Library Services Handbook
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Library Services Handbook Revision Statement

(Handbook is reviewed annually and subject to amendment at any time.)
Library Mission

The primary mission of the University of Arkansas-Pulaski Technical College Libraries is to provide services and materials that support and reflect the mission of UA-Pulaski Tech. The Libraries function in support of the academic, distance, vocational, and technical curricula by providing an array of information resources in a variety of formats. They serve as an educational facility where students and faculty may learn methods of accessing, retrieving, and evaluation information.

Library Goals

1. To provide access to current and authoritative information resources that will support the needs of the College and promote student success.

2. To serve as a resource to UA-PTC patrons by providing materials of quality, diversity, relevance, and balance that will promote the development of critical analysis skills and informed judgment.

3. To assist patrons with the construction of search strategies that result in the effective use of library resources.

4. To function as a resource in providing access to information and materials in other libraries through participation in regional and national information networks and systems.

5. To provide a collection of materials relevant to professional development and enrichment for faculty and staff.

6. To provide qualified personnel to serve students, faculty, staff, and patrons, to develop and maintain the collections, and to evaluate services and activities on a continuing basis.

7. To provide a clean, safe, attractive and reasonably quiet environment that will encourage study and academic scholarship.

The Library Committee

The Library Sub-Committee of University of Arkansas-Pulaski Technical College exists to provide guidance to the college administration and board of trustees, through the College Council, on all elements related to the mission of UA-PTC Libraries. The Library Committee is responsible for the following tasks:
1. Advise the Dean of Libraries on the operations, facilities, events, and budget of the Libraries.
2. Regularly review the Library guidelines and strategic planning documents.
3. Research, draft, and recommend new guidelines when requested.
4. Serve as an advocate for the Library to the College community.
5. Serve as a communication channel between division faculty and library liaisons concerning the acquisition, accessibility, and withdraw of library resources.

Membership consists of 10 voting members serving two-year terms, including 7 faculty-at-large members representing each academic division of the college as assigned by the Committee on Faculty Involvement, 1 Library staff member, 1 staff-at-large member as determined by the Staff Senate, and 1 Student as determined by the Student Government Association. The Committee was established in 1993 and meets as a formal group once a month. Additional meetings are called as necessary, and individual members communicate frequently with the Library Dean.

The Libraries

The Dean of Libraries, four professional librarians, two library technical assistants, and work-study students staff the Ottenheimer - North Library; one professional librarian, two library technical assistants and work-study students staff the Ottenheimer – South facility. Resources include general, technical and academic periodicals, books, e-books, videocassettes, DVD’s, audiotapes, and several general and specialized online databases. Access to databases is available both on and off campus. Computers provide access to the catalog, research databases and the Internet, and wireless access is available.

The Ottenheimer - North Library facility is on two levels. The second floor contains the circulating and reference collections, private study rooms, study carrels, a group study room, an information literacy classroom, copy center, computer workstations, reading tables and chairs, soft seating, and a conference room. The downstairs level includes periodicals, special collections, computer workstations, offices, a copy center, individual study rooms, study carrels, a group study room, soft seating, reading tables and chairs and student assistance available at the circulation and reference desks. The Ottenheimer – South Library is on one floor at the center of the building. It offers an information literacy classroom, conference room, study rooms, soft seating, reading tables, a copy center, and reference, multimedia, professional and periodical collections along with access to all electronic resources.

An information literacy component is required for all College curricula. Information literacy instruction is scheduled at faculty request. Research assistance for individuals is always available. Faculty members are encouraged to collaborate with librarians to design effective research activities that will strengthen students’ critical thinking skills and hone their information-seeking and evaluation abilities.

Library Functions

The functions of the Library are:

• To establish and maintain a range and quality of services and resources that will complement and strengthen the academic programs of the College.
• To encourage optimal use of resources.
• To provide information literacy training to classes and individuals.
• To provide resources in a variety of formats to meet individual learner’s needs. To provide professional reference services.
• To provide technical services to maintain Library resources.
• To provide a comfortable and quiet study space for patrons.

Library Patrons

The patrons of the Library are full-time and part-time students who are currently enrolled in the academic and technical programs of the College, the faculty, the administrators, and the staff. Limited access is granted to members of the community as long as it does not conflict with the needs of the primary patrons.

Library Staff

The Library Dean supervises and coordinates Library staff, services, collections, equipment, planning, assessment, budget, and facilities. The professional staff provides information literacy instruction for classes, individual reference guidance, and professional development workshops for faculty. Professional staff members work cooperatively to develop the collections, maintain Library systems, develop web page content, and supervise technical staff.

Library academic technicians maintain clerical and technical Library operations with training provided by the professional staff. Circulation, materials processing, course reserves, shelving, serials maintenance, and patron assistance are provided by the technicians.

