the Dean of Library Services, as needed. The location and time of these meetings will be announced when called.
- A monthly meeting for all librarians is scheduled by the Head of Library Services. This meeting is held on the second Tuesday of each month at 3:00 PM in the Dean's Conference Room on the 8th Floor.
- Individual departmental meetings are scheduled by the Head of Library Services, as needed. The location and time of these meetings will be announced when called.

Committee Meetings

Committee meetings will be called by the Chair(s). Library Committees should meet at least quarterly, depending on the Committee.

REPORTS

The following reports are required and should be submitted to the Head of Library Services via email. The Head of Library Services will provide specific deadlines for each report. Other reports may be requested as needed.

Quarterly Reports

Quarterly reports should include narrative and statistical details covering all four performance areas discussed in the Tenure and Promotion section.

- 1st Quarter covers October-December and is typically due prior to leaving for the holiday break.
- 2nd Quarter covers January-March and is typically due the first week of April.
- 3rd Quarter covers April-June and is typically due the first week of July.
- 4th Quarter covers July-September and is typically due the first week of October.

Faculty Annual Reviews (FARs)

Faculty Annual Reports are self-evaluations of the previous academic year and should cover all four performance areas discussed in the Tenure and Promotion section.

- Section 2.4.1.1 of the [JSU Faculty Handbook](#) provides more details about FARs.
 - An annual performance review of all full-time tenured and non-tenured faculty shall be conducted by the department head, dean/director, or supervisor by the end of the spring semester; it shall be based upon evidence of performance in the calendar year (Spring, Summer, and Fall terms). Faculty will submit their annual review materials to their supervisor at the beginning of the spring semester. The purpose of the FAR is to provide documentation for tenure, promotion, or reappointment, and to provide feedback to faculty members about their ongoing performance and the extent to which they have met applicable performance criteria for their role. Faculty evaluations may be used in decisions regarding salary, reappointment of non-tenured faculty, promotion, tenure, participation in faculty development activities, and/or administrative appointments.
- Due: Beginning of spring semester typically by the first week of March.

Performance Contracts

Performance Contracts provide details as to what the librarian's plans are for the upcoming academic year and should cover all four performance areas discussed in the Tenure and Promotion section.

- Due: Beginning of spring semester typically by the first week of March.

TENURE AND PROMOTION

The University's faculty ranks are instructor, distinguished instructor, assistant professor, associate professor, professor, or distinguished professor. Librarians are hired as full-time, tenure track faculty at the assistant professor rank with 9-month contracts.

Librarians must apply for tenure during their sixth year (inclusive of prior service credit) if they have not been granted tenure earlier. Under no circumstances should the length of the tenure-track or probationary period exceed seven years of full-time service unless extended due to special circumstances approved by the department head, dean, provost and senior vice president for academic affairs, and president. The [JSU Faculty Handbook](#) section 2.5 provides details on promotion and section 2.6 provides details on tenure. The Academic Affairs' [Faculty Resources](#) website also provides guidelines and other important documentation for the T&P process.

The following is pertinent information from the Handbook:

Assistant professors who have completed five academic years of full-time employment in a tenure-track position at the university, or who have a combination of university full-time employment and credit for prior service with a total of five complete academic years and have been reappointed for the sixth academic year, may be considered for promotion during the sixth academic year.

Associate professors who have met minimum criteria and time-in-rank requirements for promotion, including any prior service, should make application for promotion through their department heads. Any credit for prior service, which has been recognized and agreed to, must be confirmed in writing in the first contract at the time of the initial appointment. **Associate professors must have a minimum of five complete years of time in rank as an associate professor**, including the "year in wait." The "year in wait" refers to the academic year between applying for promotion to associate professor and the actual year of beginning in rank as associate professor. Faculty who are successful in achieving associate professor rank are eligible to apply the "year in wait" toward the numbers of years required in rank when applying for full professor.

Under special circumstances, faculty who are performing significantly above the expectations for their current rank may be considered for "early" promotion. In these instances, an exemplary record must reflect exceptional accomplishments in teaching, scholarly/creative activity, and service/community engagement. The department head and dean must approve early promotion submissions prior to submitting to provost and senior vice president for academic affairs and president for review and approval. Candidates for early promotion must follow

the same process of portfolio preparation as other candidates. Early promotion may only be considered according to the following criteria:

1. For early promotion from assistant professor to associate professor, faculty must have served a minimum of three years as an assistant professor with a minimum of three years at JSU and must have a completed third-year review on file.
2. For early promotion from associate professor to professor, faculty must have served a minimum of four years as an associate professor with a minimum of three years at JSU.

Becoming a Distinguished Professor is the highest honor that can be awarded to a faculty member at Jacksonville State University. A Distinguished Professor is expected to have demonstrated and is expected to continue to model the high ideals of a learning-centered teaching institution.

General criteria for the rank of distinguished professor shall be:

1. A minimum of seven (7) years of service at JSU and be holding the rank of full professor with tenure for at least five (5) years at JSU.
2. A continuous and sustained record of excellence in teaching.
3. A continuous and sustained record of excellence in publications, presentations, performance or creative works at the regional, national, or international level in the discipline.
4. A continuous and sustained record of effective community engagement/service to the University and to the discipline.
5. A continuous and sustained record of collegiality.
6. A brief narrative of the significance of scholarly/creative activity, service, or any unusual circumstances for the cited accomplishments.
7. A current CV.
8. Positive review by two (2) of the three (3) outside reviewers, who will be asked to review scholarship and service in relation to the discipline.

Salary increase will be equal to the amount provided for faculty promoted to full professor and shall be permanent.

General guidelines for this award are as follows:

1. Portfolio review will proceed in the same manner as for those applying to faculty advancing in other ranks, including a review of the most recent full five-year period.
2. The university deans will serve as the Distinguished Professor Selection Committee. A dean from a respective school will bring forth his/her candidate(s) for consideration by the committee. Recommendations

made by the committee will be forwarded to the provost and senior vice president for academic affairs and then to the president for approval.

3. Candidates who are not successful may apply again during the regular call for applications each fall semester.
4. Decision of the president is not appealable.

Example of the tenure and promotion timeline:

Began working at JSU: August 2020

Tenure and Promotion Schedule

Year 1: 2020/2021

Year 2: 2021/2022

Year 3: 2022/2023

Third-Year Review: April 2023

Year 4: 2023/2024

Year 5: 2024/2025

Year 6: 2025/2026

Submit Tenure/Promotion Materials October 1, 2026

The areas in which performance will be evaluated for tenure include professional effectiveness; scholarship, research, and creative work; service and community engagement; and collegiality. Librarians are awarded tenure and/or promotion based on the fulfillment of these areas. The Library's tenure and promotion standards are as detailed here.

