

**POLICIES OF
THE FRANKLIN PIERCE COLLEGE LIBRARY**

Revised 9/00

STATEMENT OF PURPOSE

The mission of Franklin Pierce College Library is to reflect the College's curriculum and adequately serve the Franklin Pierce College community. Library faculty and staff encourage and support academic excellence by providing an environment conducive to quiet study, by instilling sound research methods and strategies through information user education, and by readily assisting patrons in finding the information they seek. Information gathering is enhanced through the use of interlibrary loan and a variety of electronic databases. Franklin Pierce College Library is also fully engaged in efforts to upgrade collection handling and to improve access to information by keeping abreast of and implementing new practices in Library and Information Science.

SERVICES OFFERED

- Assistance and instruction in the use of information resources
- Online and compact disc information databases
- Interlibrary loan
- Online public access catalog
- Current Contents: issued monthly to interested faculty members
- Audio-Visual Services: coordination and delivery
- Web-based resources

COMMUNITY SERVED

Library privileges are extended to the students, faculty and staff of all of the Franklin Pierce College campuses.

Residents of towns within a fifteen-mile radius of the Rindge campus and the students, faculty and staff of other colleges belonging to the New Hampshire College and University Council (NHCUC) are extended borrowing privileges but are not accorded interlibrary loan services.

Alumni who present appropriate FPC alumni identification in person may borrow books and other circulating materials for the normal loan periods.

Use of the Library is a privilege, not a right. The Director of Library Services can suspend or revoke borrowing and library use privileges if circumstances so warrant.

COLLECTION DEVELOPMENT

Franklin Pierce College Library is committed to the purchase of information resources in all formats. As responsible stewards of the Library's collections, Franklin Pierce College Librarians monitor collection needs on an annual basis to identify areas of rapid growth or particular weakness with the intent of providing the best possible access to information and service to patrons.

The Director of Library Services, who has ultimate responsibility for all purchase decisions, annually allocates the information resources budget. Subject areas experiencing greater need receive larger portions of money than areas of lesser need where need is defined by the research needs, numbers of students, curricular changes, and other factors. The higher the percentage, the greater the need. Because of continual collection monitoring, this system is considered flexible and responsive to changing institutional and academic priorities.

All members of the Franklin Pierce College community are encouraged to make suggestions for acquisition of library materials. The Librarians function as liaisons between the Library and the college community in gathering requests and making suggestions for purchase.

Given that Franklin Pierce College Library serves undergraduates at an institution which stresses teaching over research, no attempt is made to build a comprehensive research collection. Faculty needs for research materials unavailable in Franklin Pierce College Library will be satisfied primarily through interlibrary loan. Thus, items under consideration for addition to the library collection will be evaluated in terms of their usefulness to an undergraduate curriculum. A good quality collection is emphasized over quantity.

INVENTORY/WEEDING

Rotating portions of the library collection are inventoried annually, and the information gathered is used in collection development decisions and is also incorporated into the Director's annual report. The collection is weeded on a regular basis to remove items that have lost their usefulness. Candidates for withdrawal include outdated materials and items in poor condition.

GIFTS

Franklin Pierce College Library welcomes donations but reserves the right to decide whether or not to accession donated items depending on their usefulness and relevance to the collection as a whole.

All appraisals of the value of a donation are strictly the responsibility of the donor and will not be undertaken by the Library; nor does the Library in any way affirm the donor's valuation.

If a large quantity of materials is to be donated, a library representative may choose to examine them before they are brought to campus. Donated items not chosen for inclusion in the collection will be sold or given away. Gifts will be acknowledged by the Development Office and usually by the Director of Library Services as well.

CENSORSHIP AND CONFIDENTIALITY

In its role as information provider for the Franklin Pierce College community and consistent with Article Six (Academic Freedom) of the Rindge Faculty Federation Bargaining Agreement, there shall be no censorship of the library collection. Franklin Pierce College Library is aware that a patron or patrons may take issue with the selection of any given item. Though patrons are welcome to express their opinions, Franklin Pierce College Library will not remove items as a result of pressure applied by persons or groups espousing particular ideological points of view. Furthermore, Franklin Pierce College Library protects the privacy rights of all its patrons under the provisions of New Hampshire's confidentiality law protecting the privacy of patron records. Protected records include circulation files, reserve reading use files, billing records, and others.