Library staff members adhere to the Code of Ethics of the American Library Association (Appendix A).

Circulation Rules

UA-PTC Libraries follow Arkansas Act 903 (Appendix B) in protecting the confidentiality of patron records. No personally identifiable information is retained beyond the time period necessary for Library operations. In the event that personal library records are requested, the Library will follow the recommended procedure in the American Library Association “Policy Concerning Confidentiality of Personally Identifiable Information about Library Users” (Appendix C). The U.S.A. Patriot Act supersedes state law. With the advice of the College Legal Counsel, Library Staff will comply with legal requests for information from federal agents.

All patrons are required to fill out the Library Use Agreement form at the beginning of each semester. Students must show their current UA-PTC identification card or valid state issued ID. Loan periods for faculty and staff are the same as those for students, but may be extended upon request. The circulation of reserve materials is determined by the faculty member who submits the reserve request. (Appendix J & K)

UA-PTC Patrons

Loan Rules:
• Circulating materials: Maximum of ten (10) items, with up to five (5) items being multimedia, for four (4) weeks. May be renewed for four more weeks if there are no holds pending.
• Reference materials: Faculty only.
• Periodicals: Back issues only for two nights or the weekend.
• Reserves: Loan terms set by the instructor.
• Equipment: No renewals allowed. With the exception of laptops and iPads, only one piece of equipment and its components may be checked out at any given time.
Laptops, iPads, and Swivl robots: 2-hour checkout. In-Library use only. Requires deposit of driver’s license.
- Camcorders: 2-day checkout.
- E-book readers: 4-week checkout.

Overdue Fines and Damage/Loss Charges:
- Overdue fines are not charged.
- Patrons are notified *once* by campus email and by telephone, if necessary, when materials are overdue.
- Damaged, lost, or non-returned items are charged at the replacement cost of the item plus a $5.00 non-refundable processing fee or $40.00 minimum for books and Scripts (plus processing fee), $20.00 minimum for Children’s Collection books (plus processing fee), $35.00 minimum for multimedia (plus processing fee), and $25.00 minimum for magazines (plus processing fee).
- Damaged, lost, or non-returned pieces of equipment are charged at the replacement cost of the item plus a $25.00 non-refundable processing fee.
- After the first notice, damage assessments and lost items are charged to the patron’s account at the UA-PTC Business Office. Patrons returning undamaged billed library books, audiovisual, and periodical one year after original due date will not receive a refund. Patrons returning undamaged billed library equipment 4 months after original due date will not receive a refund of cost(s) or fees.
- Non-payment of fines and/or charges will result in a hold on the student’s transcript or employee’s paycheck. Holds prevent the patrons from registering for classes or obtaining transcripts from the College.
- Chronic offenders of library rules will have their borrowing privileges revoked.

**ARKLink Patrons**

As a participant in the ARKLink Reciprocal Borrowing Agreement (2003), UA-PTC Libraries offer patrons library access to other participating institutions of higher education and the Libraries agree to lend to patrons of those participating institutions.

**Loan Rules:**
- Must present a valid ARKLink card and present photo identification (driver’s license).
- Circulating materials: Maximum of five (5) items for two (2) weeks. May be renewed for two more weeks if there are no holds pending.
- Item hold placement, interlibrary loan and remote access to databases are not available to ARKLink borrowers.
- Reference materials, reserve materials, realia, equipment and periodicals are not available to ARKLink borrowers for checkout.

Overdue Fines and Damage/Loss Charges:
- Overdue fines are not charged.
- ARKLink patrons are notified *once* by campus email and by telephone, if necessary, when materials are overdue.
- Damaged, lost, or non-returned items are charged at the replacement cost of the item plus a $5.00 non-refundable processing or $40.00 minimum for books (plus processing fee), $35.00 minimum for multimedia (plus processing fee), and $25.00 minimum for magazines (plus processing fee).
- After the first notice, damage assessments and lost items are charged to the ARKLink borrower’s home library.
- Chronic offenders of library rules will have their borrowing privileges cancelled.
Community Patrons

Residents of the Little Rock Metro area are welcome to use the resources in the Library as long as student, faculty and staff access is not infringed. To check out materials, area residents are asked to apply for a Library card.

To be eligible for a Library Card:
- Must be 18 years of age or older.
- Present photo identification (driver’s license).
- Must be in good standing with local public library as verified by phone or letter.

Loan Rules:
- Circulating materials: Maximum of three (3) items for two (2) weeks.
- Item hold placement, item renewals, interlibrary loan, multimedia materials, reserve materials and remote access to databases are not available to Community borrowers.
- Reference materials, reserve materials, realia, periodicals, and equipment are not available for checkout to Community borrowers. Printing is limited to 20 pages.
- Expiration date: End of current semester.

