EL PASO COMMUNITY COLLEGE

LIBRARY POLICIES AND
PROCEDURES MANUAL
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LIBRARY UNIT

Operating Letter I. A.
Approved August 1987
Revised December 2011

SUBJECT: Organization - Philosophy

PURPOSE: To provide a foundation for the operation of the Library.

GUIDELINES:

PHILOSOPHY

The philosophy of the Library is that education be community-oriented with priority use for students. Education is based on student needs and growth, and it assists them in becoming whole, civic-minded, and fully functioning persons in the community. The Library provides a system which facilitates a lifelong creative process of growth based on the acquisition of information in all its various changing forms, recognizing the need to be responsive to the changing needs and special qualities inherent to the community it serves.

Four systems that are essential to a person’s development both as an individual and as a contributing member of the community include: a learning system, a personal development system, a career development system and a cultural development system. The Library is committed to the concept of serving the changing needs of the individual in the international, multicultural environment of our border city by continuously appraising, evaluating, and enhancing its resources and services in order to foster the student’s development in each of these four essential systems.

MISSION STATEMENT

The Mission of the El Paso Community College Libraries reads, “The El Paso Community College Libraries provide instruction, service, access to information, and materials that enhance academic growth, and personal enrichment which supports the College mission.”
LIBRARY UNIT

SUBJECT: Organization – Long Range Planning

PURPOSE: To provide direction for the purpose of developing long range plans for the Library on a minimum 3 year cycle.

GUIDELINES:

The Library Long Range Plan will include, goals, objectives, budget and be designed to:

1. Provide materials, services and equipment to meet demonstrated and anticipated needs for users regardless of location.

2. Provide a comfortable environment which facilitates sensitive and responsive attention to user requirements and is conducive to productive work.

3. Provide qualified faculty and classified staff who are readily available for assistance with materials and services and for consultation on instructional development.

4. Provide expeditious handling of requests for scheduling, circulation, distribution, identification, and utilization of materials and related equipment.

5. Provide acquisition, production, and organization of materials that meet the educational, occupational, cultural, and personal needs of users, recognizing that provision of materials beyond curricular needs is essential in challenging individual growth.

6. Provide a cooperative arrangement for the sharing of resources with other institutions and agencies in the community, state, region, and nation.

7. Provide systematic planning and implementation of new and more efficient technological processes.

8. Provide for professional growth and development of all Library staff.

9. Provide effective management of staff, material and financial resources to ensure efficient, cost effective operations and the best possible services to College students, faculty, staff and the El Paso community.
10. Increase Library usage by students, staff, and faculty, and to promote Library services by identifying and reaching out to potential users.
LIBRARY UNIT

Operating Letter I. C.
Approved December 2011

SUBJECT: Organization – Staff Organization

PURPOSE: To represent the organizational structure of the library.

1. Library Systems

Library Systems Organizational Chart
2. Library Technical Services

Library Technical Services Organizational Chart

- Valle Verde Dean of Education and Career and Technical Education
- Director Library Tech Services
  - Tech Svc. Librarian & Cataloging
  - PT Librarian
  - Cat. Tech Asst.
  - Library Tech Svc. Asst.
  - Library Tech Svc. Clerk
  - Work Study Students
  - Library Tech Svc. Clerk
  - Admin. Office Asst.
  - Admin. Office Asst.
3. Mission del Paso Library

Mission del Paso Library Organizational Chart

4. Northwest Library

Northwest Library Organizational Chart
5. Rio Grande Library

Rio Grande Library Organizational Chart

6. Transmountain Library

Transmountain Library Organizational Chart
7. Valle Verde Library
SUBJECT: Organization - Job Descriptions

PURPOSE: To describe the purpose, duties, responsibilities, tasks, and relationships of a particular job. Identifies the essential functions of the position.

Click on the titles below to view the jobs descriptions:

1. Administrative Assistant
2. Director, Library Technical Services
3. Head Librarian
4. Librarian
5. Library Assistant
6. Library Clerk
7. Library Systems Technician
8. Library Technical Assistant
9. Library Technical Services Assistant
10. Manager, Library Systems
11. Supervisor, Public Services
12. Volunteer
13. Work Study
JOB DESCRIPTION:

Head Librarian

TITLE: Head Librarian                      CATEGORY: Faculty
FLSA STATUS: Exempt                        GRADE:

JOB SUMMARY: The Head Librarian is a faculty member designated to provide leadership through administering, planning, implementing, monitoring and evaluating the delivery of library services inclusive of off-campus and satellite sites. The Head Librarian also participates in Campus or College governance and will assume Public Service Librarian responsibilities as assigned by the respective Dean.

Essential Functions:

1. Maintain quality control of Library services.

2. Develop, implement and evaluate procedures in coordination with other related departments.

3. Work with District faculty and staff to ensure that the Library is responsive to the needs of the students, faculty, programs and community.

4. Coordinate campus Distance Education library links and Interlibrary Loan Services.

5. Coordinate personnel management activities, supervision of staff and recommends the selection of Librarians, classified staff and part-time staff.

6. Evaluate part-time librarians and staff.

7. Provide guidance and support regarding personal and professional development.

8. Implement goals, objectives and standards for departmental operation and staff activities.

9. Ensure that district policies, procedures and regulations are used to guide the operational activities of the department.

10. Develop, recommend and manage assigned budget.

11. Prepare work schedule and compile monthly statistics, reports and time sheets.

12. Schedule and conduct periodic meetings.

13. Maintain coordination with other campuses.
JOB DESCRIPTION:
Head Librarian
Page 2 of 2

14. Assume supervisory responsibilities of library paraprofessional staff as assigned.

15. Perform all other duties appropriate to this position as assigned.

REPORTING RELATIONSHIP: Campus Dean or other assigned Dean.

Draft 6/18/08
JOB DESCRIPTION:

VOLUNTEER

TITLE: Library Clerk - Volunteer

JOB SUMMARY: This is a volunteer position at the clerical level, requiring the performance of routine tasks. The volunteer library clerk works under the close supervision of the Public Service Supervisor until thoroughly familiar with duties on any new or unusual assignments and receives moderate supervision routinely.

DUTIES AND RESPONSIBILITIES:

The Library Clerk:

1. Works in a particular section of the library, i.e., circulation, acquisition, or periodical desk, and performs routine clerical duties, i.e., checking books and materials in and out, sending notices of overdue books, collecting fines, maintaining routine duties of the desk.

2. Responds to moderately complex questions to assist patrons.

3. Maintains records of the library materials, their acquisition and use.

4. Sorts and shelves books and other materials.

5. Types and proofreads assigned documents.

6. Assists patrons in the use of special library equipment and performs required related work.

REPORTING RELATIONSHIPS:

The volunteer library clerk works under the close supervision of the Public Services Supervisor.
JOB DESCRIPTION:

Work Study (Various Departments)

Title: WORK STUDY CIRCULATION

JOB SUMMARY: Usually under direct supervision of a Public Service Supervisor or Library Assistant, the circulation work study performs Library tasks of a basic and routine nature. Basic knowledge of knowing how to use a library and the able to work well with a bilingual public are preferred. Positions are available during day or night and weekends. Duties include such things as:

1. Checking in and out of materials.
2. Assisting patrons in locating materials on shelves.
3. Shelving and shelf reading to make sure material is in order.
4. Assisting patrons in use of photocopy equipment.
5. Light typing and filing, clerical.
6. Delivering mail.
7. Answering phones and taking messages.
8. Giving general information and directions.
9. Assisting patrons in use of computers and audio-visual equipment.
10. Other duties as assigned.

Title: WORK STUDY PERIODICALS:

JOB SUMMARY: Usually under direct supervision of a Public Service Supervisor or Library Assistant, the periodicals work study performs library tasks of basic and routine nature. Basic knowledge of knowing how to use a library and the able to work well with a bilingual public are preferred. Positions are available during day or night and weekends. Duties include such things as:

1. Checking in and checking out magazines for use in the periodical section.
2. Shelving and shelf reading indexes, newspapers, and magazines.
3. Assisting patrons in general use of OPAC and on-line databases.
4. Assisting and instructing patrons in use of microform and copy machines.
5. Assist in keeping periodicals display up-to-date.
6. Periodical binding of popular and well used magazines.
7. Answering and referring telephone inquires.
8. Servicing photocopy machines.
9. Giving general information and directions.
10. Light typing, filing, and clerical duties.
11. Assist in creating periodical displays (bulletin boards, special collections).
12. Assisting and processing of gift material.
13. Occasionally help out in the circulation department if needed.
JOB DESCRIPTION:
Work Study
Page 2 of 2

15. Other duties as assigned.

OTHER:

1. General maintenance and minor repair of library materials (books, etc) and audio-visual materials (filmstrips, etc.).
2. General maintenance of audio-visual equipment.
3. Assist with library related displays and bulletin boards.

Title: WORK STUDY CATALOGING:

JOB SUMMARY: Usually under the direct supervision of the Cataloging Technical Assistant or Library Clerk, the technical services work study performs the majority of the physical processing of library materials for all library campuses. Basic knowledge of a library and its functions is preferred. Work is performed during regular working hours Monday-Friday, 8:00 a.m. - 5:00 p.m.

Duties include:

1. Physical processing of library materials.
2. Vinyl binding.
3. Assisting in mending of damaged library materials.
4. Answering telephone and taking messages.
5. Typing memos.
7. Duplicating.
8. Performs other duties as assigned.

Title: WORK STUDY ACQUISITIONS:

JOB SUMMARY: The purpose of this job is to give support to the acquisitions department.

Duties include:

1. Check in and distribution of daily library mail.
2. Receiving and processing of library materials.
3. Inputting computer data and produce printouts.
4. Typing of forms, letters, and control lists.
5. Responsible for certain filing and other clerical duties as assigned.
II. Collection Development
LIBRARY UNIT

Operating Letter: II
Approved: December 2011

SUBJECT: Collection Development

PURPOSE: To define the structure, mission, and service population served by the El Paso Community College libraries.

Structure:

The five campus libraries in the El Paso County Community College District (EPCCD) are decentralized. The Head Librarians report to Campus Deans. Technical Services, including acquisitions, cataloging and resource sharing/Interlibrary Loan, is a separate, centralized department servicing the five campus libraries. The libraries employ full-time and part-time Public Services Librarians as well as support staff.

Mission Statement:

The El Paso Community College libraries provide instruction, service, access to information, and materials that enhance academic and personal enrichment which supports the college mission.

The E.P.C.C. mission is “to provide educational opportunities and support services that prepare individuals to improve their personal quality of life and to contribute to their economically and culturally diverse community.” [http://www.epcc.edu/AboutEPCC/Pages/Mission.aspx]

The E.P.C.C. libraries provide their diverse and multicultural population of students, faculty, staff and community users with access to information resources and responsive services. The E.P.C.C. libraries also help support the professional development needs of E.P.C.C. faculty and staff.

The E.P.C.C. libraries are committed to the goal of helping to prepare students for lifelong learning by providing them with opportunities to learn how to access information in different formats and to develop the critical thinking skills associated with information literacy.

Service Population:

The libraries serve a diverse body of over 25,010 students, 1,365 faculty and 1,416 classified staff, professional support personnel and administrators. [http://dnn.epcc.edu/Portals/119/FactBook/2007-2008%20and%202008-2009%20Fact%20Book%20FINAL.pdf]

The College grants the degrees of the Associate of Arts, the Associate of Applied Science, Certificates of Completion, Enhanced Skills Certificates and Continuing Education Units. The College’s special programs include transfer degree, vocational-technical career, developmental, literacy, adult education, and community service.
Library usage is also available, on a limited and restricted basis, to members of the El Paso County community who are not affiliated with E.P.C.C.
SUBJECT: Collection Development – General Policies

PURPOSE: To establish guidelines for the acquisition and evaluation of materials that enhance academic growth and personal enrichment in the diverse community served by El Paso Community College.

POLICIES:

1. Authority
   a. Final authority for materials selections rests with the campus Head Librarian for that campus. Selection is the shared responsibility of the public services librarians and other faculty at each individual campus.

   b. The E.P.C.C. libraries will retain control of all resources purchased or placed in their inventories. All such resources will be housed in the E.P.C.C. libraries.

   c. Final authority for the determination of policy in the selection and acquisition of all library material is vested in the Board of Trustees of the El Paso Community College District.

