

# CARLOW

U N I V E R S I T Y

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**GRACE LIBRARY**

Policy Manual



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## **Policy Manual**

**Effective August 28, 2017; Revised December 2017; Summer 2018**

The policies in this manual were created or updated during the spring and summer of 2017. Additional revisions were made in the winter of 2017 and summer of 2018. The writing and organizing processes for this manual were collaborative and involved the library director and members of the library staff.

All operations of Grace Library will comply with the policies in this manual and all staff will consistently follow the guidelines herein until or unless a policy is officially revised or replaced at a later date. Deviation from these will require the approval of the Executive Director when extenuating circumstances apply.

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## **Acquisition Policy**

An instrument to provide Grace Library staff with directions for making appraisal and acquisition decisions in a planned, coordinated, and systematic manner. The Cataloging and Acquisitions Librarian and the Systems Librarian, in consultation with the Executive Director, will monitor the expenditure of funds and ensure that acquisition purchases are balanced and equitable. When a department's requests and purchases meet or exceed a reasonable limit for the year, the Executive Director will determine whether subsequent requests will be approved.

### **1. Acquisitions**

Requests for book and A/V acquisitions may come from faculty, staff, and students. These should be submitted using the Request Forms on the Library website or through consultation with the Cataloging and Acquisitions Librarian. Pending approval, an Authorization for Library Book Purchase form will be completed.

### **2. Pre-Order Searching of Acquisitions Requests**

Upon receipt of a request, titles will be reviewed by the Cataloging and Acquisitions Librarian. The records of received and outstanding orders, items gifted to the library, and the online catalog will be searched to avoid the duplication of orders and unnecessary expenditure of funds.

### **3. Library-Generated Acquisitions**

All Librarians monitor new publications and updated editions of items in the collection and based on their judgement, place order requests with the Cataloging and Acquisitions Librarian. These requests must be vetted and approved by the Executive Director. The only exception to this policy stipulation applies to additions to the fiction and contemporary non-fiction collections requested by the Systems Librarian or his/her designee.

Unless an item is necessary to maintain a comprehensive collection for an academic library, purchases for programs and fields of study must be driven by patron demand or curricular relevance. Librarians will work in partnership with disciplinary faculty to generate purchase requests based on perceived need. Exceptions to this policy must be approved by the Executive Director.

### **4. Vetting of Requests and Approval of Titles**

The Executive Director of the Library reserves the right to reject purchase requests for materials that are not appropriate for academic library collections, will not support student learning and/or faculty research, or that do not support the currency standards of the discipline.

### **5. Ordering the Print Version of Electronic Book Titles in the Collection**

As a standing rule the library will not purchase print versions of titles held in electronic book format. Exceptions to this policy are fiction and literary titles and requests justified by a compelling rationale.

### **6. Dictionaries and Encyclopedias**

These resources are often expensive and do not offer the depth of coverage appropriate for students doing research. In addition, the information offered in a significant majority of these

resources is readily available via electronic resources. If a request is made in a specific subject area the Executive Director will review the request and render a decision.

**7. Previous Edition Precedent**

The Cataloging and Acquisitions Librarian will consider purchasing new editions of existing titles based on usage.

**8. Acquisition of Textbooks**

In keeping with the standard practices of academic libraries, the library does not purchase or provide textbooks.

**9. Hardbound Edition Purchase**

It is current practice that in order to make the most of library funds vendors provide paperback editions of titles if they become available. Therefore, if a faculty or staff member has a purpose in wanting a hardbound edition this should be specified. In the case of classic literary works hardbound titles may be purchased for the purpose of extending their longevity.

**10. Allowance for Price Variance**

If the final price of a title is more than \$20.00 over the quoted price the vendor notifies the Acquisitions Department for approval before proceeding. The Cataloging and Acquisitions Librarian accepts or rejects the increase with the approval of the Executive Director.

**11. Unfulfilled Acquisitions**

While intervals vary by vendor (between 140 days to 1 year) an automatic cancellation policy is in place. If the publisher has notified the vendor that the publication of a title has been delayed, acquisitions receives a notice. If the title reaches the cancellation interval but is expected to be available, it can be reinstated. Otherwise, a notification of cancellation is mailed and a credit is issued.

**12. Out of Print Searches**

When appropriate, vendors will search for reasonably priced out of print titles in good condition when available. These are accepted upon approval.

**13. Policy Changes**

The processes for acquisitions will follow the procedures established above until superseded by approved changes or adjusted by the Executive Director.