Overdue Fines and Damage/Loss Charges:
- Overdue fines are not charged.
- Community patrons are notified once by campus email and by telephone, if necessary, when materials are overdue.
- Damaged, lost, or non-returned items are charged at the replacement cost of the item plus a $10.00 non-refundable processing fee or $40.00 minimum for books (plus processing fee), $20.00 minimum for Children’s Collection books (plus processing fee), $35.00 minimum for multimedia (plus processing fee), and $25.00 minimum for magazines (plus processing fee).
- Borrowing privileges are suspended when any item becomes overdue.
- Borrowing privileges resume when the item(s) are returned.
- Chronic offenders of library rules will have their borrowing privileges cancelled.

Reserve Materials

UA-PTC Libraries provide reserve material services to support all areas of the curriculum. The services assure that students will have access to materials that may be in high demand due to the nature of a particular assignment. Students have access to the materials during the hours the Libraries are open. Reserve services are governed by the following rules and guidelines:

- Instructors complete the Reserve request form (Appendix H) for each semester and for each course reserve requested. Requests are processed in one or two days except the first two weeks of each semester when more time may be needed.
- In compliance with copyright law (Title 17 U.S. Code) all materials must be in accordance with “fair use” agreements. Faculty members assume responsibility for compliance. The Library staff will not place materials on reserve that are obviously out of compliance. A copy of the Copyright Revision Act of 1976, Title 17 U.S. Code and summaries of recent legislation are available at the circulation desk.
- When a course enrollment is large enough to require more than one photocopy of a work created by others, the Library will accept for Reserve up to three photocopies of that work.
• The amount of material from a single source should be reasonable in relation to the size of the source. The Library will accept for Reserve two chapters from a book with a total chapter count of five or more and one chapter if there are fewer than five chapters in the total work.
• The Library purchases audiovisual materials with public performance rights; those materials may be placed on Reserve. Videotapes purchased or rented by faculty do not generally come with public performance rights; requests to place such materials on Reserve will be reviewed by a Library professional and the instructor. Materials that have been taped and do not have permission or a license from the copyright holder will not be placed on Reserve.
• The Library professional staff will examine Reserve requests which fall outside of any previously mentioned category.
• Placing personal items on Reserve is at the owner’s risk. The Library is not responsible for lost or damaged items.
• According to 17 U.S.C. Section 107 [4], materials cannot be placed on reserve repeatedly because it has a detrimental impact on the market for the copyrighted material. After one semester, personal copyrighted books, as well as articles, CDs, videos, and cassettes must be removed from reserve, and they cannot be placed back on reserve for the following semester. Copyrighted material may be placed on reserve for more than one semester if the faculty member receives permission from the person who has copyright of the material. The permission should be in writing, and a copy should be on file at the Library.

Accessibility

UA-PTC Libraries provide several wheelchair accessible workstations and ADA compliant computer workstation with a variety of assistive devices in two individual study rooms. An elevator provides access to the second floor of Ottenheimer Library. Librarians work with UA-PTC Counseling Services to provide other resources as needed.

Copyright Compliance

UA-PTC Libraries resources and services are provided to patrons for the purposes of “private study, scholarship, or research” as stated in Title 17 U.S. Code. Photocopies and other reproductions of copyrighted works are governed by fair use guidelines. Patrons exceeding the “fair use” guidelines may be liable for copyright infringement. Title 17 U.S. Code guidelines, summaries of the Sonny Bono Copyright Term Extension Act (1998), the Digital Millennium Copyright Act (1998), and the Technology Education and Copyright Harmonization (TEACH) Act (2002) for libraries and educational institutions are available at the circulation desk. Guidelines specific to reserve materials and interlibrary loans are in those sections of this manual.

Rules of Conduct

The Library staff strives to provide patrons with spaces and environment conducive to adult study and research needs. Persons violating Library rules will be given one warning. If the misconduct continues, patrons will be asked to leave. The following activities and behaviors are prohibited in the Library:

• Disruptive behavior such as loud talking, shouting, playing of loud music, etc.
• Cell phone use that results in disruptive behavior, as mentioned above.
• Engaging in any unlawful activity or any activity that interferes with patrons rights to a safe and
quiet atmosphere.

- Illegal downloading or file sharing, gambling, or other illicit activities are not permitted on Library computers. Patrons should understand that all computer activity can be monitored.

Children in the Library:

- Individuals 12 and under must be accompanied and closely supervised by a parent or caregiver, age 18 or older. Adults who bring minors into the library are responsible for monitoring their activities and regulating their behavior at all times. The Library cannot assume responsibility for the safety of children left unattended.
- Parents and caregivers are responsible for a minor’s use of the resources and facilities of the Library, including use of the Internet. Library staff will not log anyone under the age of 16 onto Library computers.
- Parents or adult caregivers are responsible for any act of vandalism (cutting, tearing, defacing, destroying books, periodicals, equipment, furniture, etc.).
- Must adhere to the Library rules of conduct.
- If a child 12 years or younger is left in the library unattended, the UA-PTC Campus Police will be notified.

