



THREE RIVERS COLLEGE

Three Rivers College Libraries

Rutland Library
Library at Three Rivers College – Sikeston
library.trcc.edu



Policy and Guideline Handbook

Spring 2021

Table of Contents

Table of Contents.....	2
Three Rivers College 2020 Vision Statement.....	4
Three Rivers College Mission Statement.....	4
Three Rivers College Libraries Purpose Statement.....	4
Confidentiality of Library Records.....	4
Circulation Privileges.....	4
Three Rivers College Students, Staff, and Faculty.....	4
Borrowing.....	4
MOBIUS Borrowing.....	5
Rutland Library Laptop Borrowing and Use: Students.....	5
Rutland Library Laptop Borrowing and Use: Employees.....	6
Loan Periods.....	6
Renewals.....	6
Holds.....	7
Returns.....	7
Overdue Fines.....	7
Damaged and Lost Item Fees.....	8
Overdue Notice Process.....	8
Inter-Library Loan (ILL).....	9
Community Members.....	9
Borrowing:.....	9
Loan Periods.....	9
Renewals.....	9
Returns.....	10
Damaged and Lost Item Fees.....	10
Overdue Notice Process.....	10
Computer Area.....	11

Study Rooms	11
Rutland Library	12
The Library at Three Rivers College – Sikeston	12
Reserve Materials	12
Printing/Copying	13
Copyright.....	13
Plagiarism.....	14
Food and Drink.....	14
Electronic Device Usage.....	14
Reference Services.....	15
Collection Development	15
Censorship.....	16
Withdrawals/Weeding.....	16
Collection Concerns	16
Orientations	16
Library Instruction.....	16
Gifts and Donations	17
SPOL Planning and Surveys.....	17
Finals Week.....	17
Learning Resources Committee	18
ALA Code of Ethics	18

Three Rivers College 2020 Vision Statement

Three Rivers College will be the preeminent, cutting-edge community of learners with a student-first focus, and will operate as a vibrant, dynamic catalyst for the creation of opportunities that foster learning and student success.

Three Rivers College Mission Statement

Three Rivers College inspires, prepares, and empowers students to succeed through open access to high-quality learning opportunities that meet the needs of the communities we serve.

Three Rivers College Libraries Purpose Statement

In keeping with the mission of the College, the libraries support the academic, informational, and recreational needs of Three Rivers College's faculty, staff, and students by providing reliable, diverse, and innovative resources in a safe, comfortable, state-of-the-art environment. The libraries strive to encourage lifelong learning habits in all its patrons.

Confidentiality of Library Records

The libraries have adopted the following regulations concerning the confidentiality of library user information:

- All records identifying the names, Social Security numbers, or other identification numbers of library users are confidential in nature and will not be revealed to anyone other than the user without either the express written permission of the user in question, or when the library must adhere to proper legal procedures requesting access to such information.
- The libraries protect each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted.
- This regulation is based on:
 - The American Library Association Policy Manual, Section B.8.5 (pp. 37-39), "Confidentiality of Library Records,"
 - Revised Statutes of the State of Missouri, Title 11:182.815 and 817, and
 - The Family Education Rights and Privacy Act of 1974.

Circulation Privileges

Three Rivers College Students, Staff, and Faculty

Borrowing

- Rutland Library and the Library at Three Rivers College – Sikeston allow Three Rivers College students, faculty, and staff to borrow materials.
- Three Rivers College students, faculty, and staff automatically have library accounts while they are enrolled in classes or have active employment status with the College.
- Retired college employees and past members of the College's Board of Trustees retain full staff borrowing privileges.

- To check out materials borrowers must present one of the following valid photo IDs: Three Rivers College ID, Missouri driver's license or state ID card, or military ID Card.
- Three Rivers College students, faculty and staff may have a maximum of 15 items checked out at a time, with a maximum of 5 DVDs.