2. Standards
   a. The collection development policy will be guided by national library standards including the A.C.R.L. Standards for Libraries in Higher Education http://www.acrl.org/ala/mgrps/divs/acrl/standards/standardslibraries.cfm and seeks to keep pace with any changes made to these standards and with other relevant new standards adopted by the library profession.

   b. The collection development policy is further guided by the standards established by our accrediting agency, the Southern Association of College and Schools http://www.sacscoc.org/pdf/2010principlesofaccreditation.pdf and by the Texas Education Agency and the Texas Higher Education Coordinating Board.

3. Controversial Material
   a. The E.P.C.C. libraries believe that the maintenance of a free society requires free access to different points of view, and a conscientious effort is made to include material concerning all sides of an issue. To this end, the E.P.C.C. libraries affirm their acceptance of the principles enumerated in the Library Bill of Rights http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm as
adopted by the American Library Association.

b. Objections to material and requests for reevaluation must be presented in writing, following the procedures outlined in the Library Policies and Procedures Manual.

4. **Copyright Law**
   a. It is the policy of the libraries to support the property and copyrights of the creators and their assigns to the materials contained in the collections, as encompassed in the *Copyright Act of 1976, as Amended*.
   
   b. The libraries further recognize the need for the fair use of these materials in the pursuit of the mission of the College.

5. **Curriculum Support**
   The libraries will build and maintain collections that adequately support the curriculum taught at the El Paso Community College. The emphasis of the collection will be on supporting degree and certificate programs. Individual campus libraries will concentrate on the curriculum offered at their campus.

6. **Format**
   The collection shall include materials and information in diversified formats including print and non-print media.

7. **Hardbound/Paperbound**
   Due to their longer shelf life, hardbound editions will generally be preferred over paperbound editions when there is a choice between the two. Paperback editions may be preferred for titles that are not expected to contribute lasting value to the collection (such as superseded editions with no historic value).

8. **Textbooks**
   E.P.C.C. library collections are designed to supplement and enhance information given in course textbooks. Students are expected to buy their own copies of textbooks for each course. The E.P.C.C. libraries do not purchase textbooks unless they can be shown to fill a need not met by comparable materials in the collection. Such exceptions would be classic textbooks, especially those in scientific, technical and business fields, that have become recognized as standard references.

9. **Fiction**
   The E.P.C.C. libraries will provide works of fiction to support Reading and Literature course work. Readers wishing to access a more extensive collection of leisure reading materials are referred to the El Paso Public Library.

10. **Highly Specialized, Rare or Highly Costly Materials**
    Requests from students or faculty members for the purchase of highly specialized, rare or
very expensive materials should be handled by providing access to the materials through Interlibrary Loan/Resource Sharing services or via the TexShare program. Such purchase requests might be justified if the material was intended for repeated, annual use by an entire class.

11. **Gifts**
   a. Guidelines for the evaluation of gifts are the same as those for selecting purchased materials. Gift titles are accepted only when they impose no significant limitations on housing, handling, or the disposition of duplicate or damaged items. If there is any question about the addition of a gift title to the collection, the final determination will rest with the Head Librarian. (See “Gifts & Donations Procedures” in the Library Policies and Procedures Manual Section II.G.)

   b. E.P.C.C. library personnel are not permitted to issue appraisals of gift materials for tax or any other purposes.

12. **Professional Review Literature**
    The E.P.C.C. libraries will develop and maintain bibliographic review resources needed for collection development decisions. Selection tools may include but are not limited to professional bibliographies, notable booklists and professional library review journals such as Choice, Booklist, and Library Journal, as well as leading subject-specific professional journals.

13. **Technology**
    The E.P.C.C. libraries should be prepared to utilize new technologies for accessing information as they are developed. Convenient, effective access to electronic bibliographic and full-text databases, whether on-site or remote, must be provided when necessary to support the academic curriculum.

    The E.P.C.C. libraries Collection Development Committee will review the Collection Development Policy statement annually and make proposals for revisions as needed.
SUBJECT:  Collection Development – Collection Levels

PURPOSE:  Collection levels employed by the E.P.C.C. Libraries for policy development and for collection evaluation purposes. The collection levels below are abridged from the “W.L.N. Collection Codes” as shown in the American Library Association’s Guide for Written Collection Policy Statements, 2nd edition, 1996.

1. Definitions of Collection Levels

   - **0 Out of Scope:** The library does not collect in this subject.
   - **1 Minimal Level:** A subject area for which few selections are made beyond very basic works.
   - **2 Basic Information Level:** A selective collection of materials that serves to introduce and define a subject and to indicate the varieties of information available elsewhere.
     - **2a Basic Information Level, Introductory:** The emphasis is on providing resources that introduce and define a subject.
     - **2b Basic Information Level, Advanced:** Basic information about a subject is provided on a wider range of topics and with more depth.
   - **3 Study Level:** A collection that is adequate to impart and maintain knowledge about a subject in a systematic way but at a level of less than research intensity.
     - **3a Basic Study Level:** Supports lower division undergraduate courses, as well as some of the basic independent study needs of the lifelong learner.
   - **4 Research Level:** Includes the major published source materials required for dissertations and independent research.
   - **5 Comprehensive Level:** A collection in which a libraries endeavors, so far as is reasonably possible, to include all significant works of recorded knowledge (publications, manuscripts, other forms) for a necessarily defined “special collection.”

2. Collection Levels at the E.P.C.C. Libraries

   In general, collection levels will be as follows:

   **Basic Study Level:** for must subjects that encompass study areas directly related to associate degree and certificate programs offered at the campus.
**Basic Information Levels:** for subject areas not directly related to certificate or degree programs at the campus but needed to support basic course work.

**Minimal Level:** for subject matter that is peripheral to the campus curriculum and that is accessible at other area libraries.
LIBRARY UNIT

Operating Letter: II. C.
Approved: December 2011

SUBJECT: Collection Development – Criteria for Selection

PURPOSE: To establish guidelines for selecting materials for the Library collection.

GUIDELINES:

1. **General Criteria**
   - Significance of subject matter to college curriculum
   - Size and adequacy of current collection in specific subject field
   - Accuracy of information
   - Potential use of material by students, faculty or staff
   - Presentation on community college students’ reading and interest level
   - Recency of work (current topics receive a high priority) and/or permanent value
   - Appearance of title in important bibliographies, lists and recognized reviewing media with preference given to series and titles that appear on notable book lists or in core bibliographies, or that have been favorably reviewed in the professional review literature
   - Authoritativeness of publisher or producer
   - Importance of author
   - Scarcity of published materials on the subject
   - Format (print, microform, audiovisual, electronic, etc…)
   - Physical quality (binding, print, size, etc…)
   - Duplication of information
   - Price
   - Availability of materials through Resource Sharing (Interlibrary Loan) or at area libraries
   - Available shelving/storage space
   - Maintenance requirements

2. **Children’s Material (Additional Criteria)**
   - Children’s materials will include selections from lists of the well-known children’s classics in literature and from lists of award-winning children’s books, including the Newberry, Caldecott and Texas bluebonnet award lists.

3. **Periodicals (Additional Criteria)**
Periodicals selected for purchase at each campus should be indexed in one of the commercial print or electronic indexes subscribed to by that campus library. Exceptions may be made for periodicals judged important to curriculum support, which are not indexed in common sources, such as local publications relating to the business, news, or culture of the area.

Other additional criteria include the number of periodicals received in the subject area, availability of back issues in non-print format (exceptions will be made for journals in the visual arts subject areas and for indexes), frequency of updates and scarcity of materials in other formats.

Newspapers: The E.P.C.C. Libraries will maintain subscriptions to national, local and some foreign newspapers. The libraries also maintain a number of subscriptions to various trade papers whose content relate to the curriculum of the college. Retention periods vary for newspapers depending on available space, importance of title, indexing in sources owned by the libraries and access to the title elsewhere in the community.

4. Microforms (Additional Criteria)

The E.P.C.C. libraries may acquire microform materials for any of the reasons listed below:

- To replace print copy for preservation purposes
- To save storage space as in the case of back issues of periodicals, or for multi-volume titles required for the curriculum but used only occasionally
- To obtain titles only available in microform

5. Audiovisual Materials (Additional Criteria)

Audiovisual materials such as videocassettes, audiocassettes, compact discs, DVD’s and Blue Ray Disc’s will be selected to supplement and enhance lectures and course work. Audiovisual materials for classroom use are generally provided by campus Instructional Media Services departments which purchase, house and maintain their own separate collections.

Additional criteria for selection include technical and/or artistic quality, compatibility with library-owned equipment and contribution of uniqueness or significance by the presentation or content.

6. Electronic Databases/Online Services (Additional Criteria)

It is preferable to review a demonstration of the proposed database or online service before making an acquisition decision.
Additional criteria for selection include:

- Authority and stability of producer
- Range of subject (should serve the widest possible primary customer base)
- Currency of content and frequency of updates
- Ease of use
- Options for printing, saving, transmitting and manipulating search results
- Archival options
- Technical and/or artistic quality
- Contribution of uniqueness or significance by the presentation, content, timeliness of content, improved functionality such as the ability to link to local and/or related resources, improved resource sharing due to the ubiquity of digital resources.
- Technical compatibility with existing and future (where potential is known) library-owned hardware/software
- Accessibility from institutionally-supported computing platforms and networked environments, as well as remote access, based on current standards (e.g. Z39.50)
- Capability for networking
- Response time for remote networked environments
- Level of expertise necessary for installation, maintenance, troubleshooting, etc.
- Depth and quality of documentation
- Technical support
- Licensing considerations
- Copyright considerations

7. **Software – Additional Criteria**

- Microcomputer software programs that are compatible with existing and future (where potential is known) library-owned hardware/software may be acquired as needed to support electronic curricular resources such as C.D.-ROM or D.V.D. databases, the Internet, the online card catalog and other online databases.

- Additional criteria for selection include ease of use, licensing considerations, technical support, technical quality, upgradability, stability of producer/distributor, depth and quality of documentation, and level of expertise necessary for installation, maintenance, troubleshooting, etc…
SUBJECT: Collection Development – Library Liaison Assignments

PURPOSE: To establish guidelines for effective interaction and communication between library and instructional faculty.

POLICY: Collection development in an academic setting should be a cooperative effort between the library faculty and the other teaching faculty, with each complementing the efforts of the other. Public Services Librarians work with faculty members within the appropriate Division, Department or Program in developing the collection.

GUIDELINES:

1. Head librarians are charged with assigning liaison responsibilities to the full-time librarians.
   a. Each full-time librarian will act as library liaison with at least one teaching division in the EPCC district.
   b. A librarian will be appointed to liaise with each division (based on background and experience of the librarian.)

2. Librarians are responsible for liaison assignments and for general collection development at their respective campuses.
   a. Liaison duties include:
      1) Informing assigned faculty about available library services and encouraging a collegial relationship.
      2) Working with teaching faculty to build and maintain library collection in the assigned discipline.
      3) Providing library support and reports needed for discipline accreditation purposes.
      4) Attending discipline and or division meetings as needed or requested.

3. Librarians will make selections in all areas of the collection for general collection development.
   a. Public service librarians are responsible for the selection of general materials not specifically related to the curriculum and for maintaining a balance between the various subject areas and between standard and current works.
LIBRARY UNIT

Operating Letter: II. E.
Approved September 1989
Revised December 2011

SUBJECT: Collection Development - Procedure – Selection and Ordering of Materials

PURPOSE: To establish procedures for selecting and ordering materials for the Library collection.

PROCEDURES:

1. Librarians will select materials in their assigned liaison disciplines as well as for general collection development as defined in Collection Development policies IIA, IIB, IIC, and IID.

2. Librarians will receive and review requests for materials submitted by faculty, staff, students, and community patrons. Recommended items will be given careful consideration and will be purchased if they meet the standards outlined in IIC of this manual.

3. Librarians will verify in the online catalog that the material is not a duplicate, or if it is a duplicate, it is a title that they wish to duplicate for the collection.

4. Materials to be requested must be approved by a librarian before purchase.

5. All items requested for purchase must be entered into the Library Acquisitions system.

6. Head librarians at each campus will be responsible for monitoring the spending of the funds allocated to their campus.

7. It is the librarian’s responsibility to notify the requester of the status of his/her request and upon receipt of the material.
LIBRARY UNIT

Operating Letter II F.
Approved February 1988
Revised December 2011

SUBJECT: Collection Development-Procedure- Selection and Ordering of Computer Software

PURPOSE: To establish guidelines for selecting and ordering computer software.

