



Joseph Simeon Flipper Library

Handbook of Policies and Procedures



Allen University
1530 Harden Street
Columbia, South Carolina 29204

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Article II. The Joseph Simeon Flipper Library and Media Center

The mission of the J.S. Flipper Library is to provide access to a variety of information resources in various formats that strengthen the university's curriculum and support programs and to provide the assistance needed to use those resources. The library pursues this mission by providing students, faculty and staff access to a collection of books, journals, periodicals, electronic databases and the internet, media equipment and materials, professional staff, as well as access to learning resources shared with other libraries through a consortium.

Article III. Important Phone Numbers

Director's Office	(803) 765-6030
Circulation Desk	(803) 356-5719
Media Coordinator	(803) 376-5748

Article IV. Rules and Regulations

- Allen University students, faculty and staff may check out books with proper university identification (ID) cards.
- Library materials circulate for two weeks, with the option to renew, unless otherwise noted.
- Students must sign in to use the computers on the main floor of the library and the computer lab.
- Library computers must be used strictly for the purposes of class assignments and research.
- Food and beverages are not allowed in the library.
- Smoking is prohibited.
- Children under the age of 12 are not permitted in the library.
- Caps/hats, head-wraps, and do-rags should be removed prior to entering the library.
- Students must check out all materials at least twenty minutes prior to closing.
- Students who violate these guidelines or are disrespectful to the library staff or patrons will be reported to the Office of Student Affairs.

Article V. Services Offered by the Joseph Simeon Flipper Library Staff

- I. Reference Services
- II. Telephone Reference Services
- III. E-mail Reference Services
- IV. Book-A-Librarian Services
- V. Circulation Services
- VI. Information Literacy Services
- VII. Bibliographic Instruction Services
- VIII. Technology Instruction Services
- IX. Technology Assistance and Training Services
- X. Media Services
- XI. Inter-Library Loan Services
- XII. South Carolina Universal Borrowing Services

Article VI. Library Instruction

Our librarians provide instruction for students on a variety of subjects including how to use the full-text databases, search engines, on-line catalogs, and more. We can tailor the class to the course(s) being taught. Instructors can request a class by completing and submitting the Instruction Request Form at least a week prior to the date requested. Your department liaison will contact you once they receive the request to set up the class.

Article VII. Collection Types

I. The General Collection

The general collection consists of books, serial publications, and other printed materials. It is located behind the reference desk on the second and third floor of the library in the stacks area. Library patrons may borrow items from this collection according to the borrowing privileges outline in Article VIII.

II. The Reference Collection

The reference collection is non-circulatable material and is to be used in-house, for library use only. The Reference Collection is located on the second floor of the library.

III. The African Methodist Episcopal Church Special Collection

The African Methodist Episcopal Church (A.M.E.) Special Collection was gifted by the AMEC Sunday School Union. It is located near the Reference Collection on the second floor. Library patrons may borrow items from this collection according to the borrowing privileges outline in Article VIII.

IV. The African American Literature Special Collection

The African American Literature Special Collection contains selected materials written by of about accomplished African American persons. This collection, like the A.M.E. Special Collection is located near the Reference Collection on the second floor. Library patrons may borrow items from this collection according to the borrowing privileges outline in Article VIII.

V. The Multi-Media Collection

The Multi-Media Collection contains numerous electronic resources in audio and video formats. This collection covers a variety of subjects. It is located downstairs in the AV Room. Library patrons may borrow items from this collection according to the borrowing privileges outline in article VIII.

VI. The E-Book Collection

The E-Book collection contains more than 150,000 E-Books. These collections are listed in the OPAC Discovery. Some of the providers include PASCAL, Ebrary, EbscoHost, Oxford University Press, Gale Virtual Reference Center, EBL, and LIRN. In addition, the OPAC Discovery has two listings 14 Ebook Websites and 20 Ebook Websites in the discovery. Patrons can download books from the Ebook collection to any device.