MOBIUS Borrowing

Only students, faculty, and staff at Three Rivers College can request materials owned by other libraries within the state MOBIUS network.

- The MOBIUS online catalog of holdings is available through the library's web page.
- A campus ID is required to access this service.
- Some MOBIUS items are not available for loan; this is dependent upon the loan rules set for each institution.
- Overdues, renewals, and lost/damaged charges are determined by the lending institution.
- Questions about MOBIUS and its operations can be answered by library staff.

*Rutland Library Laptop Borrowing and Use: **Students***

- Laptops are available for 2-hour periods only to currently enrolled Three Rivers College students with a current College photo ID. **Laptops are for library use only.**
- All borrowers must have a signed "Library Laptop Checkout Agreement" form on file before being allowed to borrow a laptop. This agreement is signed once per semester and held by the library. Forms are available at the Circulation Desk.
- Students checking out laptops are responsible for all costs if the laptop is lost, stolen, damaged, or overdue. The laptop replacement fee and the costs of replacing peripherals are each based on current equipment costs.
- Laptops are available on a first-come, first-served basis and may not be reserved in advance. Only one laptop at a time may be borrowed by an individual.
- Laptops may be checked out at the Circulation Desk until one hour before the library closes. Laptops must be returned at least one-half hour before closing. Users should stay at the Circulation Desk until the laptop and its peripherals are checked and the patron's record cleared.
- Student borrowers will be charged a **late fine of \$1 per hour**. After 24 hours overdue, the laptop will be considered lost.
- Laptop checkouts may be renewed if there is no other student waiting. The library does not maintain a waiting list.
- The library is not responsible for files or viruses left on laptops.
- Laptops should never be left unattended.

*Rutland Library Laptop Borrowing and Use: **Employees***

- Laptops are available, for a 2-week period, with one renewal (maximum of one month), to currently employed Three Rivers College individuals with a valid College photo ID.
- All borrowers must have a signed “Library Laptop Checkout Agreement” on file before being allowed to borrow a laptop. This agreement is signed once per semester and held by the library. Forms are available at the Circulation Desk.
- Employees checking out laptops are responsible for all costs if the laptop is lost, stolen, damaged, or overdue. The laptop replacement fee and the costs of replacing peripherals are each based on current equipment costs.
- Laptops are available on a first-come, first-served basis and may not be reserved in advance. Only one laptop at a time may be borrowed by an individual.
- Employees will be charged a **late fine of \$20 per day**. After one week, the laptop will be considered lost.
- If the due date falls when the library is closed on weekends, for holidays, or because of inclement weather, laptops will be due on the first business day after the closing.
- Laptops may be checked out at the Circulation Desk until 30 minutes before the library closes. Laptop checkouts must be returned to a staff person at the Circulation Desk. Users should stay at the desk until the computer and its peripherals are checked and the patron’s record cleared.
- Employees must wait one business day before checking out another laptop.
- The library is not responsible for files or viruses left on laptops.
- Laptops should never be left unattended.

Loan Periods

Item Type	Students	Faculty and Staff
Book (non-reserve)	28 Days	112 Days
Book (new release)	28 Days	28 Days
DVD or software (non-reserve)	7 Days	28 Days
Reserve materials	Varies*	Varies*
Laptop	2 Hours	14 Days
Textbook or Study Aide	2 Hours	2 Hours

* Depends on item type and instructor preference: 2 hours, 3 days, 7 days, or 14 days.

Renewals

- Non-reserve books, DVDs, study aides, and laptops may be renewed a maximum of 2 times.
- All other materials are ineligible for renewal.

Holds

- Three Rivers College students, faculty, and staff may place holds on books and DVDs that are currently checked out by other patrons.
- Hold requests are filled on a first-come, first-served basis.
- Books and DVDs will be held for a maximum of 14 days before being released back to the collection.
- Laptops will be held for a maximum of 1 day before being released back to the collection.
- Borrowers who frequently fail to pick up items on hold may have their borrowing or hold privileges suspended.