Professional Effectiveness

- Command and knowledge of one's specialty area and ability to instruct in such areas as required.
- Fulfillment of one's principal responsibilities as stated in the job description, performance contracts, or other guidelines, as published by the dean of library services.
- Knowledge of current developments in one's area of responsibility.
- Ability to effectively use ideas gained from individual study and observation for the improvement of one's area of responsibility in the library.
- Ability to direct the activities of subordinate staff members.
- Ability to interact and communicate effectively with library patrons

Scholarly Activities/Creative Work

- A minimum of two (2) peer-reviewed publications.
 - Be aware that having two (2) peer-reviewed publications will NOT guarantee you will receive tenure/promotion.
 - You have to have two (2) to submit your portfolio for consideration.

- Additional publications and presentations will add to the strength of your portfolios.

Service/Community Engagement

- Service to the University, School, or Department should include, but is not necessarily limited to, the following:
 - Service on committees or participation in decision-making.
 - Participation on school/university committees.
 - Leadership in some area of school/university governance.
 - Service as chair of a committee or officer of the faculty senate (without extra compensation).
 - Service as an advisor to an approved student organization.
 - Service as a representative of the university to the larger regional, national, or international community.
- Service to the profession/discipline include, but are not necessarily limited to:
 - Leadership positions in professional organizations.
 - Appointment in a scholarly capacity to a state, regional, or national post.
 - Participation in professional organizations.
 - Presentation of papers (other than research) before learned societies.
 - Service in the individual's professional area as a consultant or resource person.
 - Review of creative work (without extra compensation).
- Service to the community/community engagement should reflect the application of knowledge and skills related to one's professional field and may include, but is not necessarily limited to, the following. Community engagement activities include, but are not limited to, inquiry into community, engaged teaching and learning, and/or forms of participatory action research with community partners that embody both the characteristics of community engagement and scholarship:
 - Lectures or performances to community groups.
 - Participation as a member of, or as a consultant (without compensation) to, non-profit organizations designed to serve the general public.

Collegiality

- Demonstrate a willingness and ability to work effectively with colleagues to support the mission of the university and the common goals of the academic unit, which includes working professionally with colleagues to create an academic community that values the contributions of all members and encourages cooperation and collaboration.

The [Schedule for Tenure and Promotion Process](#) is available on the Academic Affairs page. Librarians are encouraged to review the schedule for deadlines. The Head of

Library Services will go over the schedule with librarians as they approach their sixth year of service.

It is expected that faculty members will apply for promotion and tenure simultaneously, whenever applicable. Neither tenure nor promotion is automatic; it is awarded based on documented evidence of fulfillment of all four performance areas.

Appeals Procedure

If, after receiving notification regarding tenure and/or promotion, a librarian disagrees with the decision, they can appeal. The following establishes a promotion and tenure appeals committee and procedure for tenure appeals:

1. Should the faculty member wish to appeal the decision of tenure denial, the faculty member must, within 14 working days of the date of denial letter, file an appeal with the president of the faculty senate and the provost and senior vice president for academic affairs. The initial request for appeal should be initiated in writing by certified mail.
2. Notification of receipt of appeal request to the faculty member from the provost and senior vice president for academic affairs will occur via certified mail within 14 working days of the faculty member's request for appeal.
3. Barring unusual circumstances, the promotion and tenure appeals committee should act on the appellant faculty member's appeal within 30 working days of the receipt of the faculty member's request to appeal.
4. The promotion and tenure appeals committee shall be composed of one tenured full professor elected from each school and the library to serve. Faculty senate officers shall oversee elections to this committee, and elections shall occur in the Fall, so that the committee is in place prior to any appeal. The committee should elect the chair. Members will serve a three-year term. A committee member who is in the department of the appellant must recuse himself/herself from the committee.
5. The provost and senior vice president for academic affairs shall make available the appellant's tenure and promotion portfolio to the promotion and tenure appeals committee. The committee shall make its decision based on the tenure and promotion portfolio as submitted to the provost and whether the evidence meets JSU criteria for tenure.
6. The promotion and tenure appeals committee shall submit its recommendation(s) to the provost for incorporation into the candidate's portfolio. The provost shall forward the portfolio and the committee's recommendation to the president for a final decision.
7. The decision of the president is final.

FACULTY EVALUATIONS

Section 2.4 of the [JSU Faculty Handbook](#) addresses faculty evaluations. Librarian evaluations should address the areas of professional effectiveness, research and scholarly productivity, service, and collegiality.

Librarians should use performance contracts and annual reviews to address all four performance areas. The FARs should be a summary of how those performance areas were met, while the PC should be an outline of how those areas will be met in the coming academic year.

The Head of Library Services will respond with a written evaluation.

OUTLINE FOR PERFORMANCE CONTRACT

(Due Yearly – Spring Semester)

I. Professional Effectiveness (includes Professional Development)

- A. Objectives
- B. Plan
- C. Requirements
- D. Evaluation

II. Scholarship, Research, and Creative Work

- A. Objectives
- B. Plan
- C. Requirements
- D. Evaluation

III. Service (University, Library, Profession, and Community) & Community Engagement

- A. Objectives
- B. Plan
- C. Requirements
- D. Evaluation

IV. Collegiality

- A. Objectives
- B. Plan
- C. Requirements
- D. Evaluation

OUTLINE FOR FACULTY ANNUAL REVIEW (FAR)

(Due Yearly – Spring Semester)

- I. Professional Effectiveness (includes Professional Development)***
- II. Scholarship, Research, and Creative Work***
- III. Service (University, Library, Profession, and Community) & Community Engagement***
 - A. University
 - B. Library
 - C. Profession
 - D. Community
- IV. Collegiality***

DEPARTMENTS/UNITS

The Library is made up of two departments: Library Services and User Services. Within Library Services, there are two units: Public Services and Technical Services. The Head of Library Services manages and oversees the operations of the Library Services department. The Supervisor of User Services manages and oversees the operations of the User Services Department.

Library Services Department

Public Services Unit

The Public Services Unit is the home of the subject specialist reference librarians and the Electronic Resources/Documents Librarian. Public Services librarians provide reference and research assistance, library instruction, manage and develop collections, and perform floor maintenance. See job descriptions for complete details.

- **Collection Development**
Subject Specialist Librarians are responsible for the various collections on their floors. Collections are assessed periodically, either every five or ten years. Details regarding collections and collection development can be found on the [Collection Development and Assessment Guide](#).
- **Floor Maintenance**
Subject Specialist Librarians are responsible for ensuring their floors are in good shape. Floors should be walked periodically checking for issues, verifying or requesting new end caps or other floor signage, and supervising student assistants while they are working on their floors.
- **Library Instruction**
The Library offers Library Instruction to all individual patrons, classes, or groups that request these services. Librarians are encouraged to reach out to their departmental faculty to let them know about the instructional services. Instruction sessions can be held in any of the library spaces or in the professor's classroom. For complete policy information, see Public Services section 15 (Orientation and Instruction) of the [Houston Cole Library Policy and Procedures Manual](#). Professors/Instructors and/or librarians can use the [Library Instruction Request Form](#) to schedule an instruction session for their class.
- **Reference Desk Schedule**
The Library has a general reference desk located in the Lobby. The Head of Library Services creates the [reference desk schedule](#) each month. The schedule uses Springshare's LibStaffer product. Librarians have accounts for LibStaffer, so they can access the calendar. If there is a conflict, each librarian is responsible for finding someone to switch rotations.