Collection Development Guidelines

UA-PTC Libraries collection development guidelines is an assessment tool that defines the scope of the collection, assists Library staff in making purchasing decisions, outlines procedures for accepting or rejecting donations, and states the conditions for the deselection of materials. Faculty and staff are encouraged to suggest purchases; forms are available on the Library web page, and the Library staff actively seeks faculty expertise and advice via e-mail and newsletters.

Library collections exist primarily to support the curricular and research needs of University of Arkansas-Pulaski Technical College students enrolled in all courses offered by the College. More specialized materials are offered to support faculty and student extended research and to enhance professional development. General information and recreational resources are added when fiscally feasible.

Library Budget Allocation

UA-PTC Libraries uses a percentage based formula for determining the allocation of funds spent for holdings per division. The Library determines what percentage will be allocated to each division by using the same percentage the College allocates of its overall budget to each division. After the allocation for each division is determined, the Library calculates the percentage of unduplicated students that have attended at the Ottenheimer-South Site averaged over the previous two semesters, divided by the unduplicated student total for North and South locations. This percentage is then used to establish the resource budget for the Ottenheimer-South Library. For those divisions that are solely based at one location, the entire percentage of the budget is allocated to that location. The upcoming year’s budget approved by UA Board of Trustees is used as the final document for determining percentages. Additionally, the fall and spring enrollment reports are used to determine the average student population per site.

Bibliographic Control

The collection is divided by subject according to the Library of Congress classification system. No subjects are specifically excluded. The collections are Reference, Circulation, Children’s, Law, Archives, Periodicals, and Multimedia.
Selection Tools and Priorities

The professional Library staff selects from materials reviewed in Choice, Library Journal, The New York Times Book Review, Magazines for Libraries, and other specialized selection tools. Faculty members are encouraged to forward selection requests for materials that will enhance the collections; student requests are also accepted. The final purchasing decisions rest with the Library Dean who will decide based on the following factors:

- Accuracy and reliability of material.
- Authority of author and reputation of publisher.
- Critical reviews/recommendations.
- Support for new programs.
- Heavy demand in particular subject areas.
- Identifiable weaknesses in the collections.
- After curricular support needs have been met, professional development materials will be considered.
- Extended research needs for students and faculty will follow.
- Recreational reading requests will be filled only if funds are still available.

Cooperative Collection Development Agreements

UA-PTC Libraries belong to ARKLink, a consortium of institutions of higher education dedicated to the development of a statewide network of libraries. Through its consortial power, ARKLink pursues discounts on the pricing of academic electronic databases. UA-PTC Libraries also receives free and discounted access to databases through the Arkansas State Library Traveler Project. Access to Traveler databases is through the UA-PTC Library Database web pages; all offer on and off campus access.

Resource Sharing and Interlibrary Loan

UA-PTC Libraries belong to Amigos, the regional arm of Online Computer Library Center (OCLC). Membership grants interlibrary loan privileges among 20,000 libraries worldwide with access to over twenty-eight million items. Both books and journal articles can be borrowed within copyright limitations. The Library’s serial holdings are a part of the Arkansas Union Catalog of OCLC.

Interlibrary Loan (ILL) is a service, which obtains materials not available at the UA-PTC Libraries. Materials necessary for study and research, such as books, dissertations, and microform and article photocopies can be borrowed from other libraries. The National Interlibrary Loan Code, local and national agreements, and the regulations of the individual lending libraries determine the conditions of service for ILL. To satisfy the requirements of the present Copyright Act guidelines, only 5 articles (published within the last 5 years) may be requested within a calendar year from a journal title that the library does not own. A maximum of 5 ILL books may be charged at one time to a UA-PTC patron.

Interlibrary loan services are offered to currently enrolled students, staff and faculty of University of Arkansas-Pulaski Technical College. ILL requests forms are available on the web page.

De-selection Guidelines

Selection of materials is an ongoing process that includes the removal of:

- Books whose content is outdated due to advances in knowledge.
- Superseded editions.
- Unnecessary duplicates.
- Materials supporting programs no longer offered by the College.
- Materials in poor physical condition.
Materials that contain useful information, some of which may be outdated, will be marked with a circular “archive” label on the spine and identified in the catalog. Medical information in particular will be marked with the archive label when the publication date is older than five years. Signs will be posted to inform patrons that more current information might be available elsewhere.

The Libraries do not house or maintain course texts. The Library Dean may make de-selection decisions in consultation with the professional library staff and with faculty in the appropriate discipline.

Gifts
UA-PTC Libraries accepts donations of print and non-print media provided that the materials meet the following criteria:

1. Gifts shall meet the same selection criteria as purchased materials.
2. Gifts shall not be duplicates, out of date or damaged.
3. Gifts shall not require special facilities, control or handling.