## Circulation Policy

This policy applies to all Carlow University community members: students, faculty, staff, and the Sisters of Mercy.

### 1. Checkout Procedures

Grace Library has multiple circulating book collections which include the General, Popular Fiction, Contemporary Non-fiction, African American Studies, LGBTQ+, Feminist Thought and Literature, and a circulating video collection. The Reference and print journal collections do not circulate. When Carlow users are ready to check out circulating books and videos, they must bring the items along with their Carlow ID card to the Circulation Desk to be charged out via the OCLC WorldShare Management Services (WMS) Circulation Module.

### 2. Lending Periods

- a. Videos: Videos are charged out for a 3-week period. The system will automatically calculate the due date and will not include holidays and other days that the library is closed in the 3-week period. An email is generated from within WMS Circulation Module as a reminder of when the item is due back at the library.
- b. Books: Books are charged out for the entire semester. An email is generated from within WMS Circulation Module as a reminder of when the item is due.
- c. Interlibrary Loan: Items received from Interlibrary Loan have varying due dates that can range from a couple of weeks to a month or more. Each lending library sets its own policy regarding lending periods for Interlibrary Loan. The Access Services Librarian will determine the due date for each item received via Interlibrary Loan based on the date set by the lending library. This date will be written on the yellow ILL book band and entered into WMS. Books received from Interlibrary Loan cannot be renewed.
- d. Course Reserves: Items on reserve have a possibility of three different loan periods – “1-day,” “3-day,” or “7- day.” The loan period is clearly marked on the front of the reserve item. The loan period is also entered into WMS for each item, so that when the item is checked out, the correct due date will display for the item.
- e. End of Semester: In circumstances where a due date would exceed the last day of classes, due dates will be adjusted to be the last day of classes, regardless of the lending period for the particular material type, unless an extension is permitted by the Access Services Librarian as special circumstances require.

### 3. Renewals

Books can be checked out for one semester at a time. Faculty are permitted one renewal, making one academic year the limit for faculty borrowing. Videos can be renewed up to three times in-person, via phone, or online. Students cannot renew materials past the end of the current semester regardless of material type, unless an extension is permitted by the Access Services Librarian as circumstances require.

### 4. Holds

When a patron places a hold on an item through WMS, it will be pulled from the collections and shelved (alphabetically by patron’s last name) at the Library Desk. If items are not retrieved within 5 days of the hold date, the items will be reshelved.

**5. Limits on Number of Items Borrowed**

Faculty, staff, and students are limited to a total of 15 books checked out at one time. Special permission to check out more materials may be granted in special circumstances by the Access Services Librarian.

**6. Expectations for Condition of Returned Items**

Items should be returned to the library in the same condition as when the items were checked out. Patrons returning items with any kind of damage, such as water damage, underlining/writing in books, broken spines, missing pages, etc. will be charged a damage or replacement fee.

**7. Overdue Items**

Overdue notices are generated in WMS and automatically emailed to patrons.

- a. These notices indicate that library borrowing privileges are suspended until the amount due (full replacement cost + processing fee) is paid in full.
- b. On the day following the due date for an item, a hold is placed on the student's account and will remain there until the amount is paid in full. This hold will prevent registration for courses and release of official transcripts and diplomas.

**8. Fines, Replacement Costs, etc.**

- a. Fines for Videos: Overdue fines are assessed at \$1.00 per week for videos. There is no maximum fine. Faculty and staff are not charged overdue fines on videos.
- b. Fines for Course Reserves: Overdue fines are assessed at \$5.00 per week for reserve items. There is no maximum fine. Faculty and staff are not charged overdue fines on reserves.
- c. Replacement Costs for Overdue, Unreturned, Lost, or Damaged Items: Students, faculty, and staff will be charged the full list price of the item in addition to a \$10 processing fee for unreturned, lost, or damaged items. The Cataloging and Acquisitions Librarian will attempt to locate a replacement copy at a fair price based on need.
  - i. Items are assumed lost according to the Assumed Lost policy.
  - ii. When an item is assumed lost, the full replacement and processing fees will be submitted to student accounts.
  - iii. Library borrowing privileges will be suspended for students with an unpaid fine on their student accounts. Borrowing privileges will be restored after the charges are paid in full. A student must produce a receipt from the Business Office to a library staff member as proof that fines were paid in full before having their library privileges restored.

Faculty and staff members who do not renew or return books at the end of the borrowing semester will have their borrowing privileges suspended until the full payment of replacement and processing fees.