- ***Weekend/Night Schedule***

During weekend and evening shifts, the senior ranking librarian is the person in charge of the building.

The weekend schedule is updated at the beginning of each fall semester. Go to the [Library Staff page](#) for the most current schedule. This information is also provided on the [Public Services calendar](#).

The night schedule is a set standard; although, there may be changes from time to time.

- | | | |
|-------------|--------|-----------------|
| • Monday | • 4th | • Westbrooks |
| | • 9th | • Barnett-Ellis |
| • Tuesday | • 5th | • Heathcock |
| | • 4th | • Boswell |
| • Wednesday | • 3rd | • Johnson |
| | • 6th | • VACANT |
| • Thursday | • 7th | • Pitts |
| | • 10th | • Wang |

Check the Library [Weekend/Night Schedule](#) for possible updates.

Weekend Shift Keys

The librarian with the weekend shift should get the building key from the Administrative Associate to the Dean of Library Services in the 8th floor office the Thursday before his/her weekend duty rotation. The key opens the door that faces the parking lot. Routine opening/closing procedures should be followed. The building key should be returned to the Administrative Associate to the Dean of Library Services in the 8th floor office the Monday immediately following the weekend duty rotation.

Technical Services Unit

The Technical Services Unit is the home of the Acquisitions and Serials Librarian, Senior Catalog and Cataloging Librarians, Digital Assets & Special Collections Librarian, and Distance Education/Electronic Resources Manager. Technical Services librarians and are responsible for ordering, processing, and maintaining the materials for the collection; maintaining the electronic resources available through JaxCat and our Webpages; and verifying and maintaining the accuracy of the information in the catalog. In addition, the primary contact for distance education services is in the Technical Services Department. The Technical Services Department is in the Basement or Ground Floor of the Library. See job descriptions for complete details.

Acquisitions

The Acquisitions and Serials Librarian and staff are responsible for ordering and receiving materials for the collection. Additionally, electronic resources are ordered and processed through this area.

Cataloging

The Cataloging Librarians and staff are responsible for verifying and maintaining the accuracy of the information in the catalog.

Digital Assets

The Digital Assets & Special Collections Librarian and the staff in various departments are responsible for the digitization, processing, and maintenance of the digital collections.

Distance Education

Primary contact for these services lies with the Distance Education/Electronic Resources Manager. These services include document delivery, specialized reference, and research assistance.

Electronic Resources

The Acquisitions and Serials Librarian, Cataloging librarians, and the staff in various departments are responsible for maintaining the electronic resources available through JaxCat and our Webpages.

Serials

The Acquisitions and Serials Librarian and staff are responsible for ordering, receiving, and maintaining materials for the collection. Additionally, electronic resources are ordered and processed through this area.

Special Collections

The Digital Assets & Special Collections Librarian and the staff in various departments are responsible for the processing and maintenance of the special collections.

User Services Department

The User Services Department is the home of Circulation, Interlibrary Loan (ILL), Multimedia Lab, and Reserves. User Services staff check materials in and out; sends and receives ILL requests; maintains and assists with media lab materials, as well as checks these materials in and out; and processes print and electronic reserve requests. Circulation, ILL, and Reserves are located in the Lobby of the Library. The Multimedia Lab is located on the 6th Floor of the Library.

JOB DESCRIPTIONS

Public Services Unit

Electronic Resources/Documents Librarian

Position Summary: The Electronic Resources/Documents Librarian maintains the government documents collection, including the evaluation of resources and adhering to the requirements of the Depository Library Program, acts as a the Library's scholarly communication liaison with the University community, plans and implements policies and procedures that address the needs of the Public Services Department, and plans and implements library services to address the needs of the university community at large.

Includes but is not limited to:

- Selects new series and other government documents for the library collection in accordance with departmental and library collection policies.
 - Keeps up to date on curricular and program changes to select appropriate materials for the documents collection.
 - Takes responsibility for keeping up to date on Internet-accessible sources of government information and considers this when deciding whether to maintain paper copies.
 - Evaluates materials for possible weeding.
 - Supplies regional depositories with lists of items available for exchange or being discarded.
 - Checks annual printout of item selections for accuracy and makes item additions or deletions.
- Works cooperatively with Cataloging Department.
- Evaluates new materials as they are received to determine the appropriate level of bibliographic access needed and the best location within the library.
- Catalogs and supervises the processing of materials in accordance with established local cataloging policies and workflow.
- Compiles accurate statistics and reports them promptly.
- Serves as an effective liaison between the library and GPO.
- Maintains collection in accordance with the latest editions of the Federal Depository Library Manual.
- Keeps current on Depository Library Program policies and trends and makes changes as needed.
- Ability to direct the activities of subordinate staff members.
- Knowledge of current developments in one's area of responsibility.
- Ability to effectively use ideas gained from individual study and observation for the improvement of one's area of responsibility in the library.

- Ability to interact and communicate effectively with library patrons.
- Ensures that project/department milestones/goals are met and adhering to approved budgets.
- Participates in the reference desk rotation.
- Participates in virtual chat.
- Marches, at a minimum, in one graduation ceremony annually.

Subject Specialist Reference Librarians

Position Summary: The Subject Specialist Reference Librarians have primary responsibilities including evaluation of library resources and planning and implementing library services addressing the information needs of the various University colleges/departments and community at large.

Includes but is not limited to:

- Liaison activities
 - Establishes communications with departmental faculty through campus mail, e-mail, or phone.
 - Keeps Departmental faculty informed of changes, new acquisitions, interesting web sites, etc.
 - Seeks opportunities to attend departmental meetings to explain acquisitions procedures, the facility, instructional offerings, etc.
 - Solicits opinions on new acquisitions or subscription changes.
 - Librarians are expected to march in at least one of the three graduation ceremonies each year.
- Collection Maintenance and Development
 - Scans appropriate reviews and selection tools on an ongoing basis to identify potential additions to the collection.
 - Submits orders for materials to the Acquisitions Department regularly.
 - Reviews electronic sites for linkage to Library's research guides.
 - Evaluates gift materials to determine if they should be added and routes to acquisitions for proper disposition.
 - Reviews withdrawn material notices for possible replacement.
 - Check lost/overdue notices against the shelves.
 - Informs users of new acquisitions.
 - Peruses circulating materials to determine collection use, condition, and age.
 - Routes worn materials for mending or replacement.
 - Weeds superseded editions and multiple copies.
 - Keeps unshelved materials in one location.
 - Collects and checks subject bibliographies for assessments.
 - Prepares journals for binding and routes to Serials Department for processing per schedule.