COPYRIGHT

Franklin Pierce College Library upholds all of the provisions of the United States Code, Title 17 regarding copyright issues.

To encourage the scholastic and creative efforts of authors and artists, copyright owners have fundamental and exclusive rights of reproduction, adaptation, publication, performance and display. However, fair use of a copyrighted work, including such use by reproduction in copies for purposes such as criticism, comment, teaching, scholarship or research is not an infringement of copyright.

In determining questions of fair use, these four factors must be considered:

- the purpose and character of such use including whether or not such use is for non-profit educational purposes
- the nature of the copyrighted work
- the amount and substantiality of the portion used in relation to the work as a whole
- the effect of the use on the potential market for or value of the work

Title 17 US Code sections 106 - 108 may be consulted for more detailed information.

STAFF MEETINGS AND REPORTS

The Franklin Pierce College Library Staff meets formally whenever necessary. The Director sets the agenda using:

- material from the monthly reports of department heads
- items contributed by staff members and
- issues of concern that have come up in College Council, at NHCUC meetings and in meetings with the Vice President and Dean of the College.

The meetings provide an opportunity to discuss problems, exchange ideas, create new policies, or to fine-tune existing policies.

The department heads (Circulation/A-V, Reference/Serials, Technical Services) prepare monthly reports for the Director which summarize the month's activities in their areas.

The Director of Library Services prepares an Annual Report and provides a copy to each Librarian and to each member of the President's Cabinet.

LIBRARY COMPUTERS

Public computer workstations in the Library are to be used for access to Library resources only and not for word processing or any other personal use. The Library does have several nodes connected to the College's Wide Area Network which may be used by library patrons with their own laptops. Use must be in compliance with the College's Network Code of Conduct.

FOOD/DRINK

Consumption of food in the Library is not allowed. Non-alcoholic beverages are allowed if transported in an approved non-spill container. Permitted containers are made of plastic and have spill-proof, thumb-activated lids.

CONDUCT

All library patrons are expected to conduct themselves in a manner that is respectful of the normal activities and function of the Library and of other patrons. Individuals who demonstrate disruptive behavior will be subject to any or all of the following actions on the part of the library staff member(s) on duty:

- A verbal warning to refrain from the disruptive behavior
- An offer of the choice to refrain from further disruptive behavior or to leave the Library
- A request for identification and a warning that Security will be summoned and a formal report filed if the behavior continues
- Calling Security for assistance and filing a detailed description of the incident
- Completion of a Library Incident Report Form

LIBRARY HOURS

During the regular academic week, the Library is open:

Monday - Thursday	8:00 am - 11:00 pm
Friday	8:00 am - 8:00 pm
Saturday	10:00 am - 6:00 pm
Sunday	12:00 noon - 11:00 pm

During final examination periods, the Library is open daily from 8:00 am until 12:00 midnight until exams are over. During summer sessions and vacation periods, the Library operates on a reduced schedule. Hours are posted at the entrance. Library hours are subject to change as needs and situations change.

CIRCULATION DEPARTMENT POLICIES

MATERIALS FROM THE CIRCULATING COLLECTION

Library patrons who present appropriate identification may borrow books and other circulating materials for the normal loan periods as indicated on the chart below. For Franklin Pierce faculty, staff and students, a valid college ID is sufficient. NHCUC members must present a valid ID from their own institutions. Local borrowers must present their Franklin Pierce College Library cards; or, in the first instance, a valid local driver's license.

There is generally no limit to the number of items that may be borrowed. However, Library staff reserve the right to limit that number if necessary.