GUIDELINES:

1. Primary consideration will be given to software which is compatible with Library equipment.

2. Every effort will be made to arrange for preview or approval evaluation of all computer software prior to purchase.

3. Consideration will be applied to the extent to which the software will be used as judged by expressed interest, number of classes to which it is appropriate, quality of content, and technical quality.

4. Faculty members may make requests for material related to coursework.

5. Software may be purchased for the individual campus.

6. Software may be ordered and acquired through the same process as other library materials.

7. Special budget codes have been established for computer software, but may need to be approved by the Information Technology department.

8. Effort will be made to acquire software which is in the public domain.
SUBJECT: Collection Development-Gifts and Donations

PURPOSE: To establish guidelines for receipt and processing of Gifts and Donations.

GUIDELINES:

1. Materials should be accepted with the donor’s understanding that the library reserves the right to reject or include these items in the Library collection. The donor will complete a Gift Authorization Form (II G (1)).

2. Upon donor’s request, acknowledgment of gift items is to be written and sent by the librarian upon receipt of these items.

3. The marketing department is also notified of donations using a form on their website.

4. In processing gift items, the following is to be considered:
   a. Do they support the college’s programs and curriculum?
   b. How current are the publication dates? (Volumes more than five years old should be given careful consideration as to their collection value.)
   c. If materials do not support the college programs and curricula, will they still be of value to the collection? (Ex. Ephemeral materials such as children’s books, light reading, paperbacks)

5. Textbooks: These must be evaluated according to the following criteria:
   a. Some textbooks known to be in current use in any college program may be cataloged.

6. Periodicals: Enhancement and support of the current collection is the priority. Use gift periodicals to fill in gaps, and replace missing and shabby issues. If the gift item does not support the current collection, it should be considered for its relevance to the collection.

7. All accepted items for any campus collection, except periodicals, must be sent to Library Technical Services for cataloging.

8. Books and periodicals not considered suitable for inclusion into any of the Library collections will be placed on a give-away table in the appropriate Library.
I hereby donate, to the Libraries of El Paso Community College, a gift of library materials. I understand:

- These materials will be evaluated, and the Library will dispose of those items not suitable for its collection.

- An itemized list cannot be prepared, but the number and types of items donated will be acknowledged in a letter of appreciation.

- The Library is unable to appraise the value of the items. For tax purposes, according to the Internal Revenue Service, the burden of proof rests with the donor.

- If an itemization of the gift materials is required, a list provided by the donor will be acknowledged at the time of the donation.

Signature of Donor

Date

Name (Please print or type)

Phone/Extension

If EPCC Employee:

Mailing Address

City, State, & Zip

Campus

E-mail

Division/Department

DO NOT WRITE BELOW THIS LINE ---FOR LIBRARY USE ONLY

Hardback books
Paperback books
Periodicals
Other
TOTAL
LIBRARY UNIT

Operating Letter II.H
Approved December 2011

SUBJECT:  Collection Development – Collection Evaluation and Maintenance

PURPOSE:  To provide guidelines for Public Services Librarians, with the involvement of relevant Division faculty, to give systematic attention to collection evaluation and maintenance. This will include acquiring knowledge of existing holdings, identifying weaknesses relative to the curriculum and making the necessary acquisition and de-selection decisions.

1. Collection Evaluation

   a. The collection will be maintained by continuously evaluating the contents both qualitatively and quantitatively. The purpose of evaluation is to identify “gaps” in specific subject areas and to maintain a well-balanced collection in terms of the philosophy and purpose of the E.P.C.C. libraries, and therefore the College.

   b. The collection should be evaluated systematically and on a regular basis by a combination of methods.

   c. Possible evaluation techniques include:

      1) Observation of use patterns and evaluation of unanswered reference questions.
      2) Formal questionnaire or survey of students and faculty to determine the nature of use and the level of satisfaction.
      3) Comparison of library holdings against standard subject bibliographies, course reading lists and core holdings at other community college libraries.
      4) Tracking the growth rate and size of the collection as a whole, and in parts, and gauging the amount of use within specific subject areas.
      5) Annually reviewing Resource Sharing (Interlibrary Loan) requests made by students, faculty, and staff.
      6) Reviewing holdings relative to adjustments in course and program offerings.
      7) Analysis of usage logs for online databases.

2. Weeding
a. Responsibility
   1) Primary responsibility for weeding the collection is held by the Division Liaison librarians with the involvement of relevant Division faculty in the specific subject areas.

b. Criteria
   1) The following general criteria are considered when discarding materials.
      a) Obsolescence
      b) Superseded editions with no historical value
      c) Poor physical condition
      d) Insufficient use or basic value
      e) Changing curricular needs

   2) Additional criteria for canceling a subscription to or weeding Periodical titles includes:
      a) Content duplicated in another source
      b) Material not indexed in Library-owned indexes
      c) Expensive titles readily available through other local libraries

   3) Additional guidelines for weeding within certain subject areas and by format are contained in the Library Policies and Procedures Manual under “Weeding of Reference and Circulating Collection” and “Weeding of the Periodicals Collection.”

   4) Schedule:
      a) The Reference collection will be weeded annually.
      b) The Circulating collection will be weeded every three years in a piecemeal process. The Library will follow a written weeding schedule, arranged by subject area, for the Circulating collection.
      c) The Periodicals collection will be weeded annually. Decisions regarding subscriptions to be canceled are made no later than August of each year. No title will be dropped without consultation with the relevant Discipline Coordinator, except when the same title is currently available in a different format (for example, electronic format). If questions or problems arise, the Division Dean will be consulted.

   5) Identification and Replacement of Damaged, Lost or Stolen Materials
      a) The entire collection will be inventoried every three years to identify damaged or missing material. The Circulation Department will perform the inventory.
      b) The same general and specific criteria for selection will apply when determining if the material is to be replaced in the library
collection. For more specific criteria, see Section II of the Library Policies and Procedures Manual.
SUBJECT: Collection Development- Procedure - Weeding of Reference and Circulating Collections

PURPOSE: To develop guidelines for weeding the reference and circulating collections. Systematic removal from the collection of material no longer useful is essential to maintaining the purposes and quality of resources.

GUIDELINES:

1. Weeding Responsibility
   Primary responsibility for weeding the collection is held by the Division Liaison librarians with the involvement of relevant Division faculty in the specific subject areas.
   a. Librarians will be assigned to weed the reference collection at the campus at which they are located.
   b. Librarians will be assigned specific subject areas to weed in the circulating collection.

2. Faculty Involvement
   The process of weeding requires the same participation by the faculty as does the selection of materials.
   a. The library will direct the faculty to those materials which should be considered for withdrawal.
   b. As in the selection process, the recommendations of faculty are essential and will be given full consideration.

3. Timeline
   a. The reference collection is to be weeded annually.
   b. Weeding of the circulating collection will be done every three years in a piecemeal process.
      1) Library will follow a written weeding schedule, arranged by subject area, for the Circulating collection.

4. Reference Collection
   a. Duplicate titles in the reference collection will be weeded, unless high use dictates keeping.
   b. Superseded editions of reference books will be removed and considered for addition to the circulating collection or discarded.
5. Circulating Collection

a. Material which has become out-of-date and/or obsolete in content, style, and theme will be weeded.

b. Material that is not sufficiently used or has no basic value will be evaluated for weeding.

c. Items that are in poor physical condition will be considered for weeding.

d. As curricular needs change, materials will be evaluated in accordance.

e. Suggestions for weeding in certain subject areas will be considered.

- **Religion and Philosophy**: Retain systems of philosophy, but discard historical and explanatory texts when superseded, older theology, old commentaries on the Bible, sectarian literature, sermons, and books on the conduct of life, popular self-help psychology, and other guides to living which are old or no longer popular. Be sure to take into account the use made of such materials, which will vary greatly from community to community.

- **Social Sciences**: Requires frequent revision because much of the material will deal with problems of temporary interest, which can be replaced later by historical coverage of these topics. Economics needs careful watching for dates. Superseded almanacs and yearbooks should be discarded. Retain standard works on costumes, folklore, and customs. Retain all works dealing with Texas history.

- **Language**: Discard old grammars, ordinary school dictionaries (rarely discard the larger dictionaries). Weed the rest of the collection on the basis of use.

- **Pure Science**: Discard books with obsolete information or theories; all general works which have been superseded, unless they are classics in their fields; all ordinary textbooks can usually be discarded after ten years. Botany and natural history should be inspected carefully before discarding.

- **Applied Science**: Try to keep this section up-to-date by discarding older material. Five to ten years will date much material in fields such as medicine, inventions, radio, television, gardening, business, etc.

- **Art, Music, Hobbies, Etc.**: Discard in the fine arts sparingly. Keep collections of music, engravings, finely illustrated books.

- **Literature**: Keep literary history unless it is superseded by a better title; keep collected works unless definitely superseded; discard poets and dramatists no longer regarded in literary histories; discard the works of minor novelists whose works have not be re-issued and who are no longer of interest to readers.

- **History**: Discard contemporary writing which is now recorded in basic histories (such as World War II materials, historical works which are only summaries and are not authoritative, and works of travel over ten years old, unless distinguished by the style or the importance of the
author. Keep histories which have become literary classics.

- **Law**: Discard all outdated law codes and texts annually.
- **Biography**: Keep collected biography, but individual lives of persons whose importance is no longer great may be discarded after several decades.
- **Encyclopedias**: Add new edition every 5 years or as new edition becomes available such as *Encyclopedia Britannica* which has irregular new editions. Maintain one set from each decade, for historical use.
- Generally, the following classics should be inspected carefully as potential areas for much weeding: privately printed verse, memoirs, and essays; subjects not currently popular; unused or unneeded volumes of sets; publications of municipalities; multiple editions of books; incomplete runs of periodicals, or periodicals without indexes

6. Weeded materials that are deemed useable may be offered to other campus libraries for addition to their collections. Technical Services will be notified of transfers and adjust the catalog records accordingly.

7. Discarding physical items by each Campus Library

For book items, the following steps should be taken:

- a. With a black marker, mark out the college property stamp from the following places: Top and bottom of each book, title page, and page 25.
- b. Remove call number or mark out with marker.
- c. Stamp or mark each item “Discard” on the title page.
- d. Desensitize or disable the security tag of label on the material.
- e. Dispose of items as deemed appropriate.

For Audio-Visual Materials (AV material should not be given away due to potential equipment damage):

- a. Remove all college property stamps.
- b. Remove call number label from container/cases and from the item.
- c. Destroy each AV item by cutting the video and cassette tape and by marking an “X” on back of CDs and DVDs with scissors.
- d. Stamp or mark each item “Discard.”
- e. Desensitize or disable the security tag or label on the material and/or the containers/cases.
- f. Dispose of items as deemed appropriate.

For Periodicals:

- a. Remove all college property stamps.
b. Stamp or mark each item “Discard.”

c. Dispose of items as deemed appropriate

8. The final decision for withdrawing materials will rest with the Head Librarian of that campus.
SUBJECT: Collection Development - Procedure - Weeding of the Periodicals Collection

PURPOSE: To establish guidelines for removal of periodical materials from the library collection.

GUIDELINES:

1. Items of limited usefulness may be removed to maintain the quality and integrity of the collection and to guarantee space and accessibility for those items of greater utility.

2. Collection to be weeded annually—decisions regarding titles to be discarded being made no later than August of each year.

3. Weeding of periodicals is the responsibility of Public Services Librarians.

4. Faculty involvement will be ensured. No program title will be dropped without consultation with the Discipline Coordinator, except when the same title is currently available in a different format (for example, electronic format). If questions or problems arise, the Division Dean will be consulted.

5. Final decision for removal of titles rests with the Head Librarian of that campus.

6. Criteria for removal:
   a. Items with low circulation/use by patrons (i.e., less than 10 uses per semester.)
   b. Items supporting curriculum which has been dropped and no longer exists.
   c. Material not indexed in Library-owned indexes.
   d. Content duplicated in another source.
   e. Expensive items readily available through other local libraries.
LIBRARY UNIT

SUBJECT: Collection Development – Request for Reconsideration of Library Materials

PURPOSE: To establish procedures for handling objections to library material and requests for reevaluation.

PROCEDURES:

1. The E.P.C.C. libraries believe that the maintenance of a free society requires free access to different points of view, and a conscientious effort is made to include material concerning all sides of an issue. To this end, the E.P.C.C. libraries affirm their acceptance of the principles enumerated in the *Library Bill of Rights* [http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm](http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm) as adopted by the American Library Association, as well as, the *First Amendment of the Constitution of the United States* [http://www.archives.gov/exhibits/charters/bill_of_rights_transcript.html](http://www.archives.gov/exhibits/charters/bill_of_rights_transcript.html).