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Article VII Continued

VII. The Rare Book Collection

The Rare Book Collection contains approximately 1,000 books. It is current housed in the basement of Arnett Hall. It will be stored there until it is fully cataloged, processed, and relocated to the Joseph Simeon Flipper Library.

VIII. The Digital Library Collection

The Digital Library is a collection of historic photographs and other documents displaying portions of the history of Allen University. The collection has scanned images and Dublin Core Metadata Standards. It is harvested by the University of South Carolina using ContentDM. Allen University is the second Historically Black College/University to join the South Carolina Digital Library Project. Ms. Wilhelmenia Broughton, the first campus archivist, accumulated the materials included in this collection.

Article VIII. Borrowing Privileges

All students, faculty and staff members must present a valid Allen University ID to check out materials or use computers. Books circulate for two week periods with the option to renew.

I. Borrowing Materials

The library will allow current students whose library privileges have not been suspended or revoked, faculty, staff, and alumni who are currently registered with the library to borrow books and other items that are circulatable and non-reference material. Library materials cannot be checked out during the last two weeks of a semester, this is the blackout period. During this time, the library staff must work diligently to ensure all checked out materials are returned to the library, reshelved, and ready for circulation.

- A. Borrowers are required to present a valid library card for checkout of materials.
- B. Borrowers are financially responsible for all materials charged.
- C. Borrowers should note time and date that material is due. Patrons may check out up to ten (10) books at a time.

II. Responsibility of Borrower

The library patron borrower must assume responsibility for all materials which includes the cost of repair and/or replacement, and processing fees.

III. Student Borrowing

Students can borrow up to ten items for a period of two weeks, with up to three renewal periods.

IV. Faculty and Staff Borrowing

Faculty can borrow items for four weeks, with up to three renewal periods.
Staff can borrow items for three weeks, with up to three renewal periods.

Article VIII Continued

V. Alumni Borrowing

Alumni have the right to borrowing privileges up to one year after graduation with no cost. The alumni must present an Allen University Student ID card that is less than one year post graduation. All alumni who have graduated more than one year have the opportunity to purchase an Allenite Library Card for \$25.00 with a \$20.00 annual renewal fee. The purchase of this card will allow alumni borrowing privileges and will serve as a library fundraiser.

Article IX. South Carolina Universal Borrowing System

- I.** Allen University along with more than 50 academic libraries share resources through a state consortium (PASCAL). Most member libraries allow in-library use of materials and databases as well as copying/printing. Check with any other library you visit or ask library staff at Allen for assistance. Columbia area colleges include USC, Columbia College, Benedict, Midlands Tech, and Columbia International University. Through interlibrary loan, Allen’s library staff can obtain almost any materials needed but not in our collection. Ask any staff member for assistance in locating sources.

- II.** The Richland County Public Library will issue a temporary borrowing card to Allen students who room and board on campus or who reside in Richland County off-campus. Students must present a current meal validated student ID and residents must provide a piece of mail (SCE&G or water bill, etc.) to show street address in Richland County. The card will be mailed and processing often takes a week or more.

- III.** Columbia International University (7435 Monticello Rd.) provides a card for \$5 if community members wish to check out materials from those facilities. Please share the above information with your classes.

Article X. Interlibrary Loan

The library honors both in-house and out-house interlibrary loan (ILL) requests. All ILL establishments are based upon agreements between the J. S. Flipper Library and other library instructions/facilities. The borrowing library institutions must adhere to the conditions and terms of the agreement. The patron requesting the material shall be responsible for the timely return of the requested material, as well as the cost of repair, and/or replacement if the material should be damaged or lost during the time of request.

You may use the Interlibrary Loan Request Form to submit your request online. Once your online request is submitted, you will receive a message confirming that it was received and is currently being processed. If you are requesting a book, remember to check the PASCAL Cat statewide online catalog system first. Please fill out the ILL Request Form completely.

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Article X Continued

Students may also use the pascalsc.org website to locate materials available at other South Carolina academic libraries. Ask a staff member about interlibrary loan for materials not housed in the library

collection. Students may also obtain a temporary Richland County Public Library card with a valid ID and proof of campus or Richland County address. Charges will be assessed for lost or damaged materials.