LENGTH OF LOAN

	Books	Videos	Software	Cassettes	Slides	CDs
FPC student	21d	2d	21d	21d	2d	21d
FPC staff & faculty	End of term	2d	End of term	End of term	2d	End of term
Local	21d	2d	21d	21d	0	21d
NHCUC	21d	2d	21d	21d	0	21d
Alumni	21d	2d	21d	21d	2d	21d

d=days *m=months*

RENEWALS

All materials may be renewed by telephone or in person for a period equivalent to that of the original loan, providing that no other patron has asked for their recall.

RECALLS

Borrowers may use items for the duration of the loan period, with the exception of items needed for class reserve which may be recalled at any time. Once the due date has passed, items may be recalled for use by another patron. Failure to return a recalled item within 2 days will result in a charge for its replacement.

FINES FOR OVERDUE ITEMS

Overdue notices are generated weekly. Borrowers with overdue items will receive first, second and billing notices. NHCUC members and local borrowers are fined for overdue materials at the rate of 25¢ per day per item. Videocassettes carry a \$3.00 per day overdue charge accruing to maximum of \$21.00 for local, student, and NHCUC borrowers. There is a grace period of 3 days following the due date, during which the item may be returned without the accrual of fines. FPC faculty, students, and staff, including the Library's student assistants, are not charged overdue fines (except in the case of videocassettes).

LOST, STOLEN AND DAMAGED MATERIALS

The Library charges those responsible for lost, stolen or damaged materials. The normal charge for replacement is based on the average price of new books. Certain rare or valuable materials may be billed at rates higher than those normally charged. A nonrefundable processing fee of \$10.00 is added to the charge for replacement of each item. At four weeks overdue, library materials are presumed lost. The borrower is then charged for replacement and processing.

CLASS RESERVE

Library and personal copies of materials may be placed on class reserve by faculty or staff members who perceive that the items are likely to be in high demand. Items for the class reserve section should be brought to the Circulation Desk along with a completed class reserve request form.

Items are generally placed on class reserve within 3 days. Library staff reserve the right to limit the number of items placed on reserve. The Library is not responsible for loss or damage to personal copies of items placed on reserve.

Reserve items normally circulate for either 2 hours in library only or overnight. If demand is particularly high, the Library staff may shorten the loan period. Overnight reserves may be checked out 2 hours before the Library closes and must be returned within 2 hours of opening the next day. A faculty member wishing to establish a different loan period may discuss it with a Circulation staff member.

SERIALS/PERIODICALS

With the exception of some serials that are cataloged and housed in the book collection, serials do not circulate outside the Library. Current periodicals are stored behind the Circulation Desk and may be borrowed upon presentation of a valid FPC ID or library card. Periodicals are to be used in the Library. Occasionally, permission to remove a periodical from the Library for a short period is granted to an FPC student or faculty/staff member. Failure to return an issue of a periodical by the time the Library closes will result in a charge for its replacement and a processing fee.

AUDIOVISUAL SERVICE

The Media Services Coordinator manages the College's audiovisual service. Equipment is scheduled and delivered by library staff for instructional purposes and College meetings. Student organizations can reserve equipment through the Student Activities office in the Campus Center. Media Services typically provides equipment for playback of audio and videocassette and films and display of transparencies. Duplication and production of slides and cassettes is not available. Equipment is available on a first come, first serve basis. Centralized reservations are made at the Circulation Desk. Basic equipment is stored in each classroom building. Requests for equipment in other campus buildings must be cleared by the Media Services Coordinator. Maintenance work orders for delivery of equipment are the responsibility of the requesting department.

STATISTICS

The following information is collected and maintained at the Circulation Desk:

- statistics on the circulating collection
- circulation statistics for the class reserve collection
- statistics for current periodical
- statistics relating to the number and type of reference questions
- interlibrary loan statistics

INTERLIBRARY LOAN POLICIES

The Library subscribes to the standards of the American Library Association concerning interlibrary loans and is a signatory of the New Hampshire and Nelineet interlibrary loan codes.

Materials Loaned by FPC

The Library lends books and provides photocopies of individual articles without charge to other libraries in the United States on request. Requests for materials may be made through the OCLC network, by mail using standard forms accepted by the American Library Association or by telephone. Telephone requests should be followed by an OCLC or mail request.