**9. Miscellaneous Patrons**

Occasionally, special temporary borrowing cards are issued to alumni, individuals who are part of the "Madwomen in the Attic" program, visitors, non-matriculated students, and others who are in some way affiliated with Carlow University. The special borrowing card allows the holder to borrow items from Grace Library's circulating collection for a specified time period,

usually a year. The borrowing privilege is for Grace Library's circulating collection only, and does not extend to Interlibrary Loan or the journal databases. The Access Services Librarian will determine the eligibility of the individual for a temporary card. These patrons have the same borrowing privileges and are responsible for the same overdue fines and replacement costs as regular Carlow patrons. There will be no renewals for miscellaneous patrons.

**10. Items Assumed Lost**

- a. Interlibrary loan books, audio/visual items, and reserve items are assumed lost 100 days past the item's due date, or the day following the last day of classes in the current semester, whichever comes first.
- b. Books are assumed lost the day following the item's due date.



## Copyright and Fair Use Policy

Carlow University recognizes and adheres to federal copyright laws and guidelines. Copyright law applies to the use, performance, and display of copyrighted works. All members of the university community—faculty, staff, and students—are expected to obtain permission from copyright owners for uses protected by copyright law.

The *Copyright Act of 1976* provides “authors [and creators] of original works protection for their intellectual property in any work exhibiting minimal creativity and fixed in a tangible mode of expression.” One no longer needs to apply for a copyright in order to have her/his work protected under the law. Copyright protections cover published or unpublished intellectual property in all formats and media by authors, artists, composers, and creators.

The unauthorized use of a copyrighted work is copyright infringement and violators may be subject to civil and criminal penalties under federal law. Fines range from \$30,000 - \$150,000 depending on the nature and extent of the infringement.

Grace Library’s Copyright Policy prohibits the following:

- Copying and/or distribution of copyrighted work that exceeds the limits established in the Fair Use Doctrine.
- Illegal downloading, installing, or sharing the copyrighted electronic work of others.

The general rule is that copyrighted work may not be appropriated by others through duplication or dissemination without the creator’s permission. There are exceptions to copyright restrictions that apply to academic institutions. These exceptions fall under the Fair Use Doctrine in the law.

Grace Library supports the use of copyrighted work that falls under the fair use doctrine which is codified in Section 107 of the *Copyright Act*. This statute establishes that the use of a copyrighted work “for purposes such as criticism, comment...teaching, scholarship, or research” is fair use. This use is not limitless.

For the use of copyrighted work to qualify as fair use under the statute, the following factors must be considered:

- The purpose and character of the use;
- the nature of the copyrighted work;
- the amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
- the effect of the use upon the potential market for or value of the copyrighted work.

Grace Library supports the right to use copyrighted materials outlined in the exemptions for fair use in face-to-face teaching, online teaching, research, and library circulation of materials. The library is committed to educating its community of users on the legal and ethical uses of copyrighted work.

## **Film Use Policy**

Grace Library supports the viewing/showing of films for educational purposes. The viewing or showing of films outside of personal use is governed by United States Copyright Law. All faculty, staff, and students are required to meet the conditions stipulated in the Fair Use Doctrine when using film. This policy applies to both physical media such as CDs and DVDs, and electronic media such as any of the streaming video databases subscribed to by Grace Library.

The unauthorized use of a copyrighted work is copyright infringement and violators may be subject to civil and criminal penalties under federal law. Fines range from \$30,000 - \$150,000 depending on the nature and extent of the infringement.

For the use of film to qualify as a fair use exemption from copyright restrictions, the use must meet all of the following conditions:

1. The use of the film must be related to a course, its content, or learning outcomes.
2. The entire audience must be involved in the teaching activity.
3. The entire audience must be in the same room (if in a face-to-face course) and must be either students in the related course or faculty/staff members.
4. Teaching activities must accompany the film and must be conducted by a non-profit educational institution.
5. The film viewing must take place in a classroom or similar place (physical or virtual) devoted to instruction.
6. The faculty member responsible for the film use must have no reason to believe that the DVD or streaming video was unlawfully made or made available.

Additional conditions pertaining to online courses:

1. Use a link to a video rather than making and posting digital copies. This ensures that the film is still available with permission from the copyright holder.
2. If copying a brief portion of a video, make sure the copy meets the requirements applicable to text copying, primarily brevity and purpose.
3. Use streaming video that limits a student's ability to download, copy, or redistribute the material.
4. Provide attribution to the copyright owner.

If a use of film does not meet all of the requirements above, it is not protected or lawful under the Fair Use exemption. Faculty, staff, or students who show films not meeting these conditions must obtain copyright permission.