Article XI. Cooperative Planning

The library and faculty collaborative alliance continue working together meeting the needs of our students. Providing copies of your syllabi; will assist the library staff with identifying and recommending appropriate resources to support and enhance the curriculum.

Faculty members can also place items on reserve. Reserve items are items that require continued use by the students. These items can be owned by the library, the instructor, or other individuals. To place an item on reserve, a Reserve Book Request Form must be completed by the instructor and placed on file at the reference-circulation desk.

All reserved items will be logged into the EOS catalog. A special note will be added to each reserved item. The instructor's name and contact information, the course name and number, the semester and loan period, and the word reserve will be written in the special notes section. The items will be housed in the reserved area of the stacks. All reserved items will be circulated through EOS. To request an item from the reserved area, students must sign the printed request log. An electronic record of the circulation request will also be stored in EOS. Students ID will be collected for loan periods less than 24 hours. Special permission from the instructor must be given for all loan periods greater than 24 hours. A reserved tag will also be placed on the item.

Article XII. Recommendations for Purchases

The staff at J. S. Flipper Library is working to ensure that we have the resources to meet the needs of the University. If you have any recommendations for materials that you believe the library should have please fill out a Faculty Request Form and email it to your department liaison or bring a physical copy by the library.

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Article XIII. Circulation Information

I. Circulation Staff

The library staff member at the circulation desk is responsible for maintaining general order in the library and to ensure all library policies, rules, and regulations are enforced. The staff will assist the library patrons with services to include, but are not limited to- book circulation, reference items, reserve

items, reference questions, computer assistance, printer assistance, book-a-librarian services, etc. The staff will provide an excellent level of customer service at all times. The staff will record daily usage statistics and submit usage statistics on the last day of each month.

II. Circulation Desk

A library staff member will maintain the circulation desk at all times. The staff will be available to assist patron needs.

Services offered at the Circulation Desk:

- Reserve materials
- Inter Library Loan
- General questions
- Reserve Collection
- Checking out/in of books

Circulation Services: All materials leaving the library must be checked out. All materials must be returned to J. S. Flipper Library. Users needing help locating specific titles should inquire at the circulation desk.

III. Contacting the Circulation Desk

There are three methods for contacting the circulation desk: in person, by phone at 803-376-5719, or by email at library@allenuniversity.edu.

IV. When the Circulation Desk is Closed

The circulation desk should be open during all library hours of operation. Should the desk close temporarily, patrons may request assistance at the reference desk or with other library staff members.

V. Checkout Limits

Students can check out materials for two weeks with the possibility of requested three renewal periods. Faculty and Staff can check out materials for four weeks with the possibility of requesting three renewal periods.

VI. Patron Blocks

The J. S. Flipper library staff reserves the right to block patrons from using the library and/or from using borrowing privileges.

Students with unpaid library fines in excess of \$25.00 and/or with more than five overdue items are not permitted to borrow any more library materials.

VII. Reciprocal Patron Borrowing

Reciprocal serves in a two-fold aspect. First, it is the area where books are retrieved and returned by the patron borrower. Second, it is the agreement between the library and the borrower for the establishment of circulation privileges.

[Article XIII Continued](#)

VIII. Lending to Other Libraries

The library honors both in-house and out-house interlibrary loan (ILL) requests. All ILL establishments are based upon agreements between the J. S. Flipper Library and other library instructions/facilities.

The borrowing library institution must adhere to the conditions and terms of the agreement. The patron

requesting the material shall be responsible for the timely return of the requested material as well as the cost of repair and/or replacement if the material should be damaged or lost during the time of request.

IX. Document Delivery and Interlibrary Loan

The patron requesting document delivery through ILL must pay the cost of document printing and possible shipping except for requests made through the PASCAL Deliveries Library Partnership System.

X. Intra-Campus Delivery

The library staff may assist with the delivery of borrowed items throughout campus when possible.