The Library will lend most of the materials in its circulating collection, but reserves the right to refuse the loan of individual items. Reference and Special Collection materials are loaned only under exceptional circumstances. The loan period for interlibrary loan items is 30 days. Renewals are granted unless another patron has asked for a recall.

Materials Borrowed by FPC

The Library will borrow books and obtain articles through the interlibrary loan network for FPC faculty, staff and students. NHCUC members must apply for interlibrary loan materials through their own institutions. Local borrowers should contact their public libraries for interlibrary loan privileges.

Generally, there is no charge for materials obtained from other members of the Library's primary borrowing network, Nelineet. When it is necessary to go outside this network, some costs may be incurred, since other libraries often charge for loans and photocopies. These charges will be passed on to library users, but requests for items involving charges will not be made unless the borrower has agreed in advance to absorb the costs involved.

The Library staff reserve the right to

- restrict the use of materials borrowed through the interlibrary loan network
- limit the number of interlibrary loan requests that can be made within a given period or in relation to a given topic
- refuse interlibrary loan service to anyone who has failed to return interlibrary loan materials in good condition or in a timely manner

RECALL

The Library will recall its own books loaned on interlibrary loan after 2 weeks in circulation. Books loaned to FPC by other libraries are subject to recall by those libraries and must be returned immediately. Once an item is recalled, the due date changes to the recall date, and an overdue fine of \$10.00 per week then becomes effective.

RENEWAL

Users of the interlibrary loan service should make every effort to finish with the materials during the initial loan period. There is no guarantee that the lending library will extend the loan period. Requests for renewals must be made at least 3 days before the due date. In no instance will a renewal request be made after the due date has passed.

OVERDUES

Failure to return an interlibrary loan book by its due date will result in a \$10.00 per week charge. Other charges, including replacement fees, from the lending library may also be passed on to the borrower.

COLLECTION DEVELOPMENT POLICIES

COLLECTION DEVELOPMENT POLICIES

General Library Collection

Franklin Pierce College Library is committed to the purchase of information resources in all formats. As responsible stewards of the Library's collections, the Librarians monitor collection needs on an annual basis with the intent of providing the best possible access to information and service to patrons.

1. Responsibility for Collection Development

The Library Director, who has ultimate responsibility for all purchase decisions, annually allocates the information resources budget. The primary responsibility for collection development and collection management rests with the Acquisitions Librarian. In addition, other library faculty participate in identifying areas of need and recommend selections. Collection development and management of the Reference Collection is primarily the responsibility of the Reference Librarian. The library encourages and gives priority to suggestions from faculty, staff, and students, subject to appropriateness. Local borrowers may make suggestions for addition to the collection, but purchase will be at the discretion of the acquisitions librarian and subject to appropriateness to the needs of the collection.

2. Policies by collection type

Collection scope

The library acquires materials that support the undergraduate and graduate programs of the college. A representative selection of materials, including various opinions on controversial matters, is collected. Materials are collected to support a teaching faculty, and the needs of students, as well as to ensure a broad, balanced, and inclusive collection. Faculty needs for research materials unavailable in the Franklin Pierce College Library will be satisfied primarily through interlibrary loan. Due to the relative isolation of the Rindge campus, materials related to the cultural and recreation needs of undergraduate users are also selected.

Books are selected based on their content, recency, reputation, presentation, cost, and value to the college community. Videos and other non-book format materials are selected for content, as teaching aids, to allow the preservation of

facts, ideas, and performances, and for entertainment purposes. Materials are selected based on favorable reviews in established review sources, publishers' literature describing content, through recommendations, and after identifying need in particular areas.

Special collections

Special collection materials purchased are primarily local and regional history, and materials relating to Franklin Pierce College, and former President Franklin Pierce. The FPC collection consists of materials published by Franklin Pierce College faculty and staff, as well as those publications by alumni of the college. The Library welcomes donations of publications from faculty, staff, students, and alumni.

Accompanying material

Books with accompanying material such as CD-ROM or diskettes are increasingly common. Those books with CD-ROMs are generally housed in the Special Collections room for security reasons. Users are responsible for compliance with stated license agreements and copyright laws, and also assume all risks for damage that may be caused by viruses which may be present on the disk.