## **Electronic Reference Desk Policy**

This policy applies to professional library staff members and provides directions on how to answer an electronic reference question from a patron.

### **1. Patron Questions**

Patrons may submit an electronic reference question 24/7 by filling out the “Ask-A-Librarian” online form found on Grace Library’s website or by emailing the general email account, [gracelibrary@carlow.edu](mailto:gracelibrary@carlow.edu). Some patrons may contact a particular librarian without going through the preferred channels. In those cases, the electronic reference desk policy still applies to the transaction.

### **2. Receiving Questions**

All electronic reference questions are sent to the Grace Library generic email account, which the Instruction and Outreach Librarian monitors. Depending on the nature of the inquiry, the Instruction and Outreach Librarian may ask another librarian to respond to the question. All questions should either be answered from the Grace Library account or include [gracelibrary@carlow.edu](mailto:gracelibrary@carlow.edu) in the “cc” field.

### **3. Responding**

- a. The librarian responsible should reply within 24 hours (Monday – Friday).
- b. For print sources, patrons will need to come to Grace Library to use the material.
- c. If the patron attends an off-site education center, is online only, or a low-residency student, they will need to fill out the ILL form to have the materials sent to them either via U.S. mail or email.
- d. Once a question has been answered, the librarian should email the response, including the initial question, to the Systems Librarian for statistics and filing. A printout of the conversation placed in the Systems Librarian’s mailbox is also accepted.

### **4. Confidentiality**

Grace Library complies with the American Library Association’s privacy and confidentiality policy.

## **Gift Policy**

All book and A/V material donations should be directed to the Cataloging and Acquisitions Librarian. Textbooks cannot be accepted as donations. In keeping with the standard practices of academic libraries, the library does not purchase or provide textbooks. The library can accept books only when in good condition or better with unmarked pages.

### **1. Hours**

Donations are accepted from 9:00 AM – 5:00 PM Monday through Friday and should be directed to the Cataloging and Acquisitions Librarian who will vet the offered items and render a decision as to whether the library can accept the gift. In the event that the Cataloging and Acquisitions Librarian is unavailable and a donor is on site, she/he should be directed to the Systems Librarian.

The Cataloging and Acquisitions Librarian will seek to do a remote comparison or evaluation appointment whenever possible as this is the most efficient means of assessment for both donor and library.

### **2. Rejection of Donations**

The Executive Director of the Library, in consultation with the Cataloging and Acquisitions Librarian, reserves the right to reject donated materials that are not appropriate for academic library collections or that will not support student learning and/or faculty research.

If the material is deemed complementary or superior to an item in the collection it will be retained. This could also be due to the fact that the item is in better condition or is a newer edition. Therefore, existing materials may be withdrawn due to the academic or physical quality of gifts. The Cataloging and Acquisitions Librarian reserves the right to reject materials due to condition. Reasons for rejection on the basis of condition include:

- Evidence that the item has mold, mildew or water damage
- An odor such as cigarette smoke
- Excessively brittle, marked or unsightly titles
- Magazines will not be accepted

In areas of study where current research is necessary, titles with a copyright date exceeding the current year plus four will not be accepted for inclusion in the collection. These include but are not limited to:

- Biology
- Business
- Chemistry
- Criminal Justice
- Education
- Forensic Sciences
- Information Technology
- Nursing
- Psychology/Social Work
- Respiratory Care

Outdated items are rejected because adding books that don't meet a field's currency requirements may hamper student success in instruction, practice, the treatment of patients, or research. In any of these areas of study, consideration will be given to any historic value that the material may have and whether it would have value in allowing students to use them as a tool to compare past and present practices. The Cataloging and Acquisitions Librarian will make this determination and may consult with faculty. Therefore, no promise of acceptance by the library shall be made unless it is made by the Executive Director.

**3. Return to Donor or Discard of Gifts**

If the evaluation of a gift reveals that the item(s) are deemed inappropriate or unacceptable for the library's collection, the donor will be contacted.

The donor of materials is responsible for retrieving materials not retained for the library collection if an immediate evaluation or an evaluation appointment cannot be made.

Upon notifying the donor, if materials are not retrieved within 10 business days they will be discarded.

The Cataloging and Acquisition librarian will inform the donor of this policy at the onset of this holding period. The library will not provide a letter of tax receipt. An estimation of approximate value cannot be provided by the library.

## **Interlibrary Loan Policy:**

This policy applies to all Carlow University community members: students, faculty, staff, and the Sisters of Mercy.