Gifts not placed in Library collections may be sold in Library book sales, discarded, or donated to other agencies. Once materials are accepted in the Library collection, Library professional staff retains the right to classify, house, circulate, and dispose of materials.

Controversial Materials
Library staff makes every effort to provide materials that represent balanced viewpoints on issues. The Libraries are firmly committed to the principle that freedom of inquiry in academic pursuits is essential to democracy. The Libraries affirm the following statements by the American Library Association: *Bill of Rights* (Appendix D), *Intellectual Freedom Statement* (Appendix E), and *Statement on Challenged Materials* (Appendix F).

Information Literacy
Information literacy is critical if students are to succeed in the global information society that exists today. Professional librarians are and always have been the first line of training in accessing, evaluating and synthesizing information in an ethical manner. The Libraries recognize that our students are learners of diverse backgrounds and skills. In an effort to assure that all students understand the principles of information literacy, professional librarians are available to provide: instruction for beginning students, advanced search techniques for classes and individuals, assistance and training in information evaluation and citation techniques, faculty professional development workshops, and collaborative work with faculty to design research assignments.

Instruction and activities are scheduled using the Library Instruction Request Form available on the web page. Individual reference interviews are conducted when requested by students and faculty. Assistance with search strategies is provided as needed by patrons.

Information Literacy Classroom
The Information Literacy Classrooms located on the second floor of Ottenheimer – North Library and at the rear of Ottenheimer – South Library include networked student computers and an instructor workstation with presentation hardware and software.

The classroom is scheduled according to the following priorities:

- Library instruction: information literacy training led by a librarian and scheduled with the Library staff by instructors.
• Information literacy workshops and training sessions available on a drop-in basis to students, staff and faculty and led by a librarian.
• Professional development offered by UA-PTC to staff and faculty.
• Class research led by an instructor.

To schedule information literacy instruction, faculty should submit the Information Literacy Instruction Request form (available on the Library web page) with an alternate date at least two weeks before instruction is needed.

Workshops and training session times and topics will be established and publicized by Library staff. Library staff will work with faculty to ensure that topics are timely and relevant to curricular demands. Professional development workshop requests will be submitted at least two weeks in advance. Class research requests will be scheduled only if time is available. The classroom will not function as an open lab unless staff is available to monitor usage.

Use of Computers and the Internet

The Libraries enforce the Code of Computing Practices of the College (available in the Student Handbook/Catalog and in computing labs). Appropriate and primary uses of Library computers include searching of library catalogs, online databases and the Internet. A wireless network is available for access to the Internet.

Library computer use rules:
• Software may not be downloaded on Library computers.
• Library computers are intended for research and curriculum support. Gaming, gambling, illegal, illicit or commercial activities are not permitted.
• Users should understand that all computer activity can be monitored.
• During peak periods, a thirty-minute time limit will apply. If patrons are waiting, non-library related use of computers must stop immediately upon request of Library staff.
• UA-PTC patrons have priority in computer use.
• Free printing is limited to 20 pages. Patrons have the option of e-mailing or downloading retrieved articles.
Appendix A
AMERICAN LIBRARY ASSOCIATION
CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

*Adopted by the ALA Council June 28, 1995*
Appendix B
§ 13-2-701. Definitions

(a) "Patron" means any individual who requests, uses, or receives services, books or other materials from a library.
(b) "Confidential library records" means documents or information in any format retained in a library that identify a patron as having requested, used, or obtained specific materials, including, but not limited to, circulation of library books, materials, computer database searches, interlibrary loan transactions, reference queries, patent searches, requests for photocopies of library materials, title reserve requests, or the use of audiovisual materials, films, or records.


§ 13-2-702. Penalty

(a) Any person who knowingly violates any of the provisions of this subchapter shall be guilty of a misdemeanor and shall be punished by a fine of not more than two hundred dollars ($200) or thirty (30) days in jail, or both, or a sentence of appropriate public service or education, or both.
(b) No liability shall result from any lawful disclosure permitted by this subchapter.
(c) No action may be brought under this subchapter unless such action is begun within two (2) years from the date of the act complained of or the date of discovery.


§ 13-2-703. Disclosure prohibited

(a) Library records which contain names or other personally identifying details regarding the patrons of public, school, academic, and special libraries and library systems supported in whole or in part by public funds shall be confidential and shall not be disclosed except as permitted by this subchapter.
(b) Public libraries shall use an automated or Gaylord-type circulation
system that does not identify a patron with circulated materials after materials are returned.


§ 13-2-704. Disclosure permitted

A library may disclose personally identifiable information concerning any patron:

(1) To the patron;

(2) To any person with the informed, written consent of the patron given at the time the disclosure is sought; or

(3) To a law enforcement agency or civil court, pursuant to a search warrant.