- Floor Maintenance
 - Maintains stacks neatly and in good order.
 - Reviews end labels for accuracy.
 - Reviews floor signage for accuracy.
 - Reviews bulletin board for appropriate and timely signage.
- Reference Services
 - Available to offer reference assistance.
 - Conveys a warm, yet professional attitude.
 - Readily asks colleagues for help when needed.
 - Notices and approaches individuals who might need help.
 - Chooses sources appropriate to the question asked and to the questioner's objectives and level of expertise.
 - Uses all available resources (as appropriate), including Internet, print, online, telephone, etc.
 - Keeps abreast of new resources as they are added to the collection or to which access has been provided.
 - Suggests other support services when appropriate.
 - Effectively uses and teaches functions of the library's online system and other databases.
 - Deals with problems promptly (e.g., copiers out of paper, reader/printers needing toner) does not ignore them or leave them for others.
 - Participates in the reference desk rotation.
 - Participates in virtual chat.
- Instruction
 - Serves as a consultant to teaching faculty in developing instructional programs that utilize the library's resources.
 - Encourages instructors to be present during sessions if possible.
 - Presents a program that is clear, accurate, focused, and carefully geared to student needs.
 - Provides class with personal e-mail address, office phone number, or other appropriate means of contact in case there are additional questions.
 - Develops and prepares helpful and attractive teaching aids, including those based on new applications of technology.
 - Assists in coordination of scheduling by promptly entering dates/times on a library instruction calendar.
- Administration
 - Knows library policies and procedures; accurately interprets them, and clearly and courteously communicates policies to patrons and staff as necessary.
 - Completes projects within agreed-upon standards of accuracy and timeliness.
 - Prepares reports on time.

- Trains and evaluates student assistants and staff according to established library procedures.
- Ensures that project/department milestones/goals are met and adhering to approved budgets.

Technical Services Unit

Acquisitions/Serials Librarian

Position Summary: The Serials and Acquisitions Librarian oversees the serials and monograph budgets, ensures that funds are expended in accordance with Library and University policy, ensures that materials purchased support the instructional and research needs of the University community, plans and implements policies and procedures that address the needs of the Technical Services Department, and plans and implements library services to address the needs of the university community at large.

Includes but is not limited to:

- Manages functions of the department:
 - Responsible for all departmental budgets including serials, monographs, and binding. Reviews all departmental budgets on a regular basis.
 - Monitors all departmental budget expenditures and encumbrances, ensuring that funds are expended at an appropriate rate.
 - Reviews and allocates funds annually according to academic disciplines and departments.
 - Supervises all serial and monograph title verification and receipt, as well as bindery operations, to ensure that correct procedures are being followed.
 - Works cooperatively with the University's Business Office to ensure the accuracy of purchase orders, as well as the promptness of invoice payments.
 - Works cooperatively with the Library's Cataloging unit to facilitate the timely processing of materials.
 - Makes decisions on vendor selection.
 - Ensures that written acknowledgments of gifts are promptly dispatched.
 - Reads appropriate review sources for the purpose of identifying materials for addition to the collection. Reviews and evaluates all selections directed to the department for purchase.
 - Reviews gift materials to determine appropriateness to the collection.
 - Evaluates print vs. electronic access options, for the purpose of making suitable purchasing decisions.
 - Utilizing appropriate evaluative criteria makes annual renewal and cancellation decisions for serial subscriptions.

- Solicits input from library and departmental faculty to meet changing curriculum and informational needs.
- Provides input for weeding projects.
- Supervises the discarding of withdrawn periodicals, selling to vendors when possible. Supervises dispersal of all withdrawn materials.
- Keeps abreast of new acquisitions technologies. Recommends implementation of cost-effective measures for the purpose of improvement in departmental effectiveness.
- Maintains expert skills as a user of the Library's integrated library system.
- Provides quarterly statistical and fiscal evaluative reports to library administration.
- Hires, trains, and supervises departmental assistants.
- Hires and supervises the training of library student assistants.
- Ensures that project/department milestones/goals are met and adhering to approved budgets.
- Performs general reference assistance on an as-needed basis.
- Marches, at a minimum, in one graduation ceremony annually.

Digital Assets & Special Collections Librarian

Position Summary: The Digital Assets and Special Collections Librarian is responsible for overseeing the library's digitization projects and ensuring the creation and/or preservation of digital resources via the use of the library's digital system(s). This position will also provide guidance for using the system to streamline workflows as well as provide initial training for all levels of staff.

Includes but is not limited to:

- Maintains the Houston Cole Library's digital and special collections of books, serials, documents, audiovisuals, or other materials, and assists groups and individuals in locating, obtaining, and using said materials.
- Provides expertise for defining and supplying appropriate access to the Library's digital assets and special collections.
 - Create and maintain digitization plan.
 - Coordinate and supervise all digital projects.
 - Catalog and provide metadata for all digitized collections.
 - Provide expertise and support for library staff in regard to the digital collections.
 - Develop and implement a regular schedule for digital projects.
 - Effectively supervises cataloging and digitizing done by subordinates and is able to answer their questions.
 - Reviews cataloging and digitizing done by subordinates on a systematic basis to check for accuracy; corrects them as necessary.
 - Supervises physical and electronic processing of materials and checks to be sure work is being done accurately and neatly.

- Communicate with the library staff and liaisons about digital projects. Works with departmental colleagues, Acquisitions/Serials, and Public Services areas so that materials flow smoothly and rapidly through the system to the shelves.
- Works cooperatively with Cataloging Department.
 - Performs full original cataloging of books and materials using MARC format, LC subject headings, etc.
- Maintains institutional repository.
- Interacts with IT staff in selecting/developing, implementing, and maintaining the Library's digitization and institutional repository (IR) technical infrastructure.
- Compiles accurate statistics and reports them promptly.
- Prepares and provides statistical and other reports to library administration as scheduled or requested.
- Ability to direct the activities of subordinate staff members.
- Knowledge of current developments in one's area of responsibility.
- Ability to effectively use ideas gained from individual study and observation for the improvement of one's area of responsibility in the library.
- Ability to interact and communicate effectively with library patrons.
- Ensures that project/department milestones/goals are met and adhering to approved budgets.
- Performs specialized reference assistance on an as-needed basis.
- Marches, at a minimum, in one graduation ceremony annually.

Distance Education/Electronic Resources Manager

Position Summary: The Distance Education/Electronic Resources Manager addresses the information needs of the distance learning community, plans and implements policies and procedures that address the needs of the Technical Services Department, and plans and implements library services to address the needs of the distance education community and the university community at large.

Includes but is not limited to:

- Primary responsibility is the coordination of the planning, implementation, and evaluation of library resources and services addressing the information needs of the distance learning community.
 - Prepare a profile of the distance learning community's information needs.
 - Assess, using the profile of needs, the existing library support for distance learning, its availability, and appropriateness.
 - Develop a written statement of immediate and long-range goals and objectives for distance learning.