Returns

- Borrowers should return all checked out library materials to either the Library Circulation Desk during regular hours or to the book drop when the library is closed. Rutland Library's book drop is located on the east side of the ARC building under the covered sidewalk.
- Materials will be inspected upon return to ensure that no damage has occurred to items.
- Materials having multiple components will not be checked in until all pieces have been returned.
- Items unable to be checked in because they are damaged or have missing components will be charged overdue, damaged, or missing item fines as outlined in the "Overdue Fines" and "Damaged and Lost Item Fees" sections of this manual.
- Borrowers who frequently fail to return items in a timely manner may have their borrowing privileges suspended.

Overdue Fines

- Three Rivers College faculty and staff are not charged late fines, except in the case of overdue laptops.
- Three Rivers College students are subject to the following fine schedule:

Item Type	Overdue Fines
Book (non-reserve)	No fine
Book (new release)	No fine
DVD or software (non-reserve)	No fine
Reserve materials	\$1.00 per hour
Laptop or laptop peripherals	\$1.00 per hour or \$20 per day
Study aide	\$1.00 per hour

- Borrowers who have accumulated overdue fines will have their borrowing privileges suspended.

- A charge will be posted against a student's account for any late fees. Unpaid fees will result in the withholding transcripts and the inability to register for classes.
- Borrowing privileges will only be reinstated and student account blocks removed when fine balances have been paid in full or the items in question are returned.
- Borrowers with a history of turning in items late may have their borrowing privileges restricted or suspended.

Damaged and Lost Item Fees

- Three Rivers College students, faculty, and staff are subject to the following damaged or lost item fee schedule:

Item Type	Damaged or Lost Item Fee
Book	\$100
Book (new release)	\$100
DVD or software (non-reserve)	\$30
DVD or software (reserve)	\$150
Laptop	Market Cost
Laptop peripherals	Market Cost
Study aide	\$200

- A \$20.00 per item processing fee will be added to any damaged or lost item fees.
- The library will only accept replacement items in lieu of a damaged or lost item fee if the replacement item is an exact duplicate or the replacement item is a title approved by the library.
- Normally, no refunds are issued once a damaged or lost item fee has been paid.
- Borrowers who have accumulated damaged or lost item fees will have their borrowing privileges suspended.
- A charge will be posted against a student's account for any damaged or lost fees. Unpaid fees will result in the withholding of transcripts and/or the inability to register for classes.
- Borrowing privileges will only be reinstated and account blocks on student accounts will only be removed when charges for damaged and lost items have been paid in full.
- Borrowers with a history of losing items or returning damaged items may have their borrowing privileges restricted or suspended.

Overdue Notice Process

- Overdue notices are issued as a courtesy to all library users.
- Non-receipt of an overdue notice does not exempt a borrower from applicable fees or fines.
- To avoid notices of fines, materials should be returned or renewed by the due date.
- The first overdue notice is issued on the **first day** an item is overdue.

- The second overdue notice is issued on the **10th day** an item is overdue.
- On the **30th day** that an item is overdue, a final notice is placed on the patron account; charges and blocks on the patron's record are also issued at this time.

Inter-Library Loan (ILL)

- Three River College students, faculty, and staff may request materials through inter-library loan (ILL) that are not available in the Library's collection.
- Requests for ILL materials should be submitted in person or by phone; patrons should see a library staff member about details.
- Delivery time for ILL requests is usually a minimum of two weeks.
- Users are required to pay any charges or fees incurred by the library for borrowed ILL materials.
- Borrowers assume financial responsibility for ILL items that are lost, damaged, or late.
- Failure to pay any fines, fees, or charges will result in a block being placed on the borrower's library record. Additionally, if the borrower is a student, an account block will be placed on the student's file until such time as the charges are paid.