2. When a patron makes a complaint regarding materials held in the library collection, library staff will notify the librarian on duty.

3. The librarian will speak to the patron regarding their concerns and explain that the library adheres to the ALA Library Bill of Rights and provides access to different points of view and makes a conscientious effort to include material concerning all sides of an issue.

4. If the patron is not satisfied with the response, they must submit the “Request for Reconsideration of Library Materials” form with a detailed explanation of his/her concerns. The form must have a written signature.

5. The form will be given to the Head Librarian of the campus.

6. The Head Librarian will contact the patron to discuss their concerns. If the patron wants to proceed with the reevaluation, the Head Librarian will notify the supervising Dean of the campus Library, the Dean charged with overseeing the Library Division, and the Head Librarians of each of the campus Libraries.

7. The Dean charged with overseeing the Library Division will assign a review committee composed of the following:
   - Two EPCC instructional faculty (at least one from the field of study in question)
   - One full-time EPCC student
   - One administrator
   - One community member
• One EPCC Librarian

8. The review committee will reevaluate the challenged material using the following criteria:
   a. Reviews, reading lists and bibliographies
   b. EPCC Collection Development Materials Selection Policies

9. The material in question will be available for use during the review process.

10. The review committee will make a decision within 30 instructional days of receipt of the “Request for Reconsideration of Library Materials” form.

11. The Dean charged with overseeing the Library Division will contact the patron and notify them of the committee’s decision.

12. If the patron is not satisfied with the committee’s decision, they may take their complaint to the El Paso Community College Vice President of Instruction.
II.K. (1)

Request for Reconsideration of Materials Form

The El Paso County Community College Board has delegated the responsibility for selection and evaluation of library resources to the campus Librarians, and has established reconsideration procedures to address concerns about those resources. Completion of this form is the first step in those procedures. If you wish to request reconsideration of library resources, please return the completed form to the Head Librarian of the campus.

Name ___________________________
Address ___________________________
City __________________ State ______ Zip __________________
Phone __________________ EPCC ID#: ______________________
E-mail address:___________________________________________

Please provide a detailed explanation as to your concerns:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

__________________________________________  ________________________________
Signature                                           Date
III. Technical Services
SUBJECT:  Technical Services-Acquisitions: Purchasing Procedures – Serials

PURPOSE:  To establish guidelines by which the Acquisitions Area purchases all serial publications.

GUIDELINES:

1. The Acquisitions Area will send a Renewal List, with all serial publications to all Head Librarians for their review, approval, and revision annually.

2. Library Technical Services in conjunction with Purchasing Department generate a service contract with a major vendor (EBSCO).

3. The majority of subscription titles are ordered from EBSCO on a contract and those that cannot be purchased through a major vendor, is the responsibility of the Acquisitions Area.

4. Library Purchase Orders to all direct vendors are prepared by Acquisitions Area.

5. The finalized renewal list is sent to EBSCO Subscription Services, Inc. to obtain a generated invoice to process payment.

6. Proper documentation and files are maintained in Acquisitions Area and kept up-to-date for serial orders, payment and receipt.

7. Serial status change and activities during the fiscal year are documented and reported to each Head Librarian.
SUBJECT: Technical Services-Acquisitions: Purchasing Procedures – Continuations

PURPOSE: To establish guidelines by which the Acquisition Area purchases Continuation publications.

GUIDELINES:

1. The Acquisitions Area will send a list of all continuations to all Head Librarians annually for cancellations or additions for new starts.

2. Finalized list is approved by the Head Librarians, on the basis on need and budget.

3. Library Technical Services in conjunction with the Purchasing Department generate a service contract with several major vendors.

4. The selection of direct vendors, or those continuation services that cannot be appropriated through a major vendor, is the responsibility of the Acquisitions Area.

5. Library Purchase Orders to all direct vendors are prepared by Acquisitions Area.

6. Acquisitions Area will record and document all purchase orders, receipts, and payments for continuation services.

7. Proper documentation and files are maintained in Acquisitions Area and kept up-to-date for continuations, payment and receipt.

8. Continuation status changes and activities during the fiscal year are documented and reported to each Head Librarian.
SUBJECT: Technical Services-Acquisitions: Purchasing Procedure – Firm Orders

PURPOSE: To establish guidelines by which the Acquisitions Area places firm orders all library materials.

GUIDELINES:

1. Titles, with sufficient bibliographic information, requested for purchase by librarians, faculty, staff, and students are sent to the Acquisitions Area.

2. The Acquisitions Area will revise and verify all the information for each material requested according to the need and budget of all libraries.

3. The Acquisitions Area will then determine those titles which can be purchased through a major vendor or directly to the publisher.

4. Library Purchase Orders are prepared by Acquisitions Area and the service contracts are generated by the Director of Library Technical Services.

5. Head Librarians are notified on the materials that have been ordered.

6. Acquisitions Area will record and document all purchase orders, receipts, and payments for all materials purchased.
SUBJECT: Technical Services-Acquisitions: Receiving of Purchased Materials

PURPOSE: To establish guidelines by which all materials purchased by Libraries are received by the Acquisitions Area and the Receiving Section.

GUIDELINES:

1. All materials ordered arrive at the Distribution Department by postal service.

2. All materials received at Distribution Department are brought to the Acquisitions Area to be inspected and accounted for.

3. Materials are inspected for any defect or damage. If there are any problems with the materials received they are returned to the vendors for a better copy.

4. Materials are matched to items on the library purchase orders or major vendor orders to verify that materials received are indeed those which were initially requested.

5. To identify all materials received, a barcode, price, and campus are placed on each material by the Receiving Section.

6. An EPCC District Key Receiving Form is prepared by the Acquisitions Area to account for all materials received.

7. Payment is processed by the Acquisitions Area and forwarded to the Accounts Payable Department along with the Key Receiving Form for payment.

8. Acquisitions Area will keep copies of all documentation. Files are maintained and kept up-to-date.

9. Materials are forwarded to the Cataloging Area to be cataloged and processed.
SUBJECT: Technical Services-Acquisitions: Receiving of Purchased Materials - Continuations

PURPOSE: To establish guidelines for the receiving of continuations for the EPCC libraries.

GUIDELINES:

1. At the beginning of the new fiscal year, revise and update the cancellations and additions to the continuation holdings in Millennium system.

2. Create check-in cards for all new continuations in the Millennium System.

3. Receives continuations mail from Distribution Department.

4. Input each continuation material received into Millennium System making sure the title, date, vol. and issue are correct.

5. Each continuation requires a barcode, price and campus.

6. Send the materials to the cataloging department.
LIBRARY UNIT

Operating Letter III. A.4.b
Revised December 2011

SUBJECT: Technical Services Acquisitions: Receiving of Purchased Materials-Serials

PURPOSE: To establish guidelines for the receiving, claiming, and distribution of serials to all EPCC libraries.

GUIDELINES:

1. At the beginning of the new fiscal year, Serials will revise and update the cancellations and additions to the serials holdings in Millennium System.

2. Create check-in cards for all new serials in the Millennium System to be reflected on the Online Catalog.

3. Receives mail from Distribution Department.

4. Sort mail according to format and receive in the system.

5. Input each serial into Millennium System making sure the date, vol. and issue numbers are correct.

6. Mark the serials with a stamp that identifies which campus library it belongs to.

7. At the end of each day, the serials are packed by campus and taken to ISC department.

8. Serials that are not received are claimed every month in the EBSCO Website (EBSCO is the current provider for all serials purchased). Generate a report of claimed serials and send to each campus library.
SUBJECT: Technical Services - Acquisitions - Reports

PURPOSE: To establish guidelines for the development of reports concerning acquisitions of all library materials.

GUIDELINES:

1. Acquisitions Area will provide a report of orders filled by all major vendors and direct vendors during the fiscal year.

2. Acquisitions Area will provide a budget report with amounts encumbered and spent based on amounts giving by Head Librarians during the fiscal year.

3. Acquisitions Area will provide a report of all materials cancelled during the fiscal year.

4. Acquisitions Area will provide a report to include all materials not filled and cancelled at the end of the fiscal year.
SUBJECT: Technical Services - Cataloging, Classification, Physical Processing, and Revising Library Materials

PURPOSE: To establish guidelines by which library materials are catalogued, classified and marked for shelving in the EPCC Libraries.

GUIDELINES:

1. Cataloging, classification, and processing are done in Room C300 at Valle Verde – Library Technical Services.

2. Cataloging and classification are done in order to provide a record of materials in the EPCC Library collection. This record is displayed in an online catalog in the public service areas.

3. Records provide Descriptive Cataloging which covers AACR2, RDA rules and have Library of Congress classification numbers and subject headings.

4. Descriptive cataloging is done by acquiring MARC records from OCLC.

5. Copy cataloging and classification are done by a professional librarian and classified staff and original cataloging is done by a professional librarian.

6. Physical processing is needed for immediate shelving of materials.
LIBRARY UNIT

Operating Letter III. B.2
Approved July 1982
Revised December 2011

SUBJECT: Technical Services - Cataloging-Budgeting for Cataloging Supplies and Services

PURPOSE: To establish guidelines by which supplies and services needed in cataloging are budgeted.

GUIDELINES:

1. Cataloging at EPCC is done at a terminal connected to OCLC, and the charges are billed by AMIGOS Bibliographic Center.

2. These organizations charge for their services and it is necessary to budget for these charges.

3. The materials cataloged need to be labeled and sometimes repaired. These supplies are specialized and need to be ordered from library suppliers.

4. An inventory of supplies should be kept to determine what is on hand, and to determine the budget need for the coming year.
SUBJECT: Technical Services – Cataloging - Relationship between EPCC and AMIGOS

PURPOSE: To establish guidelines by which contract is made with AMIGOS Bibliographic Council.

GUIDELINES:

1. AMIGOS is the vendor for all cataloging records produced on OCLC.

2. AMIGOS is the billing agent for all computer cataloging services.

3. Services provided by AMIGOS must be budgeted by the Director of Library Technical Services.

4. Questions concerning AMIGOS/EPCC relationships should be directed to the Director of Library Technical Services.
SUBJECT: Technical Services - Cataloging - Reports and Statistics - Cataloging

PURPOSE: To establish guidelines for keeping statistics relating to cataloging activities.

GUIDELINES:

1. Statistics concerning the materials collection are kept by Library Technical Services.

2. Reports of added and withdrawn items are generated on a monthly basis. A cumulative record is kept.

3. These statistics are available to the Director of Technical Services and Head Librarians upon request.
SUBJECT: Technical Services - Cataloging - Withdrawal of Materials from Collection

PURPOSE: To establish guidelines for the systematic evaluation of materials in the collection.

GUIDELINES:


2. If any materials are transferred to other campus libraries, Technical Services must be notified.

3. Barcodes from weeded materials should be sent to Technical Services.

4. Weeded materials are removed from library shelves, stamped “DISCARD,” and disposed of according to college procedures.
SUBJECT: Technical Services - Cataloging - Disposal of Discarded Materials

PURPOSE: To provide guidelines for disposing of materials from the library collection.

GUIDELINES:

1. Prior to discarding items (excluding periodicals), barcodes will be sent to the Technical Services librarian so that those items may be deleted from the catalog. The cataloging department will be notified of any items being transferred to another campus.

2. An annual cumulative list of withdrawn items and their dollar value will be provided by the Technical Services librarian to the Head Librarians, Director of Technical Services and the College Comptroller by September 15th of each year.
SUBJECT: Technical Service - Resource Sharing (Interlibrary Loan) - Lending

PURPOSE: To provide service where a user of a library can borrow books or receive photo copies of documents that are owned by another library.

GUIDELINES:

1. Library places a request through ILL-First Search System.

2. Library Technical Services resource Sharing Coordinator identifies requests through the ILL First Search System.

3. Materials are searched in the EPCC OPAC Library system for availability.

4. Physical processing of all borrowing and loaned materials are processed at the Library Technical Services – Resource Sharing area for distribution.

5. Available materials are sent to the requested libraries.

6. Cost for damage and/or lost materials will be assessed by the Resource Sharing coordinator and the use will be charged accordingly.

7. Monthly ILL statistics are maintained by the Library Technical Services Resource Sharing Coordinator and yearly statistics are sent to the Director of Library Technical Services.
SUBJECT: Technical Service - Resource Sharing (Interlibrary Loan) - Borrowing

PURPOSE: To establish a procedure by which Resource Sharing (Interlibrary Loans) are provided to the patrons of the EPCC libraries.