Textbooks

Textbooks are acquired only if they are recent, high quality materials that can be expected to remain significant over time. Textbooks that are required for courses are not generally a part of the library collection.

Theses

Theses prepared by Franklin Pierce students will be bound, cataloged, and held in the library collection. The student author or department must provide the library with a copy of the thesis to be bound.

FPC Student Publications

Franklin Pierce College yearbooks, the *Pierce Arrow*, the *Northern New England Review*, and other student publications will be retained.

Gifts and Donations

Gifts to the collection are generally accepted, but are only included in the collection at the discretion of the acquisitions librarian.. Books donated in memory of an individual or purchased with a gift book fund are identified with a gift bookplate. Other gifts will be reviewed for recency, value to the collection, and physical condition. Donors must sign a release form indicating whether unwanted materials should be returned to them. Those donations released to the library may be accessioned, offered to other libraries, sold, or disposed of.

All appraisals of the value of a donation are strictly the responsibility of the donor and will not be undertaken by the Library; nor does the library in any way affirm the donor's valuation.

If a large quantity of materials is to be donated, a library representative may choose to examine them before they are brought to campus. Gifts will be acknowledged by the Development Office of the College, and usually by the Library Director as well.

Replacements

Lost or stolen materials will be replaced when possible. Those materials identified as lost in inventory will receive a "missing" status, until the next annual inventory. If still missing, the item will be removed from the catalog, and replaced. "Billed for lost" items will be searched for after six months, and replaced. Missing items which are in exceptional demand may be replaced immediately.

Out of Print Materials

Out of print books will be sought when the book has continuing value to the collection and cannot be replaced by a similar title. Generally very expensive out of print books cannot be purchased due to budget restraints.

3. Duplication, binding, weeding

Duplicate copies of materials are generally avoided due to lack of space and limited budgets. Materials which experience very high use or are constantly being replaced due to theft or over use may be duplicated. Materials needed for use at several campuses may also necessitate the duplication of some titles.

Materials which are beyond simple repair and which cannot be replaced at a reasonable cost may be rebound by the bindery service.

In order to maintain a quality academic library collection and free space for the acquisition of new materials, it is necessary to weed the collection. Materials that are irrelevant, outdated, unused, in poor physical condition, or superseded by new editions are considered for removal from the collection. Deselection takes place on an intermittent basis due to time constraints. All deselected materials are reviewed for historical significance and their appearance in *Books for College Libraries*. In addition, this review allows for analysis of the remaining collection. Books deselected for physical reasons may be replaced, and books that are outdated may be replaced by newer material.

4. Evaluation and inventory

The library collection is evaluated annually through an analysis of usage statistics and interlibrary loan requests. In addition, a close relationship with the curriculum committee ensures that new programs and courses are immediately prepared for through library purchases. Many core areas of the collection are also evaluated on an on-going basis to determine whether replacement or augmentation is needed.

Inventory is performed annually, which allows the library online catalog to accurately reflect the collection. Missing items are flagged and replaced, if desirable. Information gathered during inventory is used in collection development decisions and is incorporated into the Director's annual report.

5. Acquisitions

Materials are acquired through the vendor providing the greatest discounts in price and shipping. Other considerations are vendor reliability, ease in the return of materials, and ease of ordering. In addition, several vendors are retained as back-up vendors, and to provide service for books published abroad or at small presses. Other materials are ordered directly from the publisher or from vendors dealing with remaindered books. Books are generally not ordered on approval, although some video programs are ordered on an on-approval basis.

Videos are acquired through a vendor, or more usually, directly from the publisher.

Out of print materials are acquired through an Internet search of several out of print booksellers databases. If this means is not successful, an out of print search may be recorded with a dealer for further searching.

When possible, free and nontraditional materials are solicited as supplements to the collection.

