



Access to Library Resources and Materials

Policy Title: Access to Library Resources and Materials

Policy Type: Administrative

Policy Number: #33-03 (2014)

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Responsible Office: Office of the Dean of Library Services

Responsible Executive: Dean of Library Services

Applies to: University and Community

POLICY STATEMENT

The Access Services Department is a unit of the Lyman Beecher Brooks Library at Norfolk State University. The Department provides the following services: the initial point of contact for users coming into the library at the Desk, patron registration and maintenance in the integrated library system (ILS), check out and check in of library materials, collection of fines and fees for overdue, damaged and lost library materials, placing and retrieving materials for holds, processing and providing access to course reserves, providing a lost and found service, providing access and reservations for study rooms. The purpose of the department is to ensure equity of access to the library collections and resources for the Norfolk State University students, faculty and staff, as well as the public.

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DEFINITIONS

Course Reserve: is a term used in academic libraries to describe materials set aside for a specific academic course or other use. Most often materials are put on course reserve by library staff at the request of the course's instructor. Materials on reserve typically have shorter loan periods than other library materials to allow access to a high volume of library patrons

Library Fine: fee imposed by the library on materials that are overdue when returned

Library Circulation or Library Lending: comprises the activities around the lending of library books and other material to users of a library.

Library Replacement Charge: represents the cost to the library when an item is lost, including the cost of purchasing and processing a replacement where applicable.

Patron: is someone who uses or patronizes a library.

CONTACT(S)

The Office of the Dean of Library Services officially interprets this policy. The Office of the Dean of Library Services is responsible for obtaining approval for any revisions as required by BOV Policy # 01 (2014) *Creating and Maintaining Policies* through the appropriate governance structures. Questions regarding this policy should be directed to The Office of the Dean of Library Services.

STAKEHOLDER(S)

The University and Community

ACCESS SERVICES: POLICY CONTENT

Introduction

The purpose for this policy is to ensure library users equity of access to library materials and resources. The policy outlines patron categories, length of loan periods for various types of materials, the number of items which may be borrowed, the number of renewals allowed, and how a book may be subject to recall. In as much as the Library encourages its users to demonstrate self-respect and respect for others who wish to share the resources of the library, this policy also outlines the assessment of fines and fees for overdue, damaged and lost books and materials. Users are encouraged to use library materials with consideration for the rights and needs of others.

Patron Types

1. The Library Systems Administrator or the authorized Access Services Department staff members will load patron records from the University's automated records into the Library's Integrated Library System (ILS) at the beginning of each semester, immediately following the registration period, at least 2 times after classes begin, and as needed. Faculty and staff records are loaded each semester and as needed.
2. Patrons not in the ILS are required to complete a registration form and provide a valid NSU ID card or a picture ID. The Desk staff will manually enter records into the ILS and provide a paper card for non-NSU patrons.
3. Staff members will update patron records already in the system as needed.

Loan Periods, number of items that can be checked out and renewal limits by Patron Type

| PATRON TYPE | Undergrad | Graduate | Faculty | Staff | Alumni & Retired Faculty | Community | Tidewater Consortium |
|----------------------------|-----------|-----------|-----------|-----------|--------------------------|-----------|----------------------|
| MATERIAL TYPE | | | | | | | |
| Books | 28 days | Semester | Semester | 28 days | 28 days | 7 days | 21 days |
| | 10 items | Unlimited | Unlimited | Unlimited | 10 items | 5 items | 5 items |
| Renewals | 2 | 1 | 2 | 2 | 1 | 1 | 1 |
| Specials Collections (HAM) | 7 days | 7 days | 7 days | 7 days | 7 days | 7 days | 7 days |
| | 2 items | 2 items | 2 items | 2 items | 2 items | 2 items | 2 items |
| Renewals | 1 | 1 | 1 | 1 | 1 | 0 | 0 |
| Graphic novels | 7 days | 7 days | 7 days | 7 days | 7 days | 7 days | 7 days |
| | 2 items | 2 items | 2 items | 2 items | 2 items | 2 items | 2 items |
| Renewals | 1 | 1 | 1 | 1 | 1 | 0 | 0 |
| Media | 7 days | 7 days | 7 days | 7 days | 7 days | 7 days | 7 days |
| DVD's, CD's | 2 items | 2 items | 2 items | 2 items | 2 items | 2 items | 2 items |
| Renewals | 1 | 1 | 1 | 1 | 1 | 0 | 0 |
| Course Reserves | 2 hours | 2 hours | 2 hours | 2 hours | n/a | n/a | n/a |

| | | | | | | | |
|--|---------|---------|-----|-----|-----|-----|-----|
| Equipment for checkout is to support students and is often in high demand. Equipment renewals will be granted if there is no hold/waiting list. Faculty & staff can request equipment that will be granted on a case by case basis | | | | | | | |
| Computer equipment | 7 days | 7 days | n/a | n/a | n/a | n/a | n/a |
| | 2 items | 2 items | | | | | |
| Renewals | 0 | 0 | | | | | |
| Non-computer equipment | 7 days | 7 days | n/a | n/a | n/a | n/a | n/a |
| | 2 items | 2 items | | | | | |
| Renewals | 0 | 0 | | | | | |