GUIDELINES

1. Resource Sharing (Interlibrary Loans) will be made available to all students, faculty and staff of EPCC.

2. Librarian conducts the reference interview and determines the need for a Resource Sharing (Interlibrary Loan).

3. If the need for Resource Sharing (Interlibrary Loan) request is confirmed, the patron completes the appropriate form.

4. All completed Resource Sharing (ILL) forms MUST be reviewed and initialed by a librarian BEFORE being Processed by Resource Sharing Coordinator at each campus.

5. Materials located at UTEP will NOT be processed; patron may obtain material on his/her own by using the Tex-Share card.

6. No patron shall have more than 5 active Resource Sharing (ILL) requests at any one time.

7. If costs are involved in obtaining material, Resource Sharing Coordinator at each campus will notify patron who may either pay the charges or cancel the request.

8. Physical processing of all borrowing and loaned materials are processed at the Library Technical Services-Resource Sharing area for distribution.

9. Upon receipt of requested items, Resource Sharing Coordinator at each campus will notify patron.

10. Cost for damage and/or lost materials will be assessed by the Resource Sharing Coordinator and the use will be charged accordingly.

11. Monthly Resource Sharing (ILL) statistics will be maintained by the Library Technical
Services Coordinator and yearly statistics are sent to the Director of Library Technical Services.
Public Service
LIBRARY UNIT

SUBJECT: Public Service - Circulation - General

PURPOSE: To establish operating instructions for the library concerning circulation of library materials.

GUIDELINES:

1. Each campuses library has the right to have local circulation policies in place depending on their individual collections.

2. Current validated El Paso Community College I.D. cards issued to students, staff, and faculty will serve as a patron’s registration with the Library. No other identification is necessary. If a student does not possess a current validated I.D. card, a current class schedule and a valid picture I.D. will suffice until an I.D. card is obtained.

3. Policies regarding Community Users will be addressed in section IV.A.3.

4. Materials will not be removed from any library without proper checkout.

5. Authorized checkout periods:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>BOOKS</th>
<th>AV</th>
<th>ITEM LIMIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>3 weeks</td>
<td>1 week</td>
<td>None 4</td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td>3 weeks</td>
<td>1 week</td>
<td>None 4</td>
</tr>
<tr>
<td>Community User</td>
<td>3 weeks</td>
<td>1 week</td>
<td>Total of 2 items</td>
</tr>
</tbody>
</table>

6. Certain materials, including periodicals, reference books, and vertical file materials will be restricted to use within the libraries. Copies may be made for research or instructional use within the restrictions of copyright legislation.

7. Reserve materials: Loan periods for reserve materials are specified by the instructor, options are library use only and overnight.

8. Library materials may be returned to the library Circulation Desk during the hours that the library is open. When the library is closed, all materials can be returned in the book drop located outside the library entrance.
9. Library Materials may be returned to any El Paso Community College campus library.

10. Materials that are not returned on time will be assessed a library fine of 25 cents/day per item. Library patrons will have a four (4) day grace period per item from the date due before a fine is assessed. Maximum overdue fine per item is $10.00.

11. Overdue notices will be sent to patrons.

12. If a patron has overdue materials, he/she must return materials and pay the fines assessed before further materials can be checked out.

   a. Students and community users who have a total fine of $1.50 or more must pay the fine before any material can be checked out. Fines must be paid at the Cashier’s office and the receipt brought to the library.

   b. EPCC employees will not be assessed overdue fines.

13. If materials are not returned 45 days after the due date, a bill for replacement plus a $10.00 processing fee will be mailed to the borrower. The registrar will place a hold on the student's transcripts and the student will not be allowed to register for the following semester until accounts are paid.

   a. EPCC employees, students and community users must pay for lost items plus a $10.00 processing fee per item. Fees must be paid at the Cashier’s office and the receipt brought to the library.

   b. Lost items returned one year or more after due date, will be evaluated for acceptance at the discretion of the Head Librarian at each campus.


15. Intercampus Sharing: Materials may be transferred upon request from another EPCC library.

16. Each campus library shall maintain appropriate usage statistics.
SUBJECT: Public Service - Faculty Long Term Loans

PURPOSE: To establish guidelines for handling of faculty long-term loans.

GUIDELINES:

1. Faculty members may request an extended loan period of library materials of up to one semester with a one-time renewal option.

2. Faculty long-term privileges are granted by the library with the understanding that such books are subject to recall after the minimum loan period of three weeks, if the books are needed by another borrower. Books recalled may be returned to the faculty member after their return by another borrower, if this is requested.

3. Faculty members will be liable for the cost of books and processing fees under the following circumstances:
   a. Books reported lost or damaged.
   b. Books not accounted for within 45 days of due date.
   c. Books recalled for use by another patron but not returned.
SUBJECT: Community User Library Cards

PURPOSE: To establish the process for utilizing the EPCC library system resources by community persons other than EPCC students, staff, and faculty.

GUIDELINES:

1. In accordance with the stated EPCC philosophy of providing cultural enrichment programs to the community at large, community user library cards will be issued to residents of El Paso County upon receipt of an application. Forms are available at all library circulation desks and online on the EPCC Library Homepage.

2. Children under legal age must have their parent or guardian countersign the application forms.

3. The application form will be reviewed by the staff member processing the form for completeness and proof of residency. Items which may be used for this are driver’s license, telephone deposit receipt, utility receipt, city or county tax receipt.

4. Library personnel will complete a library user card and issue it to the applicant.

5. The card will expire one (1) year from the date of issue at which time it may be renewed. If card is renewed, patron will be assigned a new CUC number.

6. Lost cards may be replaced at the issuing Library with payment of $1.00 by the user. Payment needs to be made at the cashier’s office and the receipt presented to the library.

7. A copy of each application showing the date a card is issued will be on file at each library.

8. Only the authorized card holder may use the card.

9. Community card holders will adhere to all general regulations of EPCC library policies.

10. Priority of circulation of materials will be given to EPCC students, staff and faculty. The library reserves the right to recall materials on loan to a community card holder to service faculty, staff, or student requests.
11. Overdue fines and replacement costs for lost materials will be paid promptly by the card holder. Failure to do so will result in the revocation of the card.

12. Circulation privilege shall be limited to a total of two (2) items at a time. A librarian may allow additional items to be circulated when sufficient need is proven and the library collection’s integrity is not adversely affected.

13. Additional guidelines are defined in the El Paso Community College Procedure Manual including but not limited to: 6.00.01.14 Community User Library Cards.

14. A copy of the application form is attached.
Community User Library Card Application

El Paso Community College

Name ___________________________ Social Security # __________________
Birth date ___________________ E-mail address ___________________ (optional)
Address (home) ___________________ Zip ___________________
Address (work) ___________________ Zip ___________________
Telephone (home) ____________ (work) ____________

I. Application Procedure
A. Community user identification cards will be issued at any EPCC Library to eligible residents of El Paso County who are at least 17-years-old and do not owe the college any money.
B. The patron shall complete an application form and identification showing proof of age and residency. Items for this purpose may include a current Texas driver’s license or Military ID card, or a current picture ID and a utility receipt or a city or county tax receipt.
C. The card is valid for one (1) year from the date of issue, at which time it may be renewed.
D. There shall be a $1.00 charge for lost or damaged cards.

II. Community User Privileges
A. Community user identification card holders shall adhere to all circulation regulations set forth for EPCC students, faculty, and staff and all operating procedures governing non-student usage of library technology.
B. The authorized card holder must present the valid community user identification card along with a current picture ID to check out materials or to use computer technology resources.
C. EPCC students, faculty and staff shall be given priority to library materials and computer technology resource use. The library reserves the right to recall materials on loan to a community user identification card holder, and to restrict and/or limit the use of library computer technology resources.
D. Circulation privileges shall be limited to a total of two (2) items at a time. Each campus library reserves the right to develop and implement additional circulation policies/procedures based on EPCC student demand and need.
E. Community card users are not eligible for Interlibrary Loan (ILL), fee-based bibliographic searches, or document delivery.

III. Loss or damages to El Paso Community College resources or equipment.
A. The replacement cost plus a $10.00 processing fee shall be paid promptly by the card holder for each lost/damaged library item(s).
B. The card holder shall be financially responsible for the replacement cost of any EPCC computer technology resources that are lost or are damaged deliberately through misuse.
C. Failure to settle the account shall result in the revocation of the community user identification card. Replication may be made after the account is settled.

IV. Revocation of Privileges
A. Failure to comply with established policies and procedures may result in the immediate revocation of all user card privileges. Replication may be accepted within a year from loss of privileges.
B. EPCC reserves the right to restrict or block privileges to individuals who continually abuse or violate established procedures.

I have read and I understand the terms for the issuance of a community user library card.

______________________________ (Community User Signature) _____________ (Date)
______________________________ (Office Use Only) __________________________
Residency verified: Driver’s license ___________; Utility/rent receipt: ___________ other ___________
Card expiration date: ___________ EPCC / PELP (Barcode) ____________ (Barcode)

______________________________ (EPCC Authorized Signature) _____________ (Date)
CUC Form (March 2007)
SUBJECT: Public Service - Reserve Materials

PURPOSE: To provide guidelines for the functions of a reserve system at all library circulation desks.

GUIDELINES:
1. Loose-leaf Items: Copies of periodical articles, lecture notes, personal copies of journals or pamphlets should be stapled and placed in a manila folder, provided by the instructor, before being placed on reserve.

2. Copies of specific articles to be placed on reserve should be made by the instructor. Guidelines for loose-leaf items should be followed.

3. The instructor should provide the title of the article or pamphlet, the instructor’s full name and course number on the front side of the manila folder.

4. No more than five (5) copies of the same item shall be placed on reserve unless approved by library personnel.

5. DVDs & Videotapes–All DVDs, videotapes and cases must be labeled with the title, instructor’s name, and course number.

6. Journal Articles: Personal journals and journals belonging to the library cannot be placed on reserve.

7. Other Materials: All other materials should have the instructor’s name and course number affixed to the item. These include the following:
   - Personal textbooks or reference books.
   - Computer software. Instructors should place backups of programs on reserve whenever possible. Materials requiring installation will need to be evaluated by library staff for copyright compliance.
   - Bones, skulls, dentures, dental instruments, and other materials should be placed in a box or container that fits on the Reserve shelf.

8. Each campus library reserves the right to develop and implement additional guidelines based on space limitations or student demand and need.
**GENERAL RULES:**

Only items which are instructional in nature may be placed on Reserve. Sign-in sheets, collection boxes for homework and/or other assignments will NOT be handled by library personnel. The library staff will only be responsible for library and library reserve materials.

1. Library staff will not provide access to the circulation records of Reserve items, in keeping with the U.S. Privacy Act and the Library Bill of Rights.

2. *Due to the lack of space at the libraries, there is a limit on the number of items and titles placed on Reserve. The libraries will accept 10 different titles and no more than 5 copies of each title.*

3. Libraries shall not be held responsible for any damage that materials on reserve incur.

4. **FAILURE TO COMPLY WITH THE ABOVE GUIDELINES ENTITLES THE LIBRARY TO REFUSE MATERIALS FOR PLACEMENT IN THE RESERVE AREA.**
IV.B Faculty Reserve Form (1)

Please allow 1 day processing of material

El Paso Community College Library
Reserve Materials Form

<table>
<thead>
<tr>
<th>Instructor’s Name</th>
<th>Phone Number</th>
</tr>
</thead>
</table>

Status *LU = Library Use Only  OVN = Over Night Use  T= Amt of time (IE…1hr,2hr)*

<table>
<thead>
<tr>
<th>Course</th>
<th>Title of Material</th>
<th>Description</th>
<th>Status</th>
<th>Date in</th>
<th>Date out</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math 1320</td>
<td>Mathematical Applications</td>
<td>IE…BK, AV, Article, CD</td>
<td>LU, T, OVN</td>
<td>1/3/10</td>
<td>1/8/10</td>
<td>IE</td>
</tr>
</tbody>
</table>

After closing date, library materials will be returned to shelves and instructor’s supplied materials will be returned to mailbox or division chair, unless previous arrangements are indicated on this reserve form. Reserve materials will be handled with the same measure of security as all library material, unless specific instructions are given.