Community Members

Borrowing:

- Rutland Library allows community members to borrow materials.
- Community members over the age of 18 may obtain a User Account by completing a Rutland Library User Account Application.
- To check out materials borrowers must present one of the following valid photo IDs: Three Rivers College ID, Missouri driver's license or state ID card, or military ID Card.
- Community members may have a maximum of 2 items checked out at a time.
- Library account holders are responsible for ensuring that the address and contact information on file is correct.
- The library's primary method of communication with account holders is via email. Therefore, a valid email address is required for all accounts.

Loan Periods

Item Type	Community Members
Book	28 Days
Book (new release)	28 Days
DVD or software (non-reserve)	7 Days

Renewals

- Books and DVDs may be renewed a maximum of 2 times.

Returns

- Borrowers should return all checked out library materials to either the Rutland Library Circulation Desk during regular hours or to the book drop when the library is closed. The library's book drop is located on the east side of the ARC building under the covered sidewalk.
- Materials will be inspected upon return to ensure that no damage has occurred to items.
- Materials having multiple components will not be checked in until all pieces have been returned.
- Borrowers who frequently fail to return items in a timely manner may have their borrowing privileges suspended.

Damaged and Lost Item Fees

- Community members are subject to the following damaged or lost item fee schedule.

Item Type	Community Members
Book	\$100
Book (new release)	\$100
DVD or software (non-reserve)	\$30

- A \$20 per item processing fee will be added to any damaged or lost item fees.
- The library will only accept replacement items in lieu of a damaged or lost item fee if the replacement item is an exact duplicate or the replacement item is a title approved by the library.
- Normally, no refunds are issued once a damaged or lost item fee has been paid.
- Borrowers who have accumulated damaged or lost item fees may have their borrowing privileges suspended.
- Borrowing privileges will only be reinstated when charges for damaged and lost items have been paid in full.
- Borrowers with a history of losing items or returning damaged items may have their borrowing privileges restricted or suspended.

Overdue Notice Process

- Overdue notices are issued as a courtesy to all library users.
- Non-receipt of an overdue notice does not exempt a borrower from applicable fees or fines.
- To avoid notices of fines, materials should be returned or renewed by the due date.
- The first overdue notice is issued on the **first day** an item is overdue.
- The second overdue notice is issued on the **10th day** an item is overdue.

- On the **30th day** that an item is overdue, a final notice is placed on the patron account; charges and blocks on the patron's record are also issued at this time.

Computer Area

Three Rivers College students, faculty, and staff may use the libraries' computers subject to the following criteria:

- Use is on a first-come, first-served basis.
- Conduct that restricts or inhibits others from pursuing academic research or that violates College policies or state/federal law is not permitted.
- Users may not change any computer or laptop settings, including installing software or plug-ins.
- Headphones must be used when listening to audio.
- Neither the library nor the College will assume financial responsibility for unauthorized Internet-related expenditures.
- Neither the library nor the College is responsible for any lost or corrupted files.
- When Three Rivers College personnel violate these rules, they will be reported to the appropriate College office for possible disciplinary action.

Community members may use designated public access computers at Rutland Library subject to the following criteria:

- Computer use is on a first-come, first-served basis.
- Users must be 18 years of age or older to use the computers unaccompanied.
- Users under the age of 18 must have their parent or legal guardian sit next to them while they use a computer.
- Users must present a valid driver's license, state-issued ID card, military ID card or student ID card.
- Conduct that restricts or inhibits others from pursuing academic research or that violates College policies or state/federal law is not permitted.
- Users may not change any computer settings, including installing software or plug-ins.
- Headphones must be used when listening to audio.
- Neither the library nor the College will assume financial responsibility for unauthorized Internet-related expenditures.

Study Rooms

The library's study rooms are for the use of Three Rivers College students, as well as students of other institutions with TRC consortial arrangements. Study room use is subject to the following guidelines:

- Study rooms may be used by students of Three Rivers College, or institutions specified above, in connection with their classwork or to study for a specialized test.