### **1. Access Procedure**

If a particular book or article is not available through the Grace Library's collections, patrons may request items through Interlibrary Loan (ILL) via WMS Discovery or the online form on the Library's web site.

### **2. Checkout Procedure**

Interlibrary Loan books are delivered to Grace Library and are processed through the WMS Interlibrary Loan Module. During this processing the book is charged out to the patron, and the patron is notified via Carlow email that his/her Interlibrary Loan book(s) is/are available for pick up at the Circulation Desk. A yellow band is placed on the book with all the necessary ILL information, including the due date.

### **3. Lending Periods**

Books received from ILL have varying due dates that can range from a couple of weeks to a month or so. Each lending library sets its own policy regarding lending periods for ILL. The Access Services Librarian will determine the due date for each item received via ILL based on the date set by the lending library. This date will be written on the yellow ILL book band and entered into WMS. Items received from ILL cannot be renewed.

### **4. Delivery Methods for Articles**

Articles are provided electronically from the lending library to patrons via their Carlow email accounts. Usually the articles are sent to patrons within 1 to 3 business days. If an article is not available from ILL, the patron will be notified via her Carlow email account.

### **5. Limits on Number of Interlibrary Loan Items**

Faculty, staff, and students are limited to a total of 12 ILL books checked out at one time. Permission to check out more materials may be granted in special circumstances.

### **6. Limits on Number of Articles Requested**

Faculty, staff, and students are limited to a total of 12 ILL requests for articles per week. Special permission to submit more requests may be granted in special circumstances.

### **7. Limits on the Types of Material Borrowed**

Traditional textbooks will not be borrowed through Interlibrary Loan. When an item requested is identified by library staff as a textbook, the requestor will be notified that their request has been cancelled and the reason. Patrons may not request an entire issue of a journal.

### **8. Rule of Five**

Grace Library may not receive more than five requests for articles from the last five years of a particular journal title in a calendar year. This is in accordance with copyright

guidelines. If a Carlow patron submits a request for an article from a journal that has reached its five-article limit, the patron will be notified via Carlow email that her request cannot be fulfilled.

**9. Expectations for Conditions of Returned Items**

Items should be returned to the library in the same condition as when the items were checked out. Patrons returning items with any damage, such as water damage, underlining/writing in books, broken spines, missing pages, etc. may be charged a damage or replacement fee.

**10. Costs for Interlibrary Loan**

There is no cost to patrons for interlibrary loan, unless the item requested is rare. In these cases, patrons would be notified of a potential charge before the request is processed and they would be able to accept or decline the cost.

**11. Overdue Fines and Assumed-Lost Notices**

One day after the due date fine notices are generated in WMS and e-mailed to patrons.

**12. Fines, Replacement Costs, etc.**

Students, faculty, and staff will be charged the full replacement cost and processing fee for overdue, unreturned, lost, or damaged Interlibrary Loan books. For Interlibrary Loan items the charges will be determined by the lending library. In cases where a specific cost is not readily available, a default replacement fee of \$50 will be charged to the patron along with the processing fee.

**13. Special Borrowers**

The use of Interlibrary Loan is not extended to special borrowers.

**14. Lending Policy**

- a. Books: Grace Library will lend materials in our general collection (excluding special collections, the Popular Fiction Collection, and the Contemporary Nonfiction Collection) to libraries in the United States through OCLC Worldshare at no charge. The lending period for all items is 35 days. Overdue notices will be sent to the lending library beginning on the due date. If the item is not returned or if it is damaged, the Access Services Librarian will produce and send an invoice to the borrowing library for the full cost of the item, plus a \$10 processing fee.
- b. Articles: Grace Library will lend articles in our electronic and print periodical collections to libraries in OCLC Worldshare at no charge.
  - i. Grace Library will not lend entire volumes or issues of periodicals and will only produce copies of these materials for ILL purposes.
  - ii. Grace Library will not produce copies of print or electronic books for ILL purposes.

## **Information Literacy Policy**

Information literacy learning and assessment is focused within three courses in the Compass curriculum: SKW102, Critical Explorations, and the Anchor. Beyond the core curriculum, many students learn research concepts important to their disciplines in upper-division or capstone courses. Faculty and instructors may collaborate with Grace Library staff to integrate information literacy into courses or programs at Carlow University.

Librarians are available to assist in the design and development of information literacy assignments, assessments, research guides, or online learning modules. Grace Library uses the Information Literacy Rubric based on the Association of College and Research Libraries' *The Framework for Information Literacy for Higher Education* as a guideline for developing learning materials.