Special Instructions:

Signature :
(When all material is removed from reserve section).
LIBRARY UNIT

Operating Letter IV. C
Approved July 1982
Revised June 2012

SUBJECT: Public Service - Periodicals

PURPOSE: To provide guidelines for the use and handling of all periodicals (including newspapers, magazines, journals, vertical file and bibliographies) in the libraries.

GUIDELINES:

1. The Periodical Section of the Library will maintain current and back issues for library patron use.

2. The Periodical Section will be in operation according to the libraries work schedule.

3. Selected titles of current issues will be on display shelves in alphabetical order for easy patron use.

4. All processing, routing, and claiming of missing issues of any current subscription will be done by the Acquisitions Department.

5. All library periodical sections are maintained as “CLOSED STACKS” for better control.

6. No periodical shall leave the library without express approval of the Head Librarian.

7. Vertical files are maintained by various campus libraries. (Section IV.D addresses Vertical files).
SUBJECT: Public Service - Vertical File Organization and Maintenance

PURPOSE: To establish guidelines by which uncataloged materials are added and withdrawn from the vertical file.

GUIDELINES:

1. Libraries maintaining a vertical file (VF) will collect, date, and organize by subject, uncataloged materials. This activity will be directed by each Head Librarian.

2. VF materials will be limited to current curriculum needs, major current news topics, and information relating to El Paso and the immediate area.

3. These materials will be selected from gift materials no older than one year, the local newspapers, current periodicals, and pamphlets received as requested.

4. Items that may be located through published indexes would not be added.

5. VF materials will be placed in a designated spot for timely addition to the VF. It will be the responsibility of the part-time librarians to go through them daily to select articles of interest and assign subject headings.

6. The Circulation staff will assist with the clipping, pasting, and filing.

7. Bibliographic information pertaining to the materials will be added if it is not clearly indicated. Standard information includes: author, title of article, source, date of publication and page number. The information is to be included on all pages.

8. All materials added to the VF will be assigned subject headings selected from the VF Master List of Subject Headings.

9. Updated copies of the VF Master List of Subject Headings will be made available to the public.

10. A copy of the VF Master List will be kept at the reference desk where the librarians will be responsible for selecting new subject headings. The Head Librarian will make the final decision on all changes to the Master List. All librarians are encouraged to make suggestions for topics to be added. The Master List will also be kept in a computer file with updates done under the direction of the Head Librarian.
11. Work on the VF will be done daily by the part-time librarians unless the Head Librarian assigns other tasks.

12. The VF is to be weeded every even year by full-time librarians.
LIBRARY UNIT

Operating Letter IV. E
Approved July 1982
Revised June 2012

SUBJECT: Public Service - Reference Service

PURPOSE: To establish the procedure by which reference service (assistance to students, staff, faculty, and community patrons in locating, interpreting and evaluating information) is provided to patrons of the EPCC Libraries.

GUIDELINES:

1. Reference services are provided by public services librarians.

2. Reference services are provided primarily at the reference (information) desks at each of the campus libraries. Reference services may also be provided through phone and virtual reference tools.

3. The reference desk should be staffed at all hours by a professional librarian.

4. Persons manning the reference desk should take an active role by approaching those patrons who appear to need assistance.

5. When asked a reference or research question, librarians will assist the patron in locating resources in the library to resolve the question, including the library catalog, reference materials, online databases, periodical indexes, Internet, vertical file, resource sharing (ILL), consultation with other librarians, other campus libraries and other local libraries.

6. All questions should either be answered or referred to another resource.

7. Statistics of all reference activity will be maintained by the Head Librarian at each campus.
SUBJECT:  Public Service - Professional Coverage During Evenings, Weekends, and Intersession

PURPOSE:  To provide and establish a procedure by which a professional librarian is on duty during the evenings, weekends and intersessions.

GUIDELINES:

1. In case of an unexpected absence by the librarian scheduled to work during the evenings, weekends, or intersessions, the Head Librarian for that campus should be notified.

2. The Head Librarian is responsible for providing coverage by (a) calling in a substitute librarian or (b) providing the coverage himself/herself.
LIBRARY UNIT

Operating Letter IV. G
Approved July 1982
Revised June 2012

SUBJECT: Public Service – Research Guides and Tutorials

PURPOSE: To provide guidelines by which Research Guides and Tutorials of Library material will be compiled, maintained, disseminated, and updated.

GUIDELINES:

1. Research Guides and Tutorials are created by requests from faculty, to support library instruction sessions, or on an as needed basis as determined by Public Services Librarians.

2. Research Guides and Tutorials should include materials such as books, audiovisual media, vertical file and periodical materials, and websites unless the requestor specifies exactly what he/she wants included.

3. Bibliographic information included should be sufficient to allow users to find the resources.

4. Research Guides and Tutorials should be placed on the libraries website for patron online access. Print copies of research guides may also be maintained by the library depending on the individual libraries preference.

5. Research guides and Tutorials should be initialed and dated to determine authorship and currency.

6. Research guides and Tutorials older than two years are to be updated or otherwise discarded as determined by Public Services Librarians.
SUBJECT: Public Service - Library Instruction

PURPOSE: To establish a procedure by which library instruction sessions are provided to classes at the EPCC Libraries.

GUIDELINES:

1. Library instruction sessions are to be provided by Public Services Librarians.

2. Scheduling of library instruction sessions should be done by Public Services Librarians. In the event that one is not immediately available to schedule a session, the requester should be asked to leave a phone number where he/she can be reached by the librarian at a later time.

3. When taking a request for an instruction session, the librarian should take note of the following:
   - Instructor’s name
   - Instructor’s extension or local phone number
   - E-mail address
   - Course
   - Date of session
   - Time of session
   - Number of students
   - Subject emphasis
   - Library source emphasis

   The librarian will then give the instructor a location for the instruction session (either within the library or classroom) and confirm the date and time.

4. The instruction session should be tailored as much as possible (given time constraints) to the needs of the class. Relevancy is the key to insuring a meaningful session for the students.

5. Statistics on all instruction sessions will be maintained by the Head Librarian on a monthly basis.

6. As scheduling allows, one librarian should not give more than two instruction sessions in one day.
1. To ensure adequate desk coverage, only one instruction session should be scheduled for the evening hours unless approved by the Head Librarian for that campus or if additional Reference desk coverage is provided.
SUBJECT:  Public Service - Library Displays

PURPOSE:  To provide guidelines for the development and maintenance of attractive displays in all Libraries.

GUIDELINES:

1. The main purposes of displays in the Libraries are to encourage reading and to acquaint our patrons with the different kinds of books, periodicals, and audio-visual materials available at each library.

2. The quality, frequency and attractiveness of Library displays reflect directly on the image that each library creates and projects to the students, staff, and faculty and to visitors.

3. Faculty and students are to be encouraged to contribute to library displays for each campus.

4. The Librarians at all campus libraries are responsible for the creation and preparation of library displays at their respective campuses. They are encouraged to call upon other staff members, faculty and student organizations for their ideas and ingenuity.

5. Any art work, posters, flyers, etc. needed in connection with displays can be obtained from Media Services. However, considerable advance planning is necessary to permit sufficient time to develop the desired work. Also, any such work is subject to budgetary restriction and must be approved by the Head Librarian at the campus.

6. Displays can be formal with a large number of items exhibited for an extended period, or they can be brief displays that highlight a particular day or weeklong celebration. Displays are at the discretion of the Public Services Librarians and Head Librarian of each campus.

7. Tools such as “Chase’s Calendar of Annual Events” can be used to obtain ideas for display areas.
LIBRARY UNIT

SUBJECT: Public Service - Utilization of Library Computers

PURPOSE: To provide guidelines for use of library computers.

GUIDELINES:

1. Each campus may have local computer use policies in place in addition to EPCC District wide Computing policies.

2. Priority use by EPCC Students, Faculty, and Staff.

3. Community User: Current Valid Photo I.D. User minimum age: 17. Minors must be accompanied by a Parent or Legal Guardian at all times unless prior written arrangements are made by Instructors with the Head Librarian.

4. If the Library computer area becomes too busy the library reserves the right to limit computer use time.

5. Users must be familiar with the application they are running. The Library will only provide assistance in handling minor problems such as logging in, paper jams, or program selection.

6. All users must pay for any computer printing using the Library’s vending system.

7. When saving documents, patrons must save to computer devices with removable storage. These devices are subject to virus-checking by library staff. The library cannot guarantee a virus-free environment and will not be responsible for loss of documents.

8. Computer areas are subject to close earlier than the rest of the library. Check at the individual campus library for more information on closing times.

9. In support of its mission of teaching, research, and public service, El Paso Community College provides access to computing and information resources for students, faculty, staff and community users, within institutional priorities and financial capabilities.

10. All who use the College’s computing and information resources must act responsibly. Every user is responsible for the integrity of these resources. All users of College-owned or College-leased computing systems must respect the rights of other computing users, respect the integrity of the physical facilities and controls, and respect all pertinent
license and contractual agreements.

11. It is the policy of the El Paso Community College that all members of its community act in accordance with these responsibilities, relevant laws and contractual obligations, and the highest standard of ethics. Intentional display or distribution of obscene or pornographic materials is illegal as per Texas Penal Code Section 43.22.

12. Misuse of Computing and Information Resource Privileges include but are not limited to: accessing computers, computer software, computer data or information or networks without proper authorization, regardless of whether the computer, software, data, information, or network in question is owned by the College, using computing facilities, computer accounts, or computer data for purposes other than those for which they were intended or authorized, encroaching on others’ use of the College’s computers, printing excessive copies of documents, files, data, or programs; modifying system facilities, operating systems, or disk partitions; attempting to crash or tie up a College computer, damaging or vandalizing College computing facilities, equipment, software, or computer files. Intentional display or distribution of obscene or pornographic materials is illegal as per Texas Penal Code Section 43.22 and is a Class C misdemeanor.

13. Use of the system constitutes patrons consent to security monitoring and testing and administrative review. There is no reasonable expectation of privacy except as otherwise provided by applicable privacy laws. Unauthorized use of the system is prohibited. Use of the system is subject to review and disclosure in accordance with the Texas Public Information Act and other laws. Use of EPCC computing resources must be in accordance with EPCC procedures for acceptable use of information technology resources and information security. Use of the system indicates patrons awareness of consent to these terms and conditions of use.

14. Violations of these procedures may result in administrative and/or criminal actions. Such administrative action may include, but not be limited to: inspecting any files or programs in question or suspending or restricting the computing privileges of the violator.

15. It should be understood that nothing in these guidelines precludes enforcement under the laws and regulations of the State of Texas, any municipality or county therein, and/or the United States of America.

16. Additional guidelines are defined in the El Paso Community College Procedure Manual including but not limited to: Acceptable Use of Information Technology Resources 2.05.01.54. (http://www.epcc.edu/InstitutionalEffectiveness/PoliciesandProcedures/Forms/GeneralAdministration.aspx) Information Security 2.05.01.58 (http://www.epcc.edu/InstitutionalEffectiveness/PoliciesandProcedures/2.05.01.58.pdf)
LIBRARY UNIT

Operating Letter IV. K
Approved July 1982
Revised June 2012

SUBJECT: Public Service – Library Room Utilization

PURPOSE: To provide guidelines for scheduling and use of Library meeting rooms by non-Library groups and classes.

GUIDELINES:

1. Dependent upon local library availability and individual policy, non-library groups and/or classes may be allowed to use the meeting rooms in the Library.

2. Priority is given to Library needs.

3. If a Library room is to be reserved, reservations are to be made at the campus Library.

4. Reservations are on a first come, first served basis. Reservations should be made at least one (1) week in advance.

5. Long term use of a Library room (one (1) week or longer) must have the prior approval of the Head Librarian.

6. No food or drinks allowed in the Library meeting rooms.

7. Each campus library will develop a local procedure dependent on their facilities and availability.
LIBRARY UNIT

Operating Letter IV. L
Approved September 1993
Revised June 2012

SUBJECT: Public Service - Faxing Policies

PURPOSE: To establish guidelines for the transmittal of article copies between Libraries.

GUIDELINES:

1. Faxing will be used to transmit copies of articles from one library to another in the following cases:
   a. An issue is missing from the collection.
   b. An existing article is missing pages.
   c. Item is not available at the requesting campus.

2. The maximum length of articles to be faxed is twenty pages.

3. Faxing will be done upon request, staff and equipment availability permitting. If not, a 24 hour turnaround period will apply. (Next day at the same time.)