- Conduct that restricts or inhibits others from pursuing academic research or that violates College policies or state/federal law is not permitted.
- Abuse of the study rooms, failure to comply with reservation requirements, or violations of library policies may result in suspension of study room privileges.

Rutland Library

- Study rooms reservations are handled on a first-come, first-served basis unless a reservation already exists.
- Students may reserve a room by calling the library at 573-840-9654 or by inquiring at the Library Circulation Desk.
- Rooms may be reserved no more than 2 days in advance.
- Reservations are available from 30 minutes up to 3 hours in a single day. The reservation time period applies to the group, not to each individual within the group.
- Students must confirm their reservation by email within 24 hours.
- The student who booked the study room must present a valid photo ID when he or she arrives to use the room.
- The student who booked the study room must be present for a group to use the room.
- Study room reservations are not transferable.
- If a room reservation is not claimed within 15 minutes of the requested time, that reservation will be cancelled and the room will be available to others.
- Whiteboard markers, for use in the rooms, are available upon request at the Circulation Desk.
- Use of both TVs and HDMI cables are available upon request; volume should be kept low to prevent disturbing other students who are studying.
- Whiteboards that are used by a group should be cleaned after each reservation, leaving a clean board for the next group.

The Library at Three Rivers College – Sikeston

- Study rooms are available on a first-come, first-served basis
- Reservations are not required except in during peak usage time and determined at the discretion of library staff

Reserve Materials

Rutland Library and the Library at Three Rivers College - Sikeston provide places behind the Circulation Desks to house materials that the faculty have chosen for use by students in their classes. These areas are easily accessible by library staff, but protected from direct contact by library patrons. Reserve materials must be requested from a library staff member; the staff

member then retrieves the material and checks out the item or items to the waiting patron.

The following guidelines apply to the use of these materials:

- Reserve materials may be used in-house for a period of 2 hours. They must then be returned to the Circulation Desk.
- Some reserve materials may also be checked out for 3 days, 1 week, and 2 weeks. These items may leave the library.
- Faculty wishing to place materials on reserve are asked to choose which of the four options listed above apply to the materials they wish to place on reserve. The library staff will honor the faculty's choice.

Printing/Copying

- Rutland Library and the Library at Three Rivers College - Sikeston have self-service printers with black-and-white print capability that are available to all users of the library. These printers allow for copies to be made from the library's computers, or from originals in the possession of the library patron.
- The cost to print is 10 cents per page.
- Printing costs are not refundable or transferable.
- All federal copyright laws are in effect when making copies. See the Circulation Desk if you have questions.

Copyright

- Copyright is a form of protection grounded in the U. S. Constitution and granted by law for original works of authorship fixed in a tangible medium of expression. Copyright covers both published and unpublished works.
- Copyright is a form of intellectual property law; it protects original works of authorship including literary, dramatic, musical, and artistic works, such as: poetry, novels, movies, songs, computer software, and architecture.
- Copyright does not protect facts, ideas, systems, or methods of operation, although it may protect the way these things are expressed.
- Students and other users should consider copyright carefully when making copies of copyrighted materials.
- Guidelines exist to help students and faculty determine what can and cannot be copied for academic use.
- Generally speaking, multiple copies are not permitted by law. The major academic exception to this is a faculty member's right to make copies for each individual in their classes.
- Making single copies for individual use is permissible.
- Selling copies is not permitted under any circumstances.

- Making copies to put on reserve for class use is permissible with some restrictions.
- See the Circulation Desk for questions about copyright.

Plagiarism

Plagiarism is taking the writings or literary ideas of another and selling and/or publishing them as one's own writing.

- Brief quotes or use of cited sources do not constitute plagiarism.
- A person who plagiarizes is subject to being sued for fraud or copyright infringement if prior creation can be proven.
- Students should always give credit when using previously written materials in their studies.
- When using another author's works, always use quotation marks around the words/sentences used.
- Always use footnotes or accurate references to indicate the original work.
- The original author can bring a lawsuit against the offender and recover any lost profits.
- See the Circulation Desk for questions about plagiarism.