Returning Library Materials

1. Print and media materials may be returned to the Desk or in the book depositories located outside on wall near both entrances to the Library.
2. Reserve items, media and equipment must be returned to the Desk and checked by a staff member.
3. Staff will check for condition and multiple pieces before checking in the item.
4. Staff will bill for the whole item or missing pieces if we can purchase just the piece

Renewals and Recalls

1. Library users may renew books in person, online or by telephone, providing the books are not overdue.
2. A book is subject to recall after 7 days. A recalled book must be returned within the next 7 days following the date on the notification.

Fines and Fees for Overdue, Lost and Damaged Books

1. The ILS computes overdue fines, damaged fees and lost book fees.
2. Notices are generated by the ILS and sent to user's email accounts.
3. Fines and fees are collected at the Desk and can be paid in cash or with a Spartan Card.
4. The Library reserves the right to charge a higher fee for items that are rare or valuable.

| MATERIAL | \$ per ITEM |
|--------------------|--|
| Books | \$.10/day |
| Reserves | \$1.00/1 st hour, & \$.50 each additional hour |
| Special categories | \$.25/day |
| Recalled items | \$5.00/day on 8 th day after recall notification |
| Damaged items | Cost of the repair if repairable |
| Lost items | Cost of item listed in ILS plus \$12.00 processing fee Unknown cost of an item, a cost of \$58.00 (includes \$12.00 processing fee) |

Course Reserves

NSU professors can request library materials, instructor-owned books and photocopies, and items in electronic format needed for a course can be made available with restricted loan periods (2 hours in-library use) at the Desk. The Library will ensure timely processing and equitable access of reserve materials.

1. Professors must complete a Course Reserve Request Form for specific class-assigned readings each semester.
2. Reserve requests for books must be renewed each semester.
3. One copy of an item may be placed on reserve per every 15 students enrolled in the class.
4. Photocopies are subject to copyright restrictions.
 - a. Fair Use Guidelines may apply to 1st time use.
 - b. A member of the Access Services staff will assist with securing copyright permission from the Copyright Clearance Center for photocopies of copyrighted material in excess of Fair Use Guidelines.

Reserve Records

1. Items are placed on reserve in the library system by course number, course title and professor's name.
2. Item format (reserve book, reserve photocopy, electronic copy) is noted on the Course Reserves Screen for each professor.

Study Rooms

Study rooms are available for student use and can be reserved online.

1. Large capacity rooms, seat between 8 - 10 people
2. Small capacity rooms, seat between 4 - 6 people
3. Occupancy is limited to the number of chairs. No other furniture may be brought into the room.
4. No Food or Drink is permitted.
5. Personal belongings should not be left unattended. The Library is not responsible for loss or damage to personal property.
6. Graduate Study Room (3041) is available for graduate students
7. Violation of Study room guidelines or [NSU Student Code of Conduct](#) may result in users being escorted from the library, denial of future use of study rooms and/or judicial charges filed by the library

PUBLICATION

This Policy will be widely published or distributed to the University community. To ensure timely publication and distribution thereof, the Responsible Executive will make every effort to:

- Communicate the policy in writing, electronically, or otherwise, to the University community, including current and prospective students within 14 days of Board approval;
- Submit this policy for inclusion in the online Policy Library within 14 days of Board approval;

- Post the policy on the Division of Academic Affairs, Enrollment Management Office and University Registrar web page and any other related webpages, all student handbooks and University catalogs; and
- Educate and train all stakeholders and appropriate audiences on the policy's content as necessary

REVIEW SCHEDULE

- **Next Scheduled Review:** 08/15/2021
- **Approval by, date:** **President, 04/29/2015**
- **Revision History:** 04/24/18
- **Supersedes:** None

RELATED DOCUMENTS

Administrative Policy# 33-02(2014) Lyman Beecher Brooks Library's Interlibrary Loan Policy <https://www.nsu.edu/Assets/websites/policy-library/policies/03/Administrative-Policy33-02-Interlibrary-Loan.pdf>

FORMS

<http://library.nsu.edu/screens/libraryforms.html>