Faculty and instructors may contact [gracelibrary@carlow.edu](mailto:gracelibrary@carlow.edu) to request a consultation with a librarian to discuss existing or new course syllabi, assignments, and assessments relating to the research process.



## **Library Use Policy**

This policy applies to all Carlow University community members: students, faculty, staff, and the Sisters of Mercy.

### **1. Noise and Disruptive Behavior**

Library staff have the authority to tell patrons to be quiet. If noise level and disruptive behavior aren't resolved, patrons will be asked to leave the library. In more extreme cases or if patrons don't adhere to the library staff member's requests, Campus Police will be called and patrons will be subject to disciplinary action.

### **2. Proper Discarding of Trash**

Carlow patrons are expected to clean up after themselves when using the library. Paper, food, and drink containers should be disposed of properly. Receptacles are available near the printers for trash and recycling. Seating and tables are to be returned to their proper places.

### **3. Leaving Print Jobs at the Printers**

Carlow patrons are expected to pick up or recycle their printing jobs after sending them to the printer. Printing jobs left at the printers for more than one day will be recycled.

### **4. Posting of Flyers**

Flyers and announcements may be posted on Grace Library's general purpose bulletin boards. No flyers or announcements may be taped or otherwise affixed to the walls, according to Carlow University's *Posting Policy*.

### **5. Reporting of Technology Problems**

Carlow patrons must report any problems with printers or lab computers to the Carlow Help Desk on the second floor of the University Commons. Patrons may also call the Help Desk (x8700) or send an email to [help@carlow.edu](mailto:help@carlow.edu). The library and library staff are not responsible for resolving lost print jobs or other computer errors, these must be resolved with the Carlow Help Desk.

### **6. Study Room Reservations**

Carlow patrons must reserve study rooms with the Carlow Help Desk or via Outlook.

### **7. Non-Carlow Users**

Members of the local community or other non-Carlow users are limited to using Grace Library print resources within the library. Non-Carlow users are not permitted to use any electronic resources such as eBooks or databases. Also, non-Carlow users cannot have access to Carlow computers and printers.

### **8. Use of Grace Library After Hours**

The library, printers, computer lab, study rooms, and conference room will not be accessible to the Carlow community when the library is closed. Carlow community members should consult the library's hours of operation when scheduling the conference room, study rooms, and computer lab.

## **Reserves Policy**

The library reserves are collections of materials that serve specific Carlow courses. They are created at the request of course instructors and most often include required and recommended readings and/or films.

### **1. Course Reserve Items**

Personal copies of textbooks, photocopies of journal articles, CDs and DVDs may be placed on reserve by course instructors. Books, journal article photocopies and DVDs from the Grace Library collection may be placed on reserve.

### **2. Request Form**

A signed copy of the Grace Library Course Reserve Form must accompany the materials when they are presented at the Library Desk or sent via campus mail. The form is available on the Faculty Resources link on the Grace Library website. As indicated on the form, the course reserve may be available for up to one semester. The circulation rules range from lending periods of one day, three days, or seven days. The faculty member's preferred lending period and whether or not the item is for "library use only" must be indicated on the Course Reserve Form. Please note, library staff do not locate, download, or copy materials for reserve use.

### **3. Processing of Requests**

Requests are processed on a first-come, first-served basis. Please allow a minimum of five business days for processing. Every effort will be made to accommodate all requests in a timely manner. Because of the high volume of reserves traffic at the beginning of fall and spring semesters, faculty are encouraged to submit materials as early as possible.

### **4. Copyright Restrictions**

The library may refuse to place an item on reserve if, in the opinion of the librarian, accepting the item would constitute an infringement of copyright law. One example of such an infringement would be an article obtained from Interlibrary Loan. Grace Library does not have a license for resources obtained through Interlibrary Loan. Thus these items would be subject to the rules of copyright and fair use. (Please see the Copyright Policy and the Film Use Policy.)

### **5. Organization and Circulation for Users**

Reserve materials are stored at the Library Desk alphabetically by course ID. Students may access the materials by asking for them at the Library Desk. They are searchable through the library's Discovery service, as well.

Students must check out reserve items in order to use them. Overdue fines are assessed at \$5.00 per week for reserve items. There is no maximum fine. Faculty and staff are not charged overdue fines on reserves.

## **User Privacy Policy**

Unauthorized use of library users' personal information or reference inquiries at Grace Library is prohibited. The library staff are respectful of library user data and will protect user records in accordance with the American Library Association's guidelines and as follows.