Food and Drink

Our food and drink policy is intended to create a comfortable study and research environment, preserve the collections, and protect our facilities from rodents, insects, and harmful molds. Following these guidelines will help to ensure the health and safety of all library users and a long life for library collections, furnishings, and equipment.

- Food and drink are allowed in all areas of the Rutland Library.
- Users are expected to clean up after themselves by placing garbage in receptacles provided for that purpose.
- Spills should be cleaned up and reported immediately.
- Food and drink should not be left unattended; food and drink left will be discarded.
- Food and drink privileges may be suspended in cases of health concerns.

Electronic Device Usage

The libraries have adopted the following guidelines concerning the use of digital devices:

- Cell phone usage is permitted in all areas of Rutland Library and the Library at Three Rivers College - Sikeston.
- Cell phone users are requested to place their phones on silent or vibrate and to keep the volume of any calls to respectable levels. Calls placed on speaker phone are not allowed.
- Users of electronic devices must remember that other students are either studying, taking tests, or concentrating on their research efforts.
- Patrons using electronic devices to play music or watch videos (MP3 players, CD players, portable DVD players, laptops, etc.) must use headphones.

- Cell phones or electronic devices that restrict or inhibit others from pursuing academic research or that violate College policies or state/federal law are not permitted.

Reference Services

The Three Rivers College libraries maintain a reference service for students, faculty and staff during specified hours. The reference service will:

- Provide answers to specific questions.
- Provide guidance in locating material for users.
- Assist users with basic research methodology and/or a research strategy.

Collection Development

The libraries' primary collection development objective is to obtain materials that support the curriculum taught at Three Rivers College and the research needs of the students, faculty, and staff. Therefore, selection and acquisition of materials will focus on providing access to items that are relevant to the instructional and research programs of the College. Input from library users is an important aid in building the collection and all users are invited to make purchase recommendations. Factors influencing the selection of items include:

- Relevance to the educational programs of the College.
- Balance of resources in the collection.
- Representation of all viewpoints for controversial issues.
- Professional reviews.
- Representation of a diversity of religious, ethnic, and cultural groups.
- Duplication of resources.
- Available format.
- Cost and availability of funds.

Identifying appropriate research materials is a cooperative venture of the library staff and faculty members. When an assessment is being conducted of a specific academic area, the faculty of that area will be asked to work with members of the library staff to assess and enhance the library's resources in that subject specialty.

In addition to supporting the curriculum taught at Three Rivers College, the library also has a secondary objective to obtain some materials that support the leisure activities of students, faculty, and staff. Therefore, the library will purchase a limited number of popular fiction, best-seller, and movie titles. Input from library users is an important aid in building a carefully selected leisure collection, and library users are invited to make purchase recommendations. Factors influencing the selection of leisure items include:

- Professional reviews.
- Popularity of items as evidenced by polls, best-seller lists, awards/prizes, or sales.
- Duplication of resources.
- Available format.
- Cost and availability of funds.

Censorship

The Three Rivers College Libraries endeavor to purchase and provide materials to the campus community that reflect all points of view on a subject. The library subscribes to the concepts of Intellectual Freedom and of Academic Freedom. Both concepts are described and upheld in various documents published by the American Library Association and the American Association of University Professors. Such documents include: "The Library Bill of Rights," "The 1940 Statement of Principles on Academic Freedom and Tenure," "The Intellectual Freedom Statement," and the "Freedom to Read" statement.

Withdrawals/Weeding

It is the policy of the Three Rivers College Libraries to keep an up-to-date and useful collection through a continuous withdrawal and replacement process. This is called "weeding" the collection. Criteria for determining which items need to be weeded include:

- Duplication of material.
- Age of material/availability of newer editions.
- Circulation history.
- Physical condition.
- Usefulness.
- Current demand.
- Relevancy of content, style, or theme.