XI. The Book Drop

The book drop box is located at the circulation desk and is in place for book returns. Each night the book drop box is emptied, all books are checked into the system, and returned to the shelf in call number order.

XII. Reshelving Items

The library prefers that patrons do not reshelv materials. Rather, materials should be placed in the book return drop box. The library staff will check items in as in-library use check in and then return the items to the stacks according to the Library of Congress Call Number Classification System order.

XIII. Book Search and Retrieval Request

MISSING ITEMS

Did you look something up in EOS Circulation only to go to the shelf and find that it's not there?

- A. Make sure you're looking in the right place! All J.S. Flipper Library items have a location beginning with A-O, on the second floor followed by P -Z on the third floor.
- B. Check the to-be-shelved area: an item that was recently used might be there
- C. Not sure how to find your way around the library? Ask for help at the Circulation Desk!
- D. Report Missing Items: We will get back to you with the results of the search within two business days. If we find the item, we will hold it for you for one week.

If a patron cannot locate an item, the patron may request search assistance from the library staff. If the library staff cannot find the item in the system, on the shelves, or in any reserved library area, the items should be marked as lost and removed from circulation.

XIV. Book Returns

Books and other library materials are to be returned at the library circulation desk, placed in the book drop box, or returned via postal mail back to the J. S. Flipper Library at Allen University.

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Article XIII Continued

XV. Recalls

All library material is subject to recall at any time, for any reason, and without notice. All materials returned after recall due date are subject to daily fines. The Library will allow an additional two days for use after it sends a recall notice. After ten days, overdue –recall-fees will be assessed at the rate of \$3.00 a day. Recalled items must be returned to a circulation desk on or before the recall due date. Materials returned after the recall due date are subject to daily overdue fees.

XVI. Book Renewals

The patron may renew books up to 3 times for a period of two weeks per renewal request. The library reserves the right to grant or deny the renewal request based upon hold requests and other determining factors. Renewal requests can be made in person, over the telephone, at 803-376-5719, or via email at library@allenuniversity.edu.

XVII. Book Location/ Call Number Chart

All library books are to be shelved according to the Library of Congress Call Number Classification System. Call Number Charts are to be located on the end-caps of all book shelving to aid in easy book retrieval and proper shelf filing of material.

XVIII. Reserved Items

Faculty members may place items on reserve. Upon initial reservation set up, the faculty members will set the term and conditions of the reservation materials.

Reserved items are to be entered into the EOS system with a special note added to the material stating the conditions and terms of the item placed by the faculty member during the initial reservation set up. Reserved items are to be located in a designated location in the stack and should be checked out as regular library material based on the terms and conditions for the particular item of request.

XIX. Items on Hold

Library Patrons may request a hold on any circulatable library material. Patrons can walk-in, call the circulation desk at 803-376-5719, or email library@allenuniversity.edu to request holds. The library will hold material for up to 48 hours for patron' hold requests.

XX. Oversized Books

Oversid items will be placed in specific locations within the library. The library staff may assist with the retrieval and circulation of oversized items.

XXI. Lost Library Materials

The borrower is responsible to replace any lost library materials checked out. Failure to replace materials within 30 days of lost may result in a fine of the cost of replacement item.

XXII. Damaged Library Materials

The Borrower may be subject to a fine to cover the cost of repair, up to replacement of any damaged library materials.

Article XIV. Technology

I. Audiovisual Equipment

Audiovisual equipment is available upon checkout request. Requests are honored on a first come first serve basis and are based upon availability. The borrower must contact media services by phone at 803-376-5748 or by email at library@allenuniversity.edu. All borrowers are required to complete and sign an Equipment Reservation Form. To help ensure availability and the best/possible delivery of services, please make your reservations at least 3 days in advance. All requests must be made prior to 4:00 P. M., to ensure prompt delivery of evening and weekend set-up requests. The borrower assumes full

responsibility, for any damage or loss to the items/equipment that is being used, for replacement or necessary repairs that are recommended by the Library Staff.