§ 13-2-705. Construction -- Statistics

(a) No provision of this subchapter shall be construed to prohibit any library or any business operating jointly with a library from disclosing information for the purpose of:

(1) Collecting overdue books, documents, films, or other items or materials owned or otherwise belonging to such library;

(2) Collecting fines on such overdue books, documents, films, or other items or materials; and

(3) Contacting its patrons by telephone, mail service, or other medium for the purpose of notifying, informing, and educating such patrons or otherwise promoting the legitimate programs, policies, and other interests of the library.

(b) Aggregate statistics shown from registration and circulation records with all personal identification removed may be released or used by a library or library system for research or planning purposes. HISTORY: Acts 1989, No. 903, § 2; 1995, No. 612, § 1.

§ 13-2-706. Use of information in evidence

Personally identifiable information obtained in any manner other than as provided in this subchapter shall not be received in evidence in any trial, hearing, arbitration, or other proceeding before any court, grand jury, department, officer, agency, regulatory body, legislative committee, or other authority of the state or political subdivision of the state.


02/03
POLICY CONCERNING CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION ABOUT LIBRARY USERS

“In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one’s interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf” (Privacy: An Interpretation of the Library Bill of Rights).

The ethical responsibilities of librarians, as well as statutes in most states and the District of Columbia, protect the privacy of library users. Confidentiality extends to “information sought or received and resources consulted, borrowed, acquired or transmitted” (ALA Code of Ethics), and includes, but is not limited to, database search records, reference interviews, circulation records, interlibrary loan records and other personally identifiable uses of library materials, facilities, or services.

The First Amendment’s guarantee of freedom of speech and of the press requires that the corresponding rights to hear what is spoken and read what is written be preserved, free from fear of government intrusion, intimidation, or reprisal. The American Library Association reaffirms its opposition to “any use of governmental prerogatives that lead to the intimidation of individuals or groups and discourages them from exercising the right of free expression as guaranteed by the First Amendment to the U.S. Constitution” and “encourages resistance to such abuse of governmental power . . .” (ALA Policy 53.4). In seeking access or in the pursuit of information, confidentiality is the primary means of providing the privacy that will free the individual from fear of intimidation or retaliation.

The American Library Association regularly receives reports of visits by agents of federal, state, and local law enforcement agencies to libraries, asking for personally identifiable information about library users. These visits, whether under the rubric of simply informing libraries of agency concerns or for some other reason, reflect an insensitivity to the legal and ethical bases for confidentiality, and the role it plays in the preservation of First Amendment rights, rights also extended to foreign nationals while in the United States. The government’s interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information. It also is a threat to a crucial aspect of First Amendment rights: that freedom of speech and of the press include the freedom to hold, disseminate and receive unpopular, minority, extreme, or even dangerous ideas.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that library records contain information that would be helpful to the investigation of criminal activity. The American judicial system provides the mechanism for seeking release of such confidential records: a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction. 1

The American Library Association also recognizes that, under limited circumstances, access to certain information might be restricted due to a legitimate national security concern. However, there has been no showing of a plausible probability that national security will be
compromised by any use made of unclassified information available in libraries. Access to this unclassified information should be handled no differently than access to any other information. Therefore, libraries and librarians have a legal and ethical responsibility to protect the confidentiality of all library users, including foreign nationals.

Libraries are one of the great bulwarks of democracy. They are living embodiments of the First Amendment because their collections include voices of dissent as well as assent. Libraries are impartial resources providing information on all points of view, available to all persons regardless of origin, age, background, or views. The role of libraries as such a resource must not be compromised by an erosion of the privacy rights of library users.


Adopted July 2, 1991; amended June 30, 2004, by the ALA Council

[ISBN 8389-7554-2]
SUGGESTED PROCEDURES FOR IMPLEMENTING “POLICY ON CONFIDENTIALITY OF LIBRARY RECORDS”

When drafting local policies, libraries should consult with their legal counsel to ensure these policies are based upon and consistent with applicable federal, state, and local law concerning the confidentiality of library records, the disclosure of public records, and the protection of individual privacy. (See Interpretations to the Library Bill of Rights, including Access to Electronic Information, Services, and Networks and Privacy.)

Suggested procedures include the following:

1. The library staff member receiving the request to examine or obtain information relating to circulation or other records identifying the names of library users must immediately refer the person making the request to the responsible officer of the institution, who shall explain the confidentiality policy.

2. The director, upon receipt of such process, order, or subpoena, shall consult with the appropriate legal officer assigned to the institution to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance.

3. If the process, order, or subpoena is not in proper form or if good cause has not been shown, the library should insist that such defects be cured before any records are released.