Collection Concerns

Users with a complaint about an item in the collection are welcome to submit their concerns in writing. A committee of library staff and appropriate faculty members will review the complaint and make a recommendation to the Director as to the disposition of the item. The complainant will be notified of the decision in a written response.

Orientations

Rutland Library and the Library at Three Rivers College - Sikeston offer orientation tours to acquaint users with the variety of resources available to them. Orientation tours are available for all library users by request. Individuals wishing to participate in an orientation tour should contact library staff to schedule a date and time. Non-scheduled walk-in tours may be provided by library staff as requested and as time permits. Online orientations are also available by request.

Library Instruction

On-campus faculty may request instructional sessions for their classes by contacting the Circulation Desk. Instructors should request sessions as far in advance as possible, but not less than three school days before the requested session date. The instructor and library staff member will discuss any specific needs or resources the instructor wishes to have highlighted prior to the scheduled class.

Faculty at external locations may request an instruction session by contacting the library. Those types of sessions will highlight resources and services that can be accessed by students, faculty, and staff from remote sites. A personal visit from a library staff member can be scheduled at the convenience of both the instructor and the staff member.

Self-paced, online tutorials are also available covering a range of library-related topics including basic library instruction and information literacy.

Gifts and Donations

The Three Rivers College Libraries encourage and appreciate gifts and donations, both monetary and material. Material gifts become the sole property of the library at the time of donation. They are accepted with the understanding that they will be added to the collection only if appropriate and needed. Items not chosen for inclusion in the collection will be discarded.

The library also accepts memorial gifts in the form of monetary donations. The library does not accept memorial gifts in the form of materials. Suitable book plates can be placed in items that are purchased with memorial gift money. The library will purchase a recommended title that fits the needs of the library and that either supports the college curriculum or that contributes toward leisure reading or viewing.

The library is unable to appraise the value of donated materials, but can provide an acknowledgment of receipt of items for tax purposes.

SPOL Planning and Surveys

Library staff participate in the campus planning software package, SPOL. Budgets are prepared in this manner, as are annual Objectives and other continuous improvement plans. The library's SPOL document for each fiscal year is available to all campus-authorized personnel for comment, clarification, and feedback.

To assist with planning, the Office of Institutional Effectiveness conducts surveys each spring with faculty, classroom students, and off-campus site personnel to determine the appropriateness of the library's holdings, regulations, and services. The library itself conducts a survey in April of each year, asking the walk-in traffic of the library their opinions on how the budget is spent, what holdings are needed, and how the services of library staff members are received. Results of these surveys are incorporated into the following year's planning documents.

Finals Week

Library staff understand the need that students have during finals week for a comfortable, quiet atmosphere in which to study. Toward that end, we make every effort to reduce noise and to keep distractions to a minimum.

Learning Resources Committee

The College faculty has a standing Learning Resources Committee that provides an avenue for comments and suggestions to the library, as well as to other resource units on campus. The committee meets at least once per semester, and can provide input to the library on regulations, procedures, and services.

ALA Code of Ethics

Library staff subscribe to the tenants outlined in the American Library Association's "Code of Ethics," as published in 1939 and amended as recently as January 2008. The basic principles of the "Code" are paraphrased as follows:

- "We provide the highest level of service to all library users through... organized resources, equitable service policies....and courteous responses to all requests."
- "We uphold the principles of intellectual freedom and resist all efforts to censor library resources."
- "We protect each library user's right to privacy and confidentiality..."
- "We respect intellectual property rights..."
- "We treat coworkers and other colleagues with respect, fairness, and good faith..."
- "We do not advance private interests at the expense of library users, colleagues, or our employing institutions."
- "We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions...."
- "We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of our coworkers, and by fostering the aspirations of potential members of the profession."