II. Technology Assistance and Training

The Library Staff will provide technology training to enhance class presentations. LCD projectors are available on a first come basis. Request should be submitted at least three (3) days in advance of need.

III. Audiovisual Utilization

Show videos or DVDs in the library - remember to make your reservations at least two (2) days in advance to be sure materials and equipment are available. We can also set-up previews and small group showings. Students may use materials on topics they are researching.

IV. Media Loans

The borrower must present a valid ID card for initial Checkout for Faculty members. Equipment can only be checked out for 24 hours. Borrowers must reserve equipment at least 24 hours in advance. There must be 48 hours reservation if staff assistance is needed.

Borrowers are asked to immediately report any problems, loss or damage of items to the Director of Library Services.

V. Return of Media Equipment

Media equipment is to be returned on time and intact with all associated pieces (cords, bags, etc.) to the Library Media Services Office.

Article XV. Library Material, Fines and Notices

I. Report a Library Item Stolen

Stolen library items must be reported to the Director of Library Services immediately. Theft is a crime punishable by law. All theft violations will be reported to the University Police Department. Violators will be prosecuted.

II. Overdue Notices

Overdue notices are sent as a courtesy. Overdue notices are sent ten days after the due date; an email notice of "presumed loss" is sent thirty days after the due date.

Failure to receive notification does not relieve the borrower of the obligation to return materials when they are due or justify a reduction in fines.

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Article XV Continued

III. Overdue Items and Overdue Fines

Upon receipt of item, the library patron will be notified of the due date. Should an item remain in the possession of the borrower until the time of overdue status, the patron will receive an overdue item notice. The patron will receive up to three reminders as an attempt to collect overdue items. All overdue items must be returned to the library to avoid fines.

All overdue items are subject to late fines. Most books are \$1.00 per day per item. Periodicals, educational films & recalled items are \$2.00 per day per item.

IV. Material Replacement Option

As a more economical method opposed to paying fines, patrons have the opportunity to choose an optional replacement method. Optional replacement methods will be handled directly with the borrowing patron and by the Director of Library Services.

V. Overdue Fines

The borrowing patron is responsible for paying all overdue fines or replacing library materials.

IF FEES ARE NOT PAID, IT BECOMES NECESSARY TO NOTIFY THE BUSINESS OFFICE AND THE REGISTRAR TO HOLD ALL ENROLLMENT PROCEDURES, GRADES, AND TRANSCRIPTS.

VI. Appeals of Fees

The borrowing library patron has the right to appeal fines and charges placed on their account by the library staff. The ultimate decisions to hold patrons accountable for charges or to implement the decision to waive charges are the responsibility of the Director of Library Services or the Vice President of Academic Affairs.

Appealing library charges- Reasonable concerns related to library charges will be considered; however, reasons NOT considered a basis for appeal include the following:

- Lack of knowledge or understanding of library policies.
- Unwillingness to take responsibility for materials checked out to you which you loaned to another person or allowed others to use.
- Non-receipt, late receipt, or inattention to library notices. This applies to notices sent via e-mail or U.S. mail.

VII. Grace Period for Returning Late Material

A grace period of two weeks is established for all library patrons. Should the borrowing patron return the items during the grace period, the library staff may choose to waive the accrued fine.

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Article XVI. Statistic Usage and Reports

The library team will provide usage statistic reports on a monthly basis to the Director of Library Services. The Director of Library Services will provide quarterly and annual reports to the Vice President of Academic Affairs. The Director of Library Services will also provide additional reports on the library status as requested, for example, U.S. Department of Education Grant Performance Report (ED 524B) Project Status Chart.

Article XVII. Patron Privacy

All patrons have the right to privacy.

The library will comply with the federal guidelines outlined in THE LIBRARY PRIVACY ACT 455 of 1982. An ACT to provide for the confidentiality of certain library records; and to provide for the selection and use of library materials.

Article XVIII. Copyright Policy

NOTICE: This material may be protected by Copyright Law (Title 17, US Code).