4. The legal process requiring the production of circulation or other library records is ordinarily in the form of a subpoena *duces tecum* (bring your records) requiring the responsible library officer to attend court or to provide testimony at his or her deposition. It also may require him or her to bring along certain designated circulation or other specified records.

5. Staff should be trained and required to report any threats or unauthorized demands (e.g., those not supported by a process, order, or subpoena) concerning circulation and other records to the appropriate officer of the institution.

6. Any problems relating to the privacy of circulation and other records identifying the names of library users that are not provided for above shall be referred to the responsible officer.

*See also Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff*

Adopted by the ALA Intellectual Freedom Committee, January 9, 1983; revised January 11, 1988; revised March 18, 2005
Appendix D
Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Intellectual Freedom Principles for Academic Libraries: An Interpretation of the Library Bill of Rights

A strong intellectual freedom perspective is critical to the development of academic library collections and services that dispassionately meet the education and research needs of a college or university community. The purpose of this statement is to outline how and where intellectual freedom principles fit into an academic library setting, thereby raising consciousness of the intellectual freedom context within which academic librarians work. The following principles should be reflected in all relevant library policy documents.

1. The general principles set forth in the Library Bill of Rights form an indispensable framework for building collections, services, and policies that serve the entire academic community.

2. The privacy of library users is and must be inviolable. Policies should be in place that maintains confidentiality of library borrowing records and of other information relating to personal use of library information and services.

3. The development of library collections in support of an institution’s instruction and research programs should transcend the personal values of the selector. In the interests of research and learning, it is essential that collections contain materials representing a variety of perspectives on subjects that may be considered controversial.

4. Preservation and replacement efforts should ensure that balance in library materials is maintained and that controversial materials are not removed from the collections through theft, loss, mutilation, or normal wear and tear. There should be alertness to efforts by special interest groups to bias a collection through systematic theft or mutilation.

5. Licensing agreements should be consistent with the Library Bill of Rights, and should maximize access.

6. Open and unfiltered access to the Internet should be conveniently available to the academic community in a college or university library. Content filtering devices and content-based restrictions are a contradiction of the academic library mission to further research and learning through exposure to the broadest possible range of ideas and information. Such restrictions are a fundamental violation of intellectual freedom in academic libraries.

7. Freedom of information and of creative expression should be reflected in library exhibits and in all relevant library policy documents.

8. Library meeting rooms, research carrels, exhibit spaces, and other facilities should be available to the academic community regardless of research being pursued or subject being discussed. Any restrictions made necessary because of limited availability of space should be based on need, as reflected in library policy, rather than on content of research or discussion.

9. Whenever possible, library services should be available without charge in order to encourage inquiry. Where charges are necessary, a free or low-cost alternative (e.g., downloading to disc rather than printing) should be available when possible.

10. A service philosophy should be promoted that affords equal access to information for all in the academic community with no discrimination on the basis of race, values, gender, sexual orientation, cultural or ethnic background, physical or learning disability, economic status, religious beliefs, or views.

11. A procedure ensuring due process should be in place to deal with requests by those within and outside the academic community for removal or addition of library resources, exhibits, or services.

12. It is recommended that this statement of principle be endorsed by appropriate institutional governing bodies, including the faculty senate or similar instrument of faculty governance.

Approved by ACRL Board of Directors: June 29, 1999 Adopted July 12, 2000, by the ALA Council.

from a letter dated November 15, 2000, to Judith F. Krug, director, Office for Intellectual Freedom, from the American Association of University Professors:

A copy of the new ACRL/ALA statement on Intellectual Freedom Principles for Academic Libraries: An Interpretation of the „Library
Bill of Rights” was forwarded to one of our Council members and considered by the AAUP Council in its meeting on November 11, 2000.

The AAUP Council is pleased to endorse the statement, but wishes to preface that endorsement with the following language from the Joint Statement on Faculty Status of College and University Librarians, as contained in AAUP: Policy Documents and Reports, 1995 edition:

“College and university librarians share the professional concerns of faculty members. Academic freedom, for example, is indispensable to librarians, because they are trustees of knowledge with the responsibility of ensuring the availability of information and ideas, no matter how controversial, so that teachers may freely teach and students may freely learn. Moreover, as members of the academic community, librarians should have latitude in the exercise of their professional judgment within the library, a share in shaping policy within the institution, and adequate opportunities for professional development and appropriate reward.”

Please convey to the members of the ACRL Board and ALA Council our concern that college and university librarians are designated the same rights afforded to other faculty in regard to intellectual freedom.
Appendix F
Challenged Materials:

An Interpretation of the Library Bill of Rights

The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined materials selection policy in written form that reflects the *Library Bill of Rights*, and that is approved by the appropriate governing authority.