- Develop a methodology for the provision of library materials and services from the library and/or from branch campus libraries or learning centers to the distance learning community through the use of the Internet and other media as seems best.
- Promote library services to the distance learning community.
- Establish communications with distance education faculty through campus mail, e-mail, or phone.
- Keep distance education faculty informed of changes, new acquisitions, interesting web sites, etc.
- Provide expertise for defining and supplying appropriate access to the Library's electronic resources.
- General reference, instructional, and collection development components.
- Works cooperatively with Cataloging Department.
- Compiles accurate statistics and reports them promptly.
- Ability to direct the activities of subordinate staff members.
- Knowledge of current developments in one's area of responsibility.
- Ability to effectively use ideas gained from individual study and observation for the improvement of one's area of responsibility in the library.
- Ability to interact and communicate effectively with library patrons.
- Ensures that project/department milestones/goals are met and adhering to approved budgets.
- Participates in the reference desk rotation.
- Participates in virtual chat.
- Marches, at a minimum, in one graduation ceremony annually.

Senior Catalog and Cataloging Librarians:

Position Summaries:

The Senior Catalog Librarian catalogs materials as they are received, ensures the accuracy and integrity of the Library's catalog, and plans and implements policies and procedures that address needs of the Technical Services Department.

The Cataloging Librarian catalogs materials as they are received, mends materials as needed, and plans and implements policies and procedures that address the needs of the Technical Services Department.

Includes but is not limited to:

- Is an expert user of all modules of the library's integrated library system that are needed in this position; able to answer all staff questions and train new workers effectively.
 - Is a sophisticated user of the OCLC cataloging utility.

- Performs full original cataloging of books and materials using MARC format, LC subject headings, etc.
 - Prepares cataloging data for input; assigns codes and tags accurately.
 - Performs difficult copy cataloging.
 - Takes responsibility for keeping up to date on revisions in cataloging rules/practices.
 - Shares information about new cataloging rules/practices with supervisor and staff and applies this knowledge to the work as appropriate.
 - Effectively supervises copy cataloging done by subordinates and is able to answer their questions.
 - Reviews cataloging done by subordinates on a systematic basis to check for accuracy; corrects them as necessary.
 - Supervises physical processing of materials and checks to be sure work is being done accurately and neatly.
- Establishes correct authority records for names, series, subject, uniform titles, etc.
 - Corrects and resolves problems related to obsolete, conflicting, or incorrect older cataloging.
 - Checks LC subject heading changes as they occur and updates local database on a regular basis.
- Works with departmental colleagues, Acquisitions/Serials, and Public Services areas so that materials flow smoothly and rapidly through the system to the shelves.
- Prepares and provides statistical and other reports to library administration as scheduled or requested.
- Ensures that project/department milestones/goals are met and adhering to approved budgets.
- Performs general reference assistance on an as-needed basis.
- Marches, at a minimum, in one graduation ceremony annually.

FACULTY LIAISONS

The faculty liaison listing is updated as needed. Go to the [Departmental Faculty Liaisons](#) page for the most current listing. Librarians are encouraged to contact all of the faculty in their areas, but at a minimum are responsible for contacting the faculty liaisons for their areas and providing them with information about the Library including any new resources of interest or trials.

OPENING AND CLOSING THE LIBRARY

WEEKDAY OPENING/CLOSING PROCEDURES

- The Head of Library Services and/or Supervisor of User Services are responsible for **opening the Library on weekdays**. The individual opening will ensure the following occurs:
 - ❖ Deactivate the alarm.
 - ❖ Turn on the lights using the panel at the main entrance.
 - ❖ Unlock all the doors in the Lobby.
 - ❖ Open the Technical Services Department offices.
 - ❖ Unlock all the Loading Dock door.

- The pre-closing procedure is as follows. Begin pre-closing after the first announcement.
 - ❖ Check bathrooms on each floor and open doors using doorstops.
 - ❖ Check the Loading Dock door in the Receiving Room to ensure it is locked and secured.

- The **closing** procedure is as follows:

30 minutes before closing announce that the Library will close in 30 minutes, the Multimedia Lab is now closed, and the computer lab will be closed in 15 minutes.

15 minutes before closing announce that the Library will be closing in 15 minutes, the computer lab is now closed, and users should prepare to leave the building.

If necessary, at closing, announce that the Library is now all closed.

Circulation Staff should:

 - ❖ Check each floor to ensure no one is there and the floor has been secured.
 - ❖ Turn off the lights using the panel.
 - ❖ Call UPD to notify them that the building has been closed and that the staff are leaving.
 - ❖ Activate alarm.
 - ❖ Check the doors.

WEEKEND OPENING/CLOSING PROCEDURES

- Librarians responsible for **opening the library on weekends** will ensure the following occurs:
 - ❖ Deactivate the alarm.
 - ❖ Turn on the lights using the panel at the main entrance (code provided by the Head of Library Services).
 - ❖ Unlock the parking lot side doors and the handicap accessible door on the street side. All other street side doors remain locked for security reasons.

- The pre-closing procedure is as follows. Begin pre-closing after the first announcement.
 - ❖ Check bathrooms and open doors using doorstops.
 - ❖ Check the Loading Dock door in the Receiving Room to ensure it is locked and secured

- The **closing** procedure is as follows:

30 minutes before closing announce that the Library will close in 30 minutes, the Multimedia Lab is now closed, and the computer lab will be closed in 15 minutes.

15 minutes before closing announce that the Library will be closing in 15 minutes, the computer lab is now closed, and users should prepare to leave the building.

If necessary, at closing, announce that the Library is now all closed.

Librarians should:

- ❖ Check each floor to ensure no one is there and the floor has been secured.
- ❖ Turn off the lights using the panel.
- ❖ Call UPD to notify them that the building has been closed and that the staff are leaving.
- ❖ Activate alarm.
- ❖ Check the doors.

MISCELLANEOUS INFORMATION

Accompanying Software (DVDs, CDs, Floppy Diskettes, etc.)

- Texts with accompanying software (DVDs, CDs, diskettes, etc.) will be housed side by side on the circulating shelves on the floors. Each piece will have individual barcodes.
- Reference software will be shelved in the Reference collection on each floor. These will not circulate and must be used in-house unless the floor librarian grants permission otherwise.