### **1. User Information in WMS**

Circulation records and other materials that identify library users (such as fine and bill reports or borrowing history) are kept confidential. The information of each library user's record in WMS, including their items out and notification history, may not be shared with others for any reason.

### **2. Web Browser Search History**

Individual user searches in the library catalog or in the library databases are not recorded by Grace Library in any way. Statistics that are collected for the Library Annual Report will indicate the number of searches in each database, but not the identities of users performing searches.

All of the computers located in the Library and Learning Commons can be seen by bystanders. Library users must be aware that the information displayed on Carlow computer screens is never private.

### **3. Reference**

The library staff keep confidential the source and content of any reference consultation regardless of whether it is communicated verbally, through email, telephone, or any other reference service.

## Weeding Policy

This policy is an instrument to provide Grace Library staff with directions for making holdings appraisals and retention decisions in a planned, coordinated and systematic manner. The Cataloging and Acquisitions Librarian, in consultation with the Executive Director, will monitor the development of the collection and ensure that weeding and retention practices guarantee that holdings are balanced and equitable across programs of study.

### 1. Weeding Due to Condition

The Cataloging and Acquisitions Librarian will withdraw holdings due to condition.

Reasons for withdrawal on condition include:

- Evidence that the item has mold, mildew or moisture damage
- An odor such as cigarette smoke
- Excessively brittle, marked or unsightly items

### 2. Weeding Due to Age

In areas of study where current research is necessary, titles with a copyright year of 7- 10 years will remain in the collection. Texts deemed classic works or historic in nature will be retained no matter the date.

These include but are not limited to:

- Biology – 10 yrs.
- Business – 10 yrs.
- Career Resources – 7 years
- Chemistry – 10 yrs.
- Education – 10 yrs.
- Health Sciences – 7 yrs.
- Information Technology – 10 yrs.
- Nursing – 10 yrs.
- Psychology/Social Work – 10 yrs.

### 3. Historic or Bibliographic Works

Consideration will be given to any historic value that material may have and whether it would be of value to allow students to use them as a tool to compare past and present practices or events. Bibliographic works will be considered historic in nature. The Cataloging and Acquisitions Librarian will make this determination in consultation with faculty and the Executive Director.

### 4. Weeding Exceptions

- a. Developing Programs: The following programs that are newly established or forthcoming will not be subject to weeding at this time to allow each program's materials to increase within the collection:
  - Counseling
  - Criminal Justice
  - Forensic Science
  - Respiratory Care
- b. Significant Contributions in a Field: Materials that represent significant contributions to a field will be retained. Faculty and staff may be consulted in making decisions about retention.

- c. Classic Literature: Classic literary titles will be retained and replaced when an item's condition merits replacement.
- d. Usage Consideration: The Cataloging and Acquisitions Librarian will consider usage statistics when available or prudent, in considering the removal of a title. Determination will be made as to whether newer or stronger material offers sufficient coverage.
- e. Popular Fiction and Contemporary Nonfiction Collections: The Systems Librarian and his/her designee(s) will consider the removal of these collections' materials based on usage, relevancy, currency, and other factors that determine an item's popularity. Materials that are no longer popular but are still deemed relevant to the Library and University mission will be moved to the general library collection instead of weeding.

**5. Weeding Decisions Based on Material Type or Content**

The Executive Director of the Library reserves the right to withdraw materials that are not appropriate for academic library collections, that will not support student learning and/or faculty research, or that do not support the currency standards of the discipline.

## **Work Study Student Policy**

Students who are awarded Federal Work-Study are eligible to work at Grace Library's circulation desk. During the fall and spring semesters 15 – 25 work study students will be employed by the Library. In the summer months one or two work study students are employed.

### **1. Expectations and Duties**

When on duty, the main responsibilities of work study students are:

- a. To welcome visitors coming to the Library.
- b. To answer directional questions.
- c. To record the quantity of directional questions and to keep a head count on the statistics sheets.
- d. To refer reference and informational questions to library staff.
- e. To manage the check out and returns of Grace Library's collections including reserve materials, periodicals, DVDs and VHS cassettes, and Interlibrary Loan books in addition to the regular circulating materials.
- f. To organize and shelve the materials on the library carts.
- g. To shelf read the stacks.
- h. To open and close the library when working the first or last shift of the day.
- i. Other tasks as assigned by library staff.

Students will receive a list of rules on their first day that they must agree to and sign as a condition of employment. The training procedure for work study students will be conducted during the first week of employment.

