Lyman Beecher Brooks Library’s Circulation/Reserve Policy

Policy Title: Circulation/Reserve Department

Policy Type: Administrative

Policy Number: #33-03 (2014)

Approval Date: 04/29/2015

Responsible Office: Dean of Library Services

Responsible Executive: Dr. Tommy Bogger

Applies to: University Community

POLICY STATEMENT

The Circulation/Reserve Department is a unit of the Access Services Area of the Lyman Beecher Brooks Library at Norfolk State University. The purpose of the department is to ensure equity of access to the general collection of library books, special collections, and the reserve collection by Norfolk State University students, faculty and staff, as well as the public.

TABLE OF CONTENTS

| Definitions | 1 |
| Contacts | 2 |
| Stakeholder(s) (For Administrative Policy) | 2 |
| Circulation/Reserve: Policy Content | 2 |
| Publication | 12 |
| Review Schedule | 12 |
| Related Documents | 12 |
| Forms | 12 |
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: imposed by a library on books overdue when returned.

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

CIRCULATION/RESERVE: POLICY CONTENT

Introduction

The purpose for this policy is to establish guidelines to ensure the library users equity of access to library books and materials. Consequently, the policy outlines lengths of loan periods, 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.
Procedures

Maintaining Patron Records

1. The Library Systems Administrator or the authorized Circulation/Reserve Department staff member will load student records from Datatel into the Library Millennium system at the beginning of each semester, immediately following the registration period, at least 2 times after classes begin, and afterward, as needed. Faculty and staff records are loaded as needed.

2. Staff members at the Circulation/Reserve Desk will determine if the patron record is in the library system by keying in the patron’s name or scanning the library patron bar-code number. Library patron barcode numbers should be affixed to the back of the student’s current NSU ID card.

3. Staff member will create a patron record for students who are not already listed in the library system. To create a library patron barcode number, use the student’s ID number on the front of the ID card, deleting the first two digits and the last two digits, and adding the prefix “S”.

4. Staff member will update patron records already in the system

Checking Out Books and Materials to Patrons

1. Norfolk State University students, faculty, and staff must present current NSU ID Cards to check out library books and materials.

2. Virginia Tidewater Consortium (VTC) students and faculty must present current identification cards and current VTC Borrowers’ Cards from their home institutions to check out library books.

3. Staff member at the Circulation/Reserve Desk will retrieve the patron records in the library system by scanning the patron’s library barcode number from the patron’s NSU ID card.

4. Patron records must show no overdue books, fines or fees.
5. Staff member enters book barcode number for checkout on the patron record. The Date Due will appear.

6. When the system is down, books may be checked out on manual check-out forms and staff will enter data into the system later.

**Loan Periods and Renewals**

1. Regular circulating books, the Herbert A. Marshall Collection and reserve items are available for checkout during all library hours.

2. Library users may renew books in person or by telephone, providing the books are not overdue.

3. 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.

<table>
<thead>
<tr>
<th>Patron Type</th>
<th>Loan Period</th>
<th>Number of Items</th>
<th>Renewals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>28 days</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Graduate</td>
<td>One Semester</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Faculty &amp; Faculty Emeriti</td>
<td>One Semester</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Staff</td>
<td>28 days</td>
<td>Unlimited</td>
<td>2</td>
</tr>
<tr>
<td>Alumni</td>
<td>21 days</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Tidewater Consortium Faculty &amp; Students</td>
<td>21 days</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Community-at-Large</td>
<td>21 days</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Public School Teachers</td>
<td>21 days</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>
Checking In Returned Books and Materials

1. Books checked out may be returned at the Circulation/Reserve Desk or in the book depositories located outside on wall near both entrances to the Library.

2. Reserve books and materials must be returned to a Circulation/Reserve Desk staff member who will immediately check the items in and return the ID card to the user.

3. To check in an item, the staff member must scan in the item from the check-in mode in the library system. Observe any special notices, such as overdue holds, and follow the prompts.