Acquisitions

- For complete policy information, see Technical Services section 1 (Acquisitions/Serials) of the [Houston Cole Library Policy and Procedures Manual](#).
- Selections should be checked against the catalog. Those not held by the Library should be prioritized and routed to the Serials and Acquisitions Librarian for review.
- Selecting and reviewing requests should be an ongoing process, not limited to a few times a year.
- Personnel:
 - Mary Bevis, Serials and Acquisitions Librarian, ext. 5254 or mbevis@jsu.edu
 - Noah Cleveland, Technical Services Assistant - Serials Department, ext. 5254 or nclevela@jsu.edu
 - Debrah Fragoso, Technical Services Assistant – Acquisitions Department, ext. 5760 or dfragoso@jsu.edu

Alabama Gallery

- The Alabama Gallery, which is located on the 10th floor, houses the Library's special collections consisting of Alabama materials, rare books, and archives.
- The Gallery is open Monday – Friday, 8:00 AM – 4:30 PM only.
- Use of the Gallery is by appointment only as a member of the Library's staff must be always present with the users. Appointments can be made via the online [Appointment Request Form](#).
- The key to the Alabama Gallery is kept in the key box at the Circulation Desk.
- For complete policy information, see Public Services section 1 (Alabama Gallery Special Collections) of the [Houston Cole Library Policy and Procedures Manual](#).
- Personnel:
 - Bethany Latham, Digital Assets & Special Collections Librarian, ext. 8195 or blatham@jsu.edu

Binding Procedures

- Binding notification slips are prepared by the Serials Assistant when the last issue for a title's binding schedule is received. Approximately 14 days before shipment, these slips are placed in the Reference Librarian's mailboxes, and an email is sent to them notifying them of the approximate shipping date and requesting that binding be sent to the Serials Department for processing.
- An "At the Bindery" message will appear on each title's OPAC record for the particular volume that is out of the building. There is a short lag period from the time the issues are sent to the department and the time the note appears.
- If a patron needs an issue of a volume that has been sent to the Serials Department, and the volume has not already gone to the bindery, the patron may be directed to the Serials Department to view the issue.
- When the binding shipment returns, it will be processed in a timely manner and sent to one of the Library Annexes as soon as transportation permits.
- Personnel:
 - Noah Cleveland, Technical Services Assistant - Serials Department, ext. 5254 or nlevela@jsu.edu

Circulation Periods

- For a complete listing of circulation periods for various patron categories and formats, see Public Services section 4 (Circulation) of the [Houston Cole Library Policy and Procedures Manual](#).
- Periodicals and reference materials may be checked out to Faculty for 24 hours with approval by the floor librarian, the Head of Library Services, or the Dean of Library Services.
- The most common circulation periods for **books** are:

Faculty	1 year
Admin Staff	1 year
Staff	28 days
JSU undergraduates*	14 days
JSU graduate students	28 days
- Personnel:
 - John Upchurch, Supervisor of User Services, ext. 5252 or 5758 or jupchurch@jsu.edu

Classroom and Event Spaces

- The Library has multiple areas that are available for classes and/or events.
- The ground floor classroom, Instruction Lab or Main Lab, is primarily for Library use, but is available for other uses if available. The instruction lab has an instructor's workstation, a video projection unit, and 30 individual computers. Additionally, there are chairs around the room, but these sits do not have computers.

- There are also two open classroom spaces.
 - The open classroom on the 5th floor is set up lecture-style with 28 chairs, a podium, and a whiteboard.
 - The open classroom on the 9th floor is set up lecture-style with 60 chairs, a computer connection only, a TV monitor, and a whiteboard. This space has a “Bring Your Own Device” setup.
- The 6th floor space, 6A, has an instructor’s podium with a computer connection only and a video projection unit. This space has a “Bring Your Own Device” setup. The room is set up in lecture-style with tables and chairs for 44. The tables are daisy-chained together and provide power/USB ports. There are an additional 6 chairs around the parameter of the room. There are no computers for student use in this space.
- The 10th floor Conference Room, 10B, has an instructor’s workstation, a video projection unit, and two whiteboards. The room is set up in lecture style with tables and chairs for 30. There are an additional 16 chairs around the parameter of the room. There are no computers for student use in this space.
- The 11th floor is a conference center, so there are multiple spaces on this floor.
 - The “A” and “B” rooms are larger spaces that are commonly used for bigger events, such as the Board of Trustees meeting and conferences. Each of the A and B rooms has partitions, which can be used to separate these spaces. Use of partitions has to be approved and Library personnel are the only individuals who can close the partitions. Individual seating capacity: 1101A: 36, 1101B: 60, 1103A: 90, and 1103B: 32.
 - There are two “C” rooms (1101C and 1103C) that are the spaces commonly used for classes or meetings. These spaces have an instructor’s workstation and a video projection unit and are set up in lecture style with tables and chairs. 1101C has a maximum seating of 30 and 1103C has a maximum seating of 35.
 - 1102 is the last space on the 11th floor. It is set up with a boardroom table and soft seating with a maximum seating of 12.
- Requests for Library spaces are made via the online [Library Space Request Form](#) with priority given to JSU faculty members, administrative staff, staff, and students. All requests are routed through the Office of Dean of Library Services and are evaluated according to the Conference Center section of the [Houston Cole Library Policy and Procedures Manual](#).
- Personnel:
 - Alisha Henson, Administrative Associate to the Dean of Library Services, ext. 5255 or ahenson@jsu.edu

Computer Lab

- The 10th floor Computer Lab was developed by the SGA for the students and is managed by the Division of Information Technology. The Library does not maintain the Lab.
- Assistance with the computers and/or printers is available through the Technology Support Center, which is located on the 9th floor and ext. 8324.
- Use is limited to those with a current JSU I.D. For complete policy information, see Systems section 1 (Acceptable Use for Public Access Computers and Library Equipment) of the [Houston Cole Library Policy and Procedures Manual](#).

Database/Ebook/Ejournal/Springshare Product/System Failures

- Report any issues with databases, ebooks, ejournals, Springshare products, or Voyager to the Head of Library Services for troubleshooting or reporting with vendors/providers.
- Report any issues with Digital Commons to the Digital Assets & Special Collections Librarian.
- Personnel:
 - Bethany Latham, Digital Assets & Special Collections Librarian, ext. 8195 or blatham@jsu.edu
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu

Equipment Failures

- Report malfunctioning equipment (computers, photocopiers, reader/printers, etc.) to the Supervisor of User Services, Head of Library Services, or Administrative Assistant. An “Out of Order” sign will be attached to the item.
- Personnel:
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu
 - John Upchurch, Supervisor of User Services, ext. 5252 or 5758 or jupchurch@jsu.edu

Equipment Requests

- Requests for equipment should be submitted in writing with justification to the Head of Library Services.
- Final approval will be provided by the Dean of Library Services.
- Faculty computers are provided by the Division of Information Technology. Upgrades for these computers are set on a rotation.
- Personnel:
 - John-Bauer Graham, Dean of Library Services, ext. 5255 or jgraham@jsu.edu
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu

Faxing

- Faxing services are not available to the public.
- The photocopier in the Technical Services Department has faxing capabilities.
- The [JSU Mail Center](#) offers faxing services for local areas for \$1.00 a page. The Mail Center is located on the 4th floor of the Theron Montgomery Building (TMB).