A sign bearing the following notice will be placed at all service points where copies are requested:

The copyright law of the United States (Title 17, US Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

Article XIX. Graduation, Withdrawal, or Departure Clearance

The Director of Library Service will provide clearance for all patrons be it for graduation, withdrawal, or departure clearance. Clearance will be based on satisfactory library patron status with no outstanding or overdue items on the patrons account. Should any such exist, the patron must satisfy the account by replacing material or by paying fine and fees associated with the library at the business office. Once proof of payment or satisfactory returns of items have been established, the director of library services will sign the student's clearance form. The director of library services may appoint another library staff member to assist with the clearance process if she deems necessary.

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Article XX. General Collection Development

The Director of Library Services or other appointed Librarian has the primary responsibility for collection development but will also encourage the faculty in each department served to select materials to build the collection.

The guidelines for materials selection for the J. S. Flipper Library are as follows:

- I. Faculty recommendations
- II. Reviews of professional literature
- III. Price and date of publication

- IV. Relation to current trends
- V. Reputation of author and/or publisher
- VI. Strengths and weaknesses of J. S. Flipper Library's existing collection

The Library will select materials based upon researching the appropriate professional literature, which consists primarily of:

- I. Publishers' leaflets, catalogs, brochures
- II. Periodicals literature within various curricular areas
- III. Standard reviewing sources

Gifts: The J. S. Flipper Library accepts gifts with the understanding that they will not necessarily be added to the Library's collection and unless the material meets the criterion for selection follow the same procedures as in the selection of new materials. If the materials are not suitable because of condition, out-of-date knowledge or other factors, the items will be discarded. An acknowledgment of the acceptance of the do-nation will be put into writing and forwarded to the donor. The library does not appraise gifts. A Deed of Gifts form should be completed by the donor to establish legal control of gifts and donations.

Duplication: Although duplication of titles is not generally encouraged, multiple copies up to a maximum of two copies will be classified with the approval of the Director of Library Services or other appointed Librarian.

Collection Maintenance

Weeding: The same criteria will apply to weeding as are applied to the selection of new materials. Materials that fall into the following categories should be considered for withdrawal:

- I. Superseded editions
- II. Worn, mutilated, and/or badly marked items
- III. Duplicates of seldom used titles
- IV. Outdated and/or inaccurate information

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Article XX Continued

Replacement: The Library will not automatically replace all materials with-drawn from the collection because of loss, damage, or wear. Decisions to replace an item will be based on the demand for specific titles in support of curriculum, number of copies on the shelf, subject content, and the availability of newer and better materials on the subject.

Article XXI. Policy Approval Process

The library team is currently drafting a set of policies, procedures, rules, and regulations to govern all aspects of the library, its usability, and its functionality. All policy drafting will be handled in the following manner. First, the library director will assign each team member sets of existing library policies to review. Each team member will be allotted a specific time frame to review and compare each policy. Policies will be compared against other policies and against the current operating procedures here at the J. S. Flipper Library. After reviews and comparisons of said policies are complete, each team member will be assigned the task of drafting a new policy that better fits the culture and environment here at the J. S. Flipper Library. For example, working independently, each team member will review, compare, and draft a new policy of the circulation desk. All team members' drafted circulation desk policies will be submitted to the director of library services. The director will combine all policies into a spread sheet. The entire library team will review the spreadsheet and agree as a team which policies will best suit the need of the university's library.

Second, the agreed upon policy will be submitted to the library advisory board for suggestions, editing, and a second approval. The policy under consideration will be emailed to the advisory board in advance providing them ample time to review the policy and to make suggestions prior to the meeting. During the meeting, each advisory board member will be expected to offer suggestions with justified reasoning or to accept and move upon the policy under consideration.

The final approval process for all policies will be made by the senior executive committee and other stakeholders. Once policies under consideration have been moved and properly seconded with approval, the said policy will be added to the library handbook. A set of operating procedures, rules, and regulations will accompany every policy. Starting with the circulation services, development of policies, procedures, rules, and regulations will be an ongoing process until all areas of the library are covered and added to the library handbook.

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