4. Faxes are for library use only.

5. All faxes will include a cover sheet attached to the request form containing bibliographic and client information.
LIBRARY UNIT

Operating Letter  IV. M
Approved  June 2012

SUBJECT:  Public Service – Telephones/Cellular Phones/Electronic Devices

PURPOSE:  To establish guidelines regarding the use of telephones/cellular phones/Electronic devices in the library.

GUIDELINES:

1. Library telephones are for staff use only.

2. The use of cellular phones anywhere within the library is prohibited.

3. Cellular phones must be placed on vibrate or silent to avoid disturbing other library patrons.

4. Electronic devices must be utilized with earphones to maintain a quiet atmosphere in the library.

5. Violators will be asked to silence their devices or leave the library.
LIBRARY UNIT

Operating Letter IV, N
Approved July 1982
Revised June 2012

SUBJECT: Public Service - Consumption of Food and Drink in the Libraries

PURPOSE: To establish guidelines for the libraries concerning food and drinks in the libraries.

GUIDELINES:

1. Each campus may have local policies in place regarding the consumption of food and drink in the Library.

2. Library patrons will not be permitted to eat or drink in the library.

3. Patrons who are eating or drinking in the library will be asked to leave the library or dispose of items.

4. Problems associated with food and drink consumption in the library:
   a. Litter can cause insect problems.
   b. Unhealthy atmosphere.
   c. Library collection can be damaged.

5. The librarian on duty will be responsible for the enforcement of rules set forth. If no librarian is available, the senior staff member will be responsible for enforcement of the rules.

6. Appropriate signs of these rules will be placed in each library.


LIBRARY UNIT

Operating Letter IV. O.
Approved February 1988
Revised June 2012

SUBJECT: Public Service - Children in the Libraries

PURPOSE: To establish guidelines concerning children in the Libraries.

GUIDELINES:

1. Children up to 17 years will be admitted to the Library if accompanied by an adult who maintains close supervision of the children. If supervision becomes lax and the child becomes disruptive, the adult will be advised of the Libraries’ guidelines and asked to more closely supervise the child. If the disruption continues, the adult will be asked to remove the child from the Library.

2. If children are not with a parent, they will be asked to sit quietly until their parents arrive. Campus Police will be notified to locate the parent and have the child removed from the Library.

3. The librarian on duty will be responsible for the enforcement of the rules set forth. If no librarian is available, the senior staff member will be responsible for enforcement of the rules.

4. The needs of students and faculty regarding use of library resources will take precedence over children’s.

5. As stated in the computer user policy, children 16 years old and under are not permitted to use a computer.

6. An exception to the policy is made for students taking credit hours at EPCC, such as dual credit students and early college students. (Continuing Education students under 17 must be accompanied by an adult.)
SUBJECT: Public Service – Library Behavior

PURPOSE: To establish guidelines concerning behavior in the library.

GUIDELINES:

1. Noise levels must be kept to a minimum to ensure a quiet atmosphere in the library. Cellular phones may not be used within the library. Electronic devices must not be audible to other patrons. Voices must be kept low to avoid disturbing other patrons. Outbursts will not be tolerated.

2. Library patrons are not allowed to smoke, sleep, solicit, sit or stand on work surfaces, play music or electronic media at audible levels, physically or verbally threaten, abuse, or assault another person, be drunk or disorderly.

3. Campus police will be called if a patron refuses to abide by library policy.

4. Library is at its discretion to revoke Library use and borrowing privileges of patrons who violate library policy.
V. Administration
LIBRARY UNIT

Operating Letter V. A.
Approved August 1987
Revised June 2012

SUBJECT: Administration - Planning

PURPOSE: To provide guidelines for short and long range planning to establish library goals.

GUIDELINES:

1. The El Paso Community College Libraries utilize the Association of College and Research Libraries (ACRL) Standards for Library in Higher Education as a guideline to meet their mission effectively and efficiently.

2. The Division maintains the principles of the EPCC Library Mission Statement and the principles of the ALA Library Bill of Rights.

3. It is essential that the needs of the Library patron be the guidepost for priority planning for the Division.

4. All personnel of the Library Division are expected to take an active part in planning through development of the Division’s one, two, and five year plans and personal plans of action.

5. Each Campus Library will participate in planning at the local Library level as well as on the Division level.

6. At the local Library level, each Campus Library will work together with their supervising Dean to develop and implement short and long term goals.

7. Each Head Librarian will submit an Annual Area Effectiveness Plan in the Spring which will include plan objectives, measures, standards, baselines, strategies, and additional funding requests if required.

8. As a Division, the Head Librarians will work together with the Dean charged with overseeing the libraries to develop and implement short and long term goals for the District Wide Libraries.
LIBRARY UNIT

Operating Letter V.B
Approved July 1982
Revised June 2012

SUBJECT:  Administration - Budget

PURPOSE:  To provide guidelines to effectively plan and expend the annual budget allocations for the District Wide Libraries.

1. As a Division, the Head Librarians will work together with the supervising Dean charged with overseeing the Databases to select, purchase, and evaluate the renewal of Online Databases for the Libraries District Wide.

2. At the local Library level, each Campus Library will receive and expend an allocated budget to acquire books and other materials, as well as, supplies and other items as needed to maintain and support the mission of the Library.

3. If additional funding is required for a Campus Library, the Head Librarian must submit a request with justification on the annual Area Effectiveness Plan and appropriate Budget Request forms to their supervising Dean.

4. For additional information and guidance, refer to the EPCC Policies and Procedures Manual Section IV Financial Services.
SUBJECT: Administration - Facilities

PURPOSE: To provide guidelines for the daily maintenance and future growth of all library physical facilities.

GUIDELINES:

1. Libraries shall be maintained to provide a comfortable learning environment for students and a comfortable working environment for staff.

2. Each library will be clean and neat – meeting all established safety requirements. Each library will be free of trash, boxes, stacks of newspapers on floor, etc.

3. The Public Services Supervisor at each campus will be responsible for the general appearance of all public areas in the library and reporting any problems requiring cleaning and general maintenance to the Director of Physical Plant or campus maintenance crew.

4. Facility repairs may be requested via a Phone Call or Design/Work Request form submitted to the Physical Plant Department.

5. Each employee will be responsible to maintain his/her work area in a safe and neat fashion.

6. For additional information and guidance, refer to the EPCC Policies and Procedures Manual Section V. Facilities
LIBRARY UNIT

SUBJECT: Administration - Statistics

PURPOSE: To record and report library use statistics to the Administration.

GUIDELINES:

1. It is necessary to record the nature and scope of all library activities. To this end, we record and report certain specific activities and their frequency. Information will be used in planning and evaluation of library programs and services.

2. Statistics will be recorded only for activities which can be accurately measured and for which a quantitative description will contribute to evaluation and planning.

3. District Wide statistics following the format and categories defined by NCES and the Texas State Library. Statistics will be reported on a monthly basis. The statistical report will include the following:
   a. Resource Sharing (Interlibrary Loan)
   b. Circulation
      1) General Circulation Transactions
      2) In-House Use: Reserve+Vertical File
      3) In-House Use: Computer Use (#users)
      4) In-House Use: Periodicals
   c. Reference
      1) Information Service to Groups
         a) Number of Presentations
         b) Total Attendance at all Presentations
      2) Information Services to Individuals
         a) Directional Information
      3) Reference (Under 20 Minutes):
         a) In-person (includes phone)
         b) Virtual (e-mail, chat, web, etc…)
         c) Total Reference
      4) Consultations (20 minutes or more):
         a) In-person (includes phone)
         b) Total Consultations
   d. Turnstile Count (unduplicated)
   e. Database Statistics (District-Wide)
1) Number of Sessions
2) Number of Searches
3) Number of Items Retrieved
   f. Spanish
   g. Venda-Card (Pages Printed)

4. Each library may maintain additional statistics for use in campus planning.

5. The following statistics will be reported by Library Technical Services on a monthly basis:
   a. All items cataloged. (This includes gifts.)
   b. Withdrawn Items
   c. Resource Sharing (ILL)

6. The following statistics will be reported by the Library Systems Manager to the Head Librarians on a monthly basis:
   a. Database usage.
   b. Overdue notice postage amounts charged to each individual library’s account.
V.D. (1)

District Wide Library Statistics Criteria

Each campus will gather its own statistics according to its needs but the following will be submitted for the district-wide summary (utilizing the criteria as described):

These criteria are based on the statistics requested by the Texas State Library or NCES according to their definitions. Some statistics have not been gathered in the past but will probably be gathered in the future (ex. Number of virtual reference transactions.) Others are exclusively useful for us at EPCC (ex. Spanish transactions.)

Interlibrary Loan (Resource Sharing) – Requests taken at each campus

Circulation:
General Circulation transactions: total check-outs, check-ins, renewals, holds, patrons modified/deleted/expired/registered, in-house use of books, AV, etc. (Do not include TexShare cards or overdue notices)
In-House Use: use of Reserve + vertical file (if applicable)
In-House Use: (All) Computers - number of users (include laptop statistics if checked out at your campus)
In-House Use: Periodicals – number of uses of periodicals

Reference:

Information Services to Groups:
Number of Presentations: include library instruction classes; tours; children’s, teen, adult and community programs (NW)
   NCES defines as: “Information services to groups are presentations at which a staff member or person invited by a staff member provides information intended for a number of persons and planned in advance. These services may be either bibliographic instruction or library use presentations, or cultural, recreational, or educational presentations. Presentations both on and off the library premises should be included, as long as they are sponsored by the library. Self-paced tutorials and staff training should be excluded, as well as meetings sponsored by other groups using library meeting rooms. Include web-based presentations.”
Total Attendance at all Presentations: Number of people attending presentations

Informational Services to Individuals: Directional information (NCES asks that this be kept separately but doesn’t seem to include it in their compilations.)

Reference & Consultation:
   NCES definitions:
   “Reference and consultation interactions are information contacts that involve the knowledge, use, recommendation, interpretation, or instruction in the use of one or more
information sources by a member of the library staff. Information sources include printed and non-printed materials, machine-readable databases (including assistance with computer searching), the Web, catalogs and other holdings records, and, through communication or referral, other libraries and institutions, and persons both inside and outside the library.

*Reference interactions may be in person, by phone, by e-mail, by the Web, and may take place at the reference desk or elsewhere and take less than 20 minutes to complete. Include information and referral services. Consultation interactions typically occur in person and take longer than 20 minutes to complete.*

If a contact includes both reference and directional services, it should be reported as one reference transaction. When a staff member utilizes information gained from a previous use of information sources to answer a question, report as a reference transaction, even if the source is not consulted again during this transaction."

“A directional transaction is an information contact which facilitates the use of the library in which the contact occurs and which does NOT involve the knowledge, use, recommendation, interpretation, or instruction in the use of any information sources other than those which describe the library; such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions include giving instruction in locating, within the library, staff, library users, or physical features, etc., and giving assistance of a nonbibliographic nature with machines.”

**Reference transactions: (under 20 minutes)**
- In-person – include phone transactions
- Virtual - include e-mail, chat, web, etc. here

**Consultations: (20 minutes or more)**
- Count each 20 minute consultation as one consultation.

**Spanish:** Any transaction conducted in Spanish should be counted here – as well as under the transaction type (ex. Directions given in Spanish would be counted as Directional information & Spanish

**VendaCard (pages printed):** Number of pages printed using VendaCard system. (These numbers are not reported by Spectrum because we do not receive reimbursement on these. Reimbursement is solely for copiers.)
# District Wide Statistics Worksheet

<table>
<thead>
<tr>
<th>Library Services</th>
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N/A - not available

** includes "In House Use" - books, a/v, etc.
SUBJECT: Administration - Library Hours

PURPOSE: To provide guidelines for establishing Library hours of operation.

GUIDELINES:

1. Hours of operation for the academic year are set during the preceding summer semester with approval of the Dean.

2. All requests for change in Library hours are dependent upon need, availability of funds, and the approval of the supervising Dean.

3. Library hours will be posted at the entrance of each campus Library and on the Library webpages.

4. Amended Library hours of operation for Intersession, Holiday closures, or other events will be posted for public viewing in a timely manner.
LIBRARY UNIT

SUBJECT: Administration - Professional Development

PURPOSE: To establish guidelines for Library staff professional development.

GUIDELINES:

1. Professional development of all library staff is encouraged and facilitated by the Head Librarians.

2. Head Librarians will seek input from all staff regarding areas of interest and personal needs/objectives.

3. Responsibility for planning and developing activities will/may be assigned by the Head Librarian to individual staff members.

4. Content of Library produced professional development activities will be relevant to the target audience and at an appropriate level.