Government Documents

- Government publications are integrated into the collection. They are included in the catalog using the LC classification system and shelved by subject.
- For policy information, see Public Services section 9 (Government Publications) of the [Houston Cole Library Policy and Procedures Manual](#)
- Personnel:
 - Allison Boswell, Electronic Resources/Government Documents Librarian, ext. 8137 or amboswell@jsu.edu

Graduate Assistants

- The Library hires four graduate assistants (GA). GAs and their direct supervisors review class schedules, discuss coverage needs, and finalize work schedules. Once a work schedule is finalized, GAs are expected to adhere to the agreed upon schedule. All planned absences should be discussed with direct supervisors as soon as they are known. Any time a GA has an unplanned or emergency-related absence, they should call, email, or text their direct supervisor.
- User Services GAs are hired by and under the supervision of the Supervisor of User Services. One GA is assigned to the Circulation Desk to assist with checking materials in and out to users as well as answering general Library questions or referring the user to the Reference Desk. The GA assigned to the Circulation Desk clocks in and out from the desk. The other two GAs are assigned to the George E. Whitesel Multimedia Lab and typically oversee the Lab operations in the evenings and weekends. The GAs assigned to the Multimedia Lab clock in and out in the Lab.
- Technical Services GAs are hired by and under the supervision of the faculty and staff in their assigned department. They are assigned to the Acquisitions Department and typically work Monday – Friday, 7:30AM – 4:30PM. Technical Services GAs clock in and out in their designated area.
- The Library has a handbook for student assistants. See the complete [Student Assistant Handbook](#) for details.
- An information and training folder should be created for each GA assigned to the Public Services areas. Forms for the folder are available in the manual.
- The completed folder should accompany the yearly evaluation form. Yearly evaluation forms will be completed by the Supervisor of User Services, except in the case of assistants assigned to Technical Services who will be evaluated by the head of that department.

- Personnel:
 - Mary Bevis, Serials and Acquisitions Librarian, ext. 5254 or mbevis@jsu.edu
 - Noah Cleveland, Technical Services Assistant - Serials Department, ext. 5254 or nclevela@jsu.edu
 - Debrah Fragoso, Technical Services Assistant – Acquisitions Department, ext. 5760 or dfragoso@jsu.edu
 - Alisha Henson, Administrative Associate to the Dean of Library Services, ext. 5255 or ahenson@jsu.edu
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu
 - Linda Reeves, Public Services Department – Circulation/George E. Whitesel Multimedia Lab, ext. 8494 or lreeves@jsu.edu
 - John Upchurch, Supervisor of User Services, ext. 5252 or jupchurch@jsu.edu

Interlibrary Loan

- Interlibrary Loan (ILL) service is available to faculty, administrative staff, staff, and currently enrolled students. For complete policy information, see Public Services section 12 (Interlibrary Loan) of the [*Houston Cole Library Policy and Procedures Manual*](#).
- Electronic items are received via OCLC Article Exchange or, if necessary, via Email.
- Physical items are received mainly via USPS or UPS. On rare occasions, items may be received via FedEx.
- Most instate items arrive within a week. Please do not promise patrons that it can be done in less time.
- The [ILL form](#) is available on the Library’s website.
- Personnel:
 - Tiffany Onkst, Public Services Assistant – Interlibrary Loan Department, ext. 8490 or tonkst@jsu.edu
 - John Upchurch, Supervisor of User Services, ext. 5252 or jupchurch@jsu.edu

Keys

- Public Services/Subject Specialist Reference Librarians are assigned a key that fits all floor offices.
- Keys to all areas of the Library, including Technical Services, the book drop, the Observatory Deck on the 12th, the Multimedia Lab, and all entrances, are kept in a secured key box at the Circulation Desk.
- Weekend librarians should get the door key from the Administrative Associate to the Dean of Library Services by 3:00 PM on the Thursday before their scheduled rotation and return it by 3:00 PM on the Monday after their scheduled rotation.

- The Dean of Library Services, the Administrative Associate to the Dean of Library Services, the Head of Library Services, and the Supervisor of User Services have master keys.
- Personnel:
 - John-Bauer Graham, Dean of Library Services, ext. 5255 or jgraham@jsu.edu
 - Alisha Henson, Administrative Associate to the Dean of Library Services, ext. 5255 or ahenson@jsu.edu
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu
 - John Upchurch, Supervisor of User Services, ext. 5252 or jupchurch@jsu.edu

Mail/Message Center

- Located in the Technical Services area of the basement. Each floor is assigned a large shelf where incoming mail will be placed. Other personnel are assigned smaller mail slots in a cabinet across from the shelving.
- A large bulletin board is available for notices.
- Campus mail is picked up and delivered once a day, 2:30 (usually).
- Outgoing mail requiring metering should have the sender's department or initials near the return address.
- Outgoing mail that is stamped should be placed in a separate basket.
- Library UPS pickups are for ILL only
- The University mail center is a UPS pickup site. Parcels should be tagged UPS or the University mail center will send them via U.S. mail.
- The Acquisitions/Serials staff will sort and distribute the mail.
- Large campus mail envelopes are available under the table in the Mail Center.

Mending Procedures

- Books needing mending should be routed to the Circulation Desk and charged to the Mending patron number.
- The catalog record for the item will indicate which volumes are checked-out to Mending.
- After being charged to Mending, the materials will be routed to the Cataloging Department in Technical Services.
- Once the materials have been mended, they will be discharged and returned to floors from the Circulation Desk.
- Personnel:
 - Delores Collier, Technical Services – Cataloging Department, ext. 8575 or dcollier@jsu.edu
 - Arland Henning, Cataloging Librarian, ext. 5238 or ahenning@jsu.edu
 - Susan Wiggins, Technical Services Assistant – Cataloging and Electronic Resources/Digitization Department, ext. 8589 or swiggins@jsu.edu

Microform Readers

- There are two microform readers in the Library. These machines are in the Multimedia Lab (see below) on the 6th floor.
- The readers are compatible with microfilm, microfiche, microcards, and ultrafiche.
- The Media Lab staff and GAs will be able to assist users with these machines.
- The Readers are not connected to printers, so the files will need to be saved and emailed.
- Personnel:
 - Linda Reeves, Public Services Department – Circulation/George E. Whitesel Multimedia Lab, ext. 8494 or lreeves@jsu.edu

Multimedia Lab

- The George E. Whitesel Multimedia Lab, which is located on the 6th floor, is named in honor of a former librarian whose office was on that floor.
- The hours for the Lab, along with available software and equipment, are provided on the [Lab's page](#).
- Public Services assistants are available to assist patrons.
- The policies governing this facility are listed in Public Services section 14 (Multimedia Lab) of the [Houston Cole Library Policy and Procedures Manual](#).
- Personnel:
 - Linda Reeves, Public Services Department – Circulation/George E. Whitesel Multimedia Lab, ext. 8494 or lreeves@jsu.edu

Photocopying

- Photocopiers are not available to the public.
- Library staff have access to photocopiers, which are located in the Technical Services Department, the Department Head's office, and the Dean's office.
- Paper is kept in the middle carrel on the south side of the 4th floor.
- Toner is kept in the supply closet on the 4th Floor in the Electronic Resources/Documents Librarian's office.
- Color copies cost the Library per page, so color copying should be limited.
- Copying should be Library materials only. Library staff should not be printing other departments' materials.