4. Place checked in books on designated book trucks near the Circulation/Reserve Desk; books on hold should be placed in the holding area.

Collecting Fines and Fees for Overdue, Lost and Damaged Books

1. Fines are imposed for overdue books and materials. On the patron screen, the library system displays red characters for overdue items and fines. Delinquent patrons are restricted from checking out additional library materials.

2. Three overdue notices are emailed to users: 1st notice, 2nd notice, and fine letter/3rd notice.

3. Overdue fines should be paid at the Circulation/Reserve Desk where a library system generated receipt will be issued. Fines are as follows:

   A. $.10 per day, per book (circulating books)
   B. $1.00 1st hour, $.50 each additional hour (reserve items)
C. $.25 per day, per book (Herbert A. Marshall Collection)
D. $5.00 per day, per book on the 8th day after the date of notification (recalls)

4. The fee for a lost book where the price is known will be the cost of the book plus a $12.00 processing fee. The Library reserves the right to charge a higher fee for lost books that are rare or valuable.

5. If the price of a lost book is not known, a cost of $58.00 will be charged which includes a $12.00 processing fee.

6. Patrons are restricted from checking out additional library materials until they have paid for the lost items.

7. A fee, according to the cost of repair, will be charged to a user, who returns a damaged book that is repairable.

8. A lost book fee will be charged to a user who returns a damaged book that cannot be repaired.

9. Users are restricted from checking out additional library materials until they have paid for the damaged items.

10. Sanctions are placed on library records for NSU students, faculty and staff who have obligations to other Virginia Tidewater Consortium (VTC) libraries.

**Placing HOLDS on Books**

1. A library user may request that a book charged out to another person be held for him or her when it is returned.

2. The Hold request should be made at the Circulation/Reserve Desk, where a staff member will place a hold in the library system for the designated book.

3. When a book on hold is returned, it is placed in the holding area at the Circulation/Reserve Desk and the person making the hold request is called and informed that his or her book is available for checkout.
Policy Statement

As requested by NSU professors, library books, 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 Circulation/Reserve Desk.

Introduction

The purpose for this policy is to establish guidelines and procedures to ensure timely processing and equitable circulation of reserve materials.

Procedures

Reserve Requests

1. Professors may request, by completing a Course Reserve Request Form, that the library places on reserve books and materials 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 Library Circulation/Reserve staff can assist with securing copyright permission from the Copyright Clearance Center for photocopies of copyrighted material in excess of Fair Use Guidelines.

5. Reference books and periodicals may not be placed on reserve in the Circulation/Reserve Department.

Reserve Processing

1. Items are placed on reserve in the library system by professor’s name, course number, and course name.

2. Items may be placed on Electronic Reserve as requested by professors.

3. Item format (reserve book, reserve photocopy, electronic copy) is noted on the Course Reserves Screen for each professor.
Policy Statement

Maintaining orderly circulation stacks is a major function of the Circulation/Reserve Department. The circulation collection consists of the general collection which is located in open stacks on the 2nd and 3rd floors. The Reserve Collection and the Herbert A. Marshall Collection are located in closed stacks on the 1st Floor. The Herbert A. Marshall Collection includes books by and about African Americans in the United States.

Introduction

The purpose for the policy is to ensure the availability of books and materials by outlining stacks management procedures.

Procedures

Stacks Management Procedure

1. Book depositories are located on each floor of the library for book returns.
2. Returned books are arranged by the Library of Congress Classification System and placed on book trucks.
3. Returned books are re-shelved in a timely manner.
4. Books are shifted, when necessary, to provide more shelving space.
5. Books are picked up daily from tables.
6. Torn and damaged books are removed from shelves.

Handling Unshelved Books

1. Unshelved books are collected from book trucks, edges of shelves, and study room tables two to four times a day.

Handling Mutilated Library Books

1. Pull the book from the stacks area.
2. Search for bibliographic information to determine which book is mutilated.
3. Review the use history and publication date of the book.
4. Recommend that the Collection Development Manager reorder the book, if feasible, or weed it from the library’s collection, if appropriate.
5. Turn over mutilated parts of the book to the Collection Development Manager.