5. Staff are encouraged to participate in professional development external to the community college. Associations offering professional development include but are not limited to:
   a. American Library Association
   b. Association of College and Research Libraries
   c. Border Regional Library Association
   d. Del Norte Biosciences Library Consortium
   e. Downtown Librarians
   f. Medical Library Association
   g. Reforma
   h. South Central Chapter of the Medical Library Association
   i. Texas Library Association

6. Staff are encouraged to plan and direct their own behavior to seek professional development goals.
LIBRARY UNIT

SUBJECT: Administration - Timesheets - Part-Time Librarian and Temporary Faculty Personnel

PURPOSE: To provide guidelines for the completion of Part-Time Librarian and Temporary Personnel timesheets.

GUIDELINES:

1. The monthly Part-Time and Temporary Faculty Timesheet, known as a timesheet is due two (2) days before the last working day of each month.

2. Each part-time librarian or temporary staff member must keep his/her own timesheet on a daily basis and submit it to his/her supervisor and/or appropriate Dean for signing.

3. The Head Librarian will submit completed timesheets and a transmittal sheet to the appropriate Dean’s office.

4. All data must be accurate. Changes require the employee’s initials which may delay submission, thus delaying payment.

5. Copies of completed timesheets will be retained in library files for future reference.

6. The monthly Part-Time and Temporary Faculty Timesheet is available on the EPCC webpage under District Forms.
LIBRARY UNIT

Operating Letter V. G.2
Approved February 1988
Revised June 2012

SUBJECT: Administration - Timesheet - Classified Staff

PURPOSE: To provide guidelines for the completion of Full-Time Classified Staff Timesheets.

GUIDELINES:

1. The Monthly Time and Absence Report, better known as a timesheet, is due two (2) days before the last working day of each month.

2. Each classified staff member must keep his/her own timesheet on a daily basis and submit it to his/her supervisor for signing then to the Head Librarian or appropriate Dean for his/her final signature.

3. The appropriate Dean’s office will submit completed timesheets along with any Permission to be Absent from Regular and Usual Duties forms (leave forms) and a Transmittal Sheet to the Payroll Department.

4. All data must be accurate. Changes require the employee’s initials which may delay submission, thus delaying payment.

5. Copies of completed timesheets will be retained in Library files for future reference.

6. The Monthly Time and Absent Report is available on the EPCC webpage under District Forms.
LIBRARY UNIT

Operating Letter V.G. 3
Approved February 1988
Revised June 2012

SUBJECT: Administration - Timesheets - Classified Staff – Part-Time

PURPOSE: To provide guidelines for the completion of Part-Time Classified Staff Timesheets.

GUIDELINES:

1. The Part-Time and Temporary timesheet is due two (2) days before the last working day of each month.

2. Each Part-Time Classified Staff member must keep his/her own timesheet on a daily basis and submit it to his/her supervisor for signing then to the appropriate Dean for his/her final signature.

3. The appropriate Dean’s office will submit completed timesheets and a Transmittal Sheet to the Payroll Department.

4. An example of a completed timesheet is attached.

5. All data must be accurate. Changes require the employee’s initials which may delay submission, thus delaying payment.

6. Copies of completed timesheets will be retained in Library files for future reference.

7. The Part-Time Classified Staff timesheets is available from the EPCC webpage under District Forms.
SUBJECT: Administration - Timesheets – Workstudy

PURPOSE: To provide guidelines for the completion of Workstudy timesheets.

GUIDELINES:

1. Workstudy timesheets, plus a copy, are due on or before the last working day of the month.

2. The timesheet will be kept on a daily basis by the workstudy who is responsible for submitting it to his/her supervisor on or before the last working day of the month.

3. The timesheet must be verified/corrected by the supervisor and signed by him/her and forwarded to the appropriate Dean’s office then transmitted to the Payroll Office.

4. The signature and the name printed at the top of the timesheet must be identical or Payroll may return the timesheet for correction, delaying payment.

5. All data must be accurate. Changes require the workstudy’s initials which may delay submission, thus delaying payment.

6. Copies of completed timesheets will be retained in the Library files for future reference.

7. The workstudy timesheets are available from the EPCC webpage under District forms.
Subject: Administration - Vacation/Illness/Leave of Absence

Purpose: To provide guidelines for Library personnel taking leaves of absence such as vacation, illness, jury duty, personal leave, etc.

Guidelines:

1. See Board Policies 3.32.13 through 3.32.18 concerning leaves of absence. EPCC Policies and Procedures Manual Section III. Human Resources

2. Personnel form titled Permission to be Absent from Regular and Usual Duties (found on the EPCC webpage under District Forms) is used for request for approval of leave of absence.

3. The form must be submitted in advance for Vacation Leave, Personal Leave, Military Leave and Bereavement Leave.

4. The form must be submitted upon return for Sick Leave. Sick leave absences of more than five (5) days should include doctor’s excuse/permission to return to work.

5. The form should only include leave hours for one calendar month.

6. Each employee will keep personal records of leave taken and accumulated.
LIBRARY UNIT

Operating Letter V. I
Approved February 1988
Revised June 2012

SUBJECT: Administration - Security

PURPOSE: To provide guidelines for the handling of security concerns such as theft, vandalism, and disturbances in the Library.

GUIDELINES:

1. The Head Librarian and Public Services Supervisor at each Library are responsible for the coordination of security in terms of the physical plant, property and the materials collection.

2. Close coordination with the Campus Police at each campus will be maintained. The Campus Police will be immediately notified whenever Library security is in question.

3. The Library personnel shall have the right to inspect the parcels, briefcases, backpacks, etc. of all persons who are leaving the Library facility.

4. In cases where a patron is obviously attempting to circumvent the security system or is found to be stealing materials, the Police Department on that campus will be alerted for appropriate action. No attempt will be made to physically restrain the suspected patron.

5. Head librarian will notify the appropriate Administrators.

6. The Check-Point Security System at each campus library shall remain turned on during all hours of operation.
LIBRARY UNIT

Operating Letter V. J.
Approved February 1988
Revised June 2012

SUBJECT: Administration - Library and Office Supplies Procurement

PURPOSE: To provide guidelines for procuring library and office supplies for use in all areas of the Library.

GUIDELINES:

1. Library and office supply funds will be allocated by area at the beginning of each fiscal year.

2. Purchase Requisitions will be used for ordering all library and office supplies through the Banner system.

3. Library and office supplies should be ordered well in advance of need as the ordering process is very slow.

4. Typically there is a cut-off date of late May or early June for submission of Purchase Requisitions. All orders must be submitted by this date.

5. Accurate expenditure records will be maintained by each area.
LIBRARY UNIT

Operating Letter __ V.K.
Approved __ February 1988
Revised __ June 2012

SUBJECT:  Administration - Orienting New Full and Part-Time Librarians

PURPOSE:  To provide guidelines by which to facilitate the orienting of new librarians.

GUIDELINES:

1.  Head Librarians will be responsible for orienting new librarians to their campus Library within the first five working days.

2.  It is the new librarian’s responsibility to become familiar with District-wide and campus Library policies and procedures.
LIBRARY UNIT

Subject: Administration - Design Work Requests

Purpose: To provide guidelines for issuance of Design Work Request forms to remedy major Library deficiencies.

Guidelines:

1. Design/Work Requests should be used for major repair or maintenance of Library facilities.

2. Blank forms are available on the EPCC webpage under District forms.

3. All sections of the form should be completed with clear, concise directions and explanations.

4. When completed, the form will be forwarded appropriate Dean for completion of the “Department Authorization” section. The form will then be forwarded through administrative channels for action.
LIBRARY UNIT

SUBJECT: Administration - Student Workstudy Responsibilities

PURPOSE: To provide guidelines for training, evaluating, and orienting Library workstudy students to their assigned responsibilities.

GUIDELINES:

1. Public Services Supervisors will be responsible for orienting new workstudy students to their campus Library within the first five working days.
LIBRARY UNIT

SUBJECT: Administration - Student Evaluation of Library Instruction

PURPOSE: To establish guidelines for student evaluation of Library Instruction.

GUIDELINES:

1. After a Library instruction session to be evaluated, the librarian will hand an evaluation packet to the instructor. This packet contains: 1) cover letter for the Office of Institutional Research (attachment A), 2) copies of Student Survey of Librarian Instruction forms (attachment B), and 3) Self-addressed envelope addressed to Institutional Research.

2. The cover letter will instruct faculty members to submit the envelope directly to The Office of Institutional Research when forms are completed by students.

3. The Office of Institutional Research forwards the survey results to the appropriate Dean.

4. The Dean will review the evaluation forms submitted, make a copy of the summary rating form and forward it to the corresponding librarian with comments, if any.

5. Full-Time Librarians are required to submit a minimum of three student evaluations during each of the long semesters and one evaluation during the summer, if applicable. The classes selected for evaluation shall represent different disciplines if possible.

6. Part-Time Librarians are required to submit up to 3 student evaluations of librarian instruction surveys per long semester and once during a summer session, if applicable. The classes selected for evaluation shall represent different disciplines if possible.

7. For additional information see Board Policies 3.22.01.14 and 3.22.01.18 regarding Full-Time and Adjunct (Part-Time) Faculty Evaluations. EPCC Policies and Procedures Manual Section III Human Resources
INSTRUCTIONS FOR THE EVALUATION OF LIBRARIAN

The librarian gives the evaluation packet to the instructor in charge of the class. The packet include the instruction sheet instructions and survey forms.

INSTRUCTIONS FOR THE INSTRUCTOR OF THE CLASS

Students complete surveys after the library class presentation. The librarian is not present during the evaluation.

The instructor of the class will distribute an evaluation form to each student and explain the following instructions:

- Use blue or black ink pen only
- Write the librarian’s name, course name and number (ex. ENGL 1302), and instructor’s name on the survey form.
- Bubble in completely the appropriate response. Otherwise, the results will not be accurate.

Refer to these examples:

- Correct: ☰
- Incorrect: ☰ ☰

At the end of the evaluation, the class instructor collects survey forms, put them inside the packet and select a student to take it to: Instructional Service Center (ISC-Mail Room)

All packets should be addressed to:

The Office of Institutional Research,
Attention: Sylvia Castro,
Valle Verde campus room C-414

Thank you for your assistance in helping with this important task.
# SAMPLE STUDENT SURVEY OF LIBRARIAN INSTRUCTION

**STUDENT SURVEY OF LIBRARIAN INSTRUCTION**

It is very important to provide librarian's name, date and course information.

<table>
<thead>
<tr>
<th>Librarian's Last Name</th>
<th>Date</th>
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</table>

<table>
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<tr>
<th>Instructor's Last Name</th>
<th>Course</th>
</tr>
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</table>

**INSTRUCTIONS:** Please rate the librarian's performance during the library class instruction. Use a No. 2 pencil, blue or black ink to mark your responses. DO NOT tear, photocopy, or staple this form.

**ORGANIZATION**

1. The librarian effectively organized the library class.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

2. The librarian clearly identified instructional objectives.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

**COMMUNICATION SKILLS**

3. The librarian presented the material in a clear and orderly.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

4. The librarian used effective communication skills (such as eye contact, voice, gesture).
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

**APPARENT SUBJECT COMPETENCE**

5. The librarian demonstrated knowledge of the subject matter.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

6. The librarian effectively demonstrated the computerized resources needed for my class.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

**LEARNING ENVIRONMENT**

7. The librarian made the students feel comfortable about approaching a librarian to ask for help.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

8. The librarian encouraged student participation.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

9. The librarian showed enthusiasm in the library class presentation.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

**OVERALL SUMMARY**

10. I would recommend this librarian to other students.
    - Yes  ☐  No  ☐

**Comments:**

**HAS THIS LIBRARIAN HELPED YOU OUTSIDE OF THIS CLASS**

If yes, please answer the following questions.

1. The librarian was approachable.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

2. The librarian was courteous.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

3. The librarian had a helpful attitude.
   - Excellent  ☐  Good  ☐  Acceptable  ☐  Weak  ☐

Please use this space to write your comments:

Thank you for your time and cooperation!
SUBJECT: Administration – Mail Handling for Libraries

PURPOSE: To clarify the process by which mail addressed to the EPCC Libraries is handled.

GUIDELINES:

1. Distribution Department will deliver all Library mail to the Acquisitions area in Technical Services, VV C300M.

2. Acquisitions will sort and process all Library mail.

3. Mail directed to other libraries will be taken to the VV-ISC for normal handling.