Printing

- Library staff have centralized printers located at the Circulation Desk and the mail center in Technical Services. While the Library does have some color printing options, color cost the Library per page, so it should be limited. Additionally, library staff should not be printing other departments' materials.
- Student printing is available in the 10th floor Computer Lab. The charge for printing is controlled by the Division of Information Technology: \$.10/page for single page printing or \$.14/page for duplex printing (printing front and back).

- There is currently no guest printing allowed in the Library.
- There is no color printing for the public. If a user needs color printing, they should be referred to the Print Shop.

Recycling

- The University has a contract with Cintas to pick up recycling across campus.
- The Library participates by providing recycling bins for white paper located in the Lobby at the Circulation Desk, in the Electronic Resources/Documents Librarian's office on the 4th floor, and the Administrative Offices on the 8th floor. Larger receptacles are located in the Receiving Room.
- The Library also recycles cardboard. There are two large boxes in the Receiving Room where cardboard can be placed. All cardboard should be broken down prior to placing it in those boxes.

Refrigerator & Microwave

- There is a break room on the 4th floor behind the Electronic Resources/Documents Librarian's office. A refrigerator and microwave are in that space for everyone to use.
- Additional refrigerators and microwaves can be found at the Circulation Desk, in Technical Services, and the Administrative Offices. Please check with staff in those areas about using these items.

Signage

- All signage in the Library uses the same design for consistency and to ensure our signage is distinguishable from others.
- We do not allow taping signs, flyers, etc. to the walls of the Library as it damages the surfaces. Exceptions can be made by the Head of Library Services or the Dean of Library Services.
- The current design was created by the Digital Assets & Special Collections Librarian.
- All Library signage is managed by the Head of Library Services.
- Requests for signs to be created, corrected, and/or revised should be directed to the Head of Library Services.
- Personnel:
 - Bethany Latham, Digital Assets & Special Collections Librarian, ext. 8195 or blatham@jsu.edu
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu

Software Requests

- Requests for software should be submitted in writing with justification to the Head of Library Services.
- Final approval will be provided by the Dean of Library Services.

- Personnel:
 - John-Bauer Graham, Dean of Library Services, ext. 5255 or jgraham@jsu.edu
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu

Student Assistants

- The Library hires 12 student assistants during the major terms. Student assistants and their direct supervisors review class schedules, discuss coverage needs, and finalize work schedules. Once a work schedule is finalized, student assistants are expected to adhere to the agreed-upon schedule. If a student employee must be absent, he/she should discuss the absence with their supervisor and complete the Student Assistant Absence/Tardiness Form at https://www.jsu.edu/library/forms/student_assistant_absence.html. Student employees who are absent three times without notification are subject to termination. Any time a student assistant has an unplanned or emergency-related absence, they should call, email, or text their direct supervisor.
- Public Services student assistants are hired by and under the supervision of the Supervisor of User Services. Each student is assigned to a specific floor or floors. The students serve the Library by shelving materials, assisting with shifting and other special projects, as well as helping at the Circulation Desk. Public Services student assistants clock in and out the MyJaxState.
- Technical Services student assistants are hired by and under the supervision of the faculty and staff in their assigned department – typically the Acquisitions and Serials and the Electronic Resources and Digitization Departments. The students typically work Monday – Friday, 7:30AM – 4:30PM. Technical Services student assistants clock in and out in their designated area.
- The Library has a handbook for student assistants. See the complete [Student Assistant Handbook](#) for details.
- An information and training folder should be created for each GA assigned to the Public Services areas. Forms for the folder are available in the manual.
- The completed folder should accompany the yearly evaluation form. Yearly evaluation forms will be completed by the Supervisor of User Services, except in the case of assistants assigned to Technical Services who will be evaluated by the head of that department.
- Personnel:
 - Mary Bevis, Serials and Acquisitions Librarian, ext. 5254 or mbevis@jsu.edu
 - Alisha Cantrell, Technical Services Assistant – Cataloging and Electronic Resources/Digitization Department, ext. 8587 or afcantrell@jsu.edu
 - Noah Cleveland, Technical Services Assistant - Serials Department, ext. 5254 or nlevela@jsu.edu
 - Debrah Fragoso, Technical Services Assistant – Acquisitions Department, ext. 5760 or dfragoso@jsu.edu

- Alisha Henson, Administrative Associate to the Dean of Library Services, ext. 5255 or ahenson@jsu.edu
- Bethany Latham, Digital Assets & Special Collections Librarian, ext. 8195 or blatham@jsu.edu
- Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu
- Linda Reeves, Public Services Department – Circulation/George E. Whitesel Multimedia Lab, ext. 8494 or lreeves@jsu.edu
- John Upchurch, Supervisor of User Services, ext. 5252 or jupchurch@jsu.edu
- Susan Wiggins, Technical Services Assistant – Cataloging and Electronic Resources/Digitization Department, ext. 8589 or swiggins@jsu.edu

Supplies

- Office supplies are ordered and kept by the Administrative Associate to the Dean of Library Services, on the 8th floor.
- Old binders and dividers are stored in the Technical Services Department in the basement for reuse.
- Microfilm and microfiche boxes, CD cases, and DVD security cases are kept in the Receiving area. Upon request, the staff will label a box or case and route it to the floor.
- Paper and toner cartridges are stored in the supply closet on the 8th Floor in the storage closet in the Administrative Offices.
- Personnel:
 - Noah Cleveland, Technical Services Assistant - Serials Department, ext. 5254 or nlevela@jsu.edu
 - Debrah Fragoso, Technical Services Assistant – Acquisitions Department, ext. 5760 or dfragoso@jsu.edu
 - Alisha Henson, Administrative Associate to the Dean of Library Services, ext. 5255 or ahenson@jsu.edu

Web Page

- The Library has two web editors. The University uses Cascade, a content management system, to maintain all Web pages. The Division of Information Technology and Web Services maintain Cascade and are in charge of web editor accounts.
- All additions and revisions to the Library's web pages must be routed through the web editors.
- Personnel:
 - Bethany Latham, Digital Assets & Special Collections Librarian, ext. 8195 or blatham@jsu.edu
 - Jodi Poe, Head of Library Services, ext. 8103 or jpoe@jsu.edu

FORMS

Absence Report

Located in [MyJaxState](#) in the Employee card through the “Leave Request Form” link.

Flex Time Request/Earning Report

Located on the [Forms and Procedures tab](#) of the Library Staff Intranet guide.

Flex Time Absence/Use Report

Located on the [Forms and Procedures tab](#) of the Library Staff Intranet guide.

Incident Report

Located on the Library’s Website under [Forms](#) and the [Forms and Procedures tab](#) of the Library Staff Intranet guide.

Library Student Employee Forms

The various forms that are used for the student assistants and graduate assistants are located on the [Forms and Procedures tab](#) of the Library Staff Intranet guide as well as in the [Library Student Employee Handbook](#).

Personal Days

Located on the [Forms and Procedures tab](#) of the Library Staff Intranet guide.