Processing Books to be sent to the Bindery

1. Pull books in need of repair (worn, torn, damaged books) from the shelves.
2. Place books on Bindery Shelves in the Circulation/Reserve Office.
3. Print a copy of the Item Record Screen for each book and place it in the Bindery Notebook by call number.
4. Take books to the designated area for bindery processing.

Processing Books Returned from the Bindery

1. Receive processed books from Technical Services.
2. Match books with the Item Record Screen Sheet for accuracy; if correct, discard sheet; return books with errors to Technical Services.
3. Re-shelve all books in proper stacks.

Policy Statement

The Lyman Beecher Brooks Library maintains a special collection of books by and about African-Americans in the Herbert A. Marshall Collection. It was named in honor of Dr. Herbert A. Marshall who was Professor Emeritus and a pioneering black history professor at Norfolk State University.

Purpose

The purpose of this policy is to establish guidelines for the use and maintenance of the Herbert A. Marshall Collection.

Procedure s

Herbert A. Marshall Collection - Special Collection

Loan Rules

1. Two Books at a time may be checked out.
2. One renewal per book is allowed.
3. Loan period is 5 days.

Collection Maintenance

1. New books are recommended to be added to the collection by professors and users.

2. Collection inventory is conducted (if staff is available and time permits) during summer periods.

3. Because this is a special collection which includes some out-of-print books and some autographed books, items in this area are not weeded.

4. Books in need of repair are sent to the Bindery as a separate order from books in the general circulation stacks.

Policy Statement

Student assistants are employed in the Circulation/Reserve Department each semester and during summer sessions.

Purpose

The purpose for this policy is to outline the duties of student assistants who work in the Circulation/Reserve Department of the Lyman Beecher Brooks Library.

Procedures

Student Assistants

1. Requests for student assistants are presented online to the NSU Financial Aid Office.

2. Generally, from 15 to 20 student assistants work in the Circulation/Reserve Department.

3. As requested by the Financial Aid Office, student assistants are evaluated annually on their job performances.
Duties of Student Assistants

1. To shelve books
2. To read shelves for order
3. To check reading rooms, study rooms, as well as depositories on each floor, for library books used by students
4. To assist at the Circulation/Reserve Desk as assigned or if requested to do so
5. To assist with shifting of books on the library shelves, as needed

Policy Statement

Study rooms are available for students for individual and/or group studying. Study rooms are available on a first-come basis.

Purpose

The purpose for this policy is to provide guidelines for use of Study Rooms in the Lyman Beecher Brooks Library.

Graduate Study Room

The Graduate Study Room is available for NSU Graduate Students for individual and/or group studying. It is located in Library 3041.

1. Graduate students may use this on a first-come/first-serve basis.
2. Occupancy is limited to the number of chairs. No other furniture may be brought into the room.
3. No Food or Drink is permitted.
4. Personal belongings should not be left unattended. The Library is not responsible for loss or damage to personal property.
5. 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

Study Rooms

Study rooms are located on the second and third floors in the library.

- Large capacity rooms, which seat between 8 - 10 people
- Small capacity rooms, which seat between 4 - 6 people

1. Students may use study rooms on a first-come/first-serve basis.

2. Occupancy is limited to the number of chairs. No other furniture may be brought into the room.

3. No Food or Drink is permitted.

4. Personal belongings should not be left unattended. The Library is not responsible for loss or damage to personal property.

Violation of Study room guidelines or NSU Student Code of Conduct may result in patrons 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: 04/29/2016
- Approval by, date: President, 04/29/2015
- Revision History: None
- 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-Policy-33-02-Interlibrary-Loan.pdf](https://www.nsu.edu/Assets/websites/policy-library/policies/03/Administrative-Policy-33-02-Interlibrary-Loan.pdf)

FORMS

[http://library.nsu.edu/screens/libraryforms.html](http://library.nsu.edu/screens/libraryforms.html)