### **2. Schedules**

- a. Work study students will work the shifts available to them based on two things: library needs and the students' course schedules.
- b. A student's scheduled hours will not be based on convenience or a desire to work a certain time or day.
- c. No more than two work study students are needed at any period of time during the day or evening.
- d. Work study students without a class conflict may be required to work on weekends if that coverage is needed by the library.
- e. If a student misses a shift at work due to an emergency, it is not possible to make up those hours.

### **3. Circulation Policies for Work Study Students**

Work study students will use WMS for the following circulation purposes:

- a. Check in
- b. Assist Patrons
- c. Discover items

In addition to understanding and using WMS, work study students also participate in book checkout, return, and shelving. They will understand the organization of the collections, where they are located, and how to apply the Library of Congress call number system to shelve books. Work study students must understand the Interlibrary

Loan checkout, return, and renewal policies. Some work study students may be given additional privileges in WMS if their tasks require it as assigned by a Library staff member.

**4. Missing a Shift**

- a. Authorized Absence: If a student must miss a scheduled shift due to illness or an unavoidable conflict, she/he must contact the supervisor at least 24 hours in advance of the shift unless the absence is due to a sudden illness or emergency.
- b. Repeated Absences: If a student is absent repeatedly, even if notifying the supervisor 24 hours in advance, his/her employment may be terminated.
- c. Unauthorized Absence: If a student fails to report for her/his shift and has not called in to notify a staff member at least 24 hours before the start of her/his shift, that student will receive a warning. If a student fails to show for a shift a second time, it will result in a loss of employment at Grace Library.

### **Rules and Policies for Grace Library Work Study Students**

1. Timesheets and Sign-In Notebook – Enter the exact hours that you work on both your timesheet on WebAdvisor and in the sign-in notebook. Use black or blue ink.
2. Eating – Food is not permitted during work hours, with the exception of small snacks. You may consume beverages.
3. Visitors – Work study students are paid to work. Therefore, one should not use these hours to socialize. If a friend stops by to chat, please let him/her know that you are unavailable until the conclusion of your shift.
4. Phone calls – Work Study students should not make or receive personal phone calls without the permission of the Supervisor or any other librarian in her absence.
5. Cell phones – Do not use your cell phone while on duty. Cell phones should be on the silent setting throughout your shift unless you are expecting an emergency or urgent call from family. Any student violating this policy will be required to turn over her/his phone to staff while on duty.
6. Music – Do not play music or use headphones at the circulation desk.
7. Library Desk – Unless otherwise assigned, work study students are expected to be seated at the Library Desk and available to answer questions when they are on duty.
8. Library Desk Computers – The desktop computers at the circulation desk are for official (library) work only. These should be used for WMS transactions and answering patron questions.
9. Personal Laptops – Once a work study has satisfactorily completed all assigned work for her/his shift, she/he may use a personal or laptop computer at the desk to study or complete class assignments only. If a work study student is found to be using a laptop for social media or other non-academic purposes, she/he will lose this privilege for the remainder of the semester. Additionally, if a library staff member requests additional work or assigns another task, work study students must put away their laptops or personal computers and attend to the request immediately.
10. Attendance – If a work study student is unable to work his/her shift, he/she must notify a library staff member in accordance with library procedures at least 24 hours before the start of his/her shift. Library staff are not obligated to provide additional work hours to replace hours lost due to missed shifts.
  - a. If a student fails to report for her/his shift and has not called to notify a staff member at least 24 hours before the start of his/her shift, that student will receive a warning. A repeat occurrence of this behavior may result in the loss of employment at Grace Library.
  - b. If a student is absent repeatedly (even when calling in each time), she/he will face a loss of hours or the loss of employment at Grace Library.
11. Library Records – Information that you access in WMS is protected by federal law. You must keep all library-related information confidential.
12. Warnings and Termination – Termination may occur as a result of repeated violations of any policy or rule listed above. When a work study student fails to meet expectations, she/he will receive only one warning in-writing with a copy going to the student and a copy retained for library work study files prior to termination.
  - a. Work study students will behave in a professional way that is appropriate for a Carlow University office or service area.



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- b. Work study students must complete all assigned duties accurately and in a reasonable amount of time.
- c. Work study students must follow all rules and policies established in this document and comply with the requests of library staff members.

Failure to comply with the rules specified in this document will result in the implementation of the warning system, followed by termination if there is no change in the student's behavior or performance.

**By signing, you indicate that you have read, understood, and agreed to follow these rules and policies.**

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**Student Signature**

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**Date**