6. Cataloging and Data

Materials are cataloged and processed into the online catalog as soon as possible after receipt. Those materials needed by faculty, patrons, or ILL are expedited. Bibliographic records for most materials are exported from OCLC into the EOS catalog. Modifications are made to enhance access. In particular, author and subject content are supplemented when possible.

Some original cataloging is performed by the Technical Services Librarian when materials are not found in the OCLC catalog, are of local interest only, or for materials such as slides.

The content of the online catalog is monitored for errors and for standardization in author and subject headings. The authority files are updated to reflect changes in author and subject authority.

All materials available for use should be cataloged and accessible through the online catalog.

TECHNICAL SERVICES DEPARTMENT POLICIES

The policy of the Technical Services Department is to provide the library with the materials appropriate to an undergraduate student body, and to provide library users with thorough and efficient access to these materials.

ACQUISITIONS

Library acquisitions are based on the requirements of the curriculum and the need for the library to maintain a broad and balanced collection with an integrity of its own. Materials are selected based on favorable reviews in a variety of sources and collection development needs. Requests by faculty, staff, and students are given priority in materials acquisition. Requests are subject to appropriateness to the curriculum, collection, and available funds.

Materials are acquired through the vendor providing the greatest discounts in pricing and shipping. When possible, free and nontraditional materials are solicited as supplements to the collection.

CATALOGUING & DATA

Materials are cataloged and processed as quickly as possible. Those materials needed by faculty, patrons, or ILL requests are expedited. Bibliographic records for most materials are downloaded from OCLC into Voyager. Modifications are made to enhance access. In particular, author and subject content are supplemented when possible. The content of the online catalog is constantly monitored for errors, standardized, and updated to reflect changes in authority headings.

All materials available for use should be accessible through the online catalog.

REFERENCE/SERIALS DEPARTMENT POLICIES

GENERAL

It is the policy of Franklin Pierce College Library to provide fair, equitable, accurate, unbiased, confidential, courteous, and timely responses to requests for information and assistance.

LIBRARY INSTRUCTION

The Library believes that academic excellence and better use of library resources are achieved and enhanced partly through teaching users how to find information in a library environment.

Library instruction is provided to classes on request of a faculty member, with a limit of two classes taught per day. Instruction is provided at the level required by the individual faculty member for the class, ranging from a basic introduction to the library to detailed instruction in the use of materials germane to particular subject fields. Faculty members are encouraged to discuss their needs with the library instructor, and are requested to allow sufficient time for preparation of instruction modules (at least one week). Faculty members are also requested to attend the Library instruction class along with their students as this enhances student motivation and receptivity. Instruction may be given in the library or in a classroom setting, depending upon the level and type of instruction required.

Library instruction is provided to individual students as needed, and at the appropriate level needed, during responses to reference questions.

ONLINE SEARCHING

Online searching involves using computer technology to rapidly search a database, thereby allowing access to a huge reservoir of information which would not be as accessible using traditional print sources. This service is primarily intended for Franklin Pierce College faculty and students, but patrons in good standing from the local community may also use it. A Search Request Form is completed and an appointment arranged to run the actual search online.

Because an online search is usually a means of supplementing a manual search, and because the databases are expensive to access, a fee is charged to the user for this service. Franklin Pierce College students, faculty and staff may occasionally benefit from a fee waiver if it is determined by the Reference

Librarian, in consultation with the Director of Library Services, that the lack of in-library resources for the pertinent topic warrants the library to incur the cost.

Patrons from the local community, however, will always be required to pay for the service. The total cost of this service will vary per user depending on the database selected, the computer connect time, and the number of citations or documents retrieved.

SERIALS

Because the patrons of Franklin Pierce College Library primarily demonstrate a need for current information (i.e. the most recent five years), and because of the constraints on library resources due to ever escalating subscription costs, some degree of flexibility in serials collection development is maintained in order to respond to changing needs and priorities. By carefully monitoring usage of the library's serials collection, as well as trends in interlibrary borrowing and other forms of document delivery, low-use items in the collection can be identified and replaced with items which satisfy increased demand in other areas. The emphasis in the serials collection, therefore, is placed on demand and usage rather than retention of a subscription simply for the sake of maintaining a long run.