Challenged materials that meet the criteria for selection in the materials selection policy of the library should not be removed under any legal or extra-legal pressure. The *Library Bill of Rights* states in Article I that “Materials should not be excluded because of the origin, background, or views of those contributing to their creation,” and in Article II, that “Materials should not be proscribed or removed because of partisan or doctrinal disapproval.” Freedom of expression is protected by the Constitution of the United States, but constitutionally protected expression is often separated from unprotected expression only by a dim and uncertain line. The Constitution requires a procedure designed to focus searchingly on challenged expression before it can be suppressed. An adversary hearing is a part of this procedure.

Therefore, any attempt, be it legal or extra-legal, to regulate or suppress materials in libraries must be closely scrutinized to the end that protected expression is not abridged.

Appendix G
FACULTY RESERVES REQUEST FORM
University of Arkansas-Pulaski Technical College Ottenheimer-North Library

Course Code: _________  Course Number: _________  Instructor: ____________________________
Course Title: _____________________________________________  Phone: ____________________________
Department Name: ____________________________________  Mailbox Location: _____________________

May we barcode this item?  Yes ☐  No ☐  Reserves expire at the end of the current semester.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>EDITION</th>
<th>AUTHOR</th>
<th>FORMAT (Book, DVD, etc)</th>
<th>UA-PTC Library Barcode: (Office Use)</th>
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Reserve items are on a first-come, first-serve basis. Holds may not be placed.

The use or checkout restrictions for this material are as follows: ______________________________

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

STATEMENT OF COPYRIGHT COMPLIANCE
Submission of this form signifies that I have read and am familiar with the UA-Pulaski Tech Library Reserve Rules and Guidelines and the Copyright Revision Act of 1976. (A copy is available at the circulation desk.) Submission of this form also indicates that I accept full responsibility in complying with the provision of the Copyright Revision Act of 1976 that governs the fair use of photocopied materials for educational purposes.

(Signature of Instructor)  (Date)
(Signature of Instructor)  (Date)
(Signature of Instructor)  (Date)

☐ Request granted.
☐ Request granted with the following restrictions ______________________________
☐ Request denied due to ______________________________

(Signature of Dean of Libraries/Librarian)  (Date)

☐ Instructor  ☐ Library  removed Reserve Items on: Date _________________
Appendix H
Please Print - In Ink

UA-PTC Student email: ______________________@students.pulaskitech.edu

Circle one:  Ms.  Mr.
First  Middle Initial  Last

Home Phone: (____)_________  2nd Phone or Work Phone: (____)_________
Area Code  Area Code

Address: ___________________________________________________________
The mailing address will also be used as the mailing address for UA-PTC.

Mailing Address  City  Zip Code

Maximum of 10 items checked out at once.
Maximum of 5 items may be audiosvisuals.

Books and Kindles: Four (4) week checkout. Items may be renewed once if there are no holds pending.

Audiosvisuals: One (1) week checkout. Items may be renewed once if there are no holds pending.

Periodicals: Back issues only, checkout for 2-nights or the weekend.

Equipment: With the exception of laptops, 2-day checkout. Only one piece of equipment and its components may be checked out at any given time.

No renewals or holds allowed.

Laptops: In-Library Use only. Students are responsible for lost, stolen, or damaged equipment checked out to them to use in the library.

Equipment leaving the Library: When an item is returned, please wait 24 hours before checking out equipment again. The responsibility for lost, stolen, or damaged items rests on the person who checked it out.

Returning Equipment: Equipment/Piaget Kit has to be returned to the library location where it was checked out. Do not return equipment in the Library book drop.

1. Do not leave the equipment on the Library desk unless a staff member is present.
2. When an item is returned, the patron must wait for the equipment to be inspected and to verify that all parts have been returned.

Maximum of 10 items checked out at once.
Maximum of 5 items may be audiosvisuals.

Books and Kindles: Four (4) week checkout. Items may be renewed once if there are no holds pending.

Audiosvisuals: One (1) week checkout. Items may be renewed once if there are no holds pending.

Periodicals: Back issues only, checkout for 2-nights or the weekend.

Equipment: With the exception of laptops, 2-day checkout. Only one piece of equipment and its components may be checked out at any given time.

No renewals or holds allowed.

Laptops: In-Library Use only. Students are responsible for lost, stolen, or damaged equipment checked out to them to use in the library.

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Returning Equipment: Equipment/Piaget Kit has to be returned to the library location where it was checked out. Do not return equipment in the Library book drop.

1. Do not leave the equipment on the Library desk unless a staff member is present.
2. When an item is returned, the patron must wait for the equipment to be inspected and to verify that all parts have been returned.

Please read carefully before signing:

1. I realize that the library staff may attempt to notify me by UA-PTC Student email, phone, or mail if I keep items out past their due date.
2. I understand that I will be charged a replacement fee for any item(s) that are damaged or lost status while checked out to me, and I accept this financial responsibility.
3. A non-refundable processing fee for each item billed will be added to my student account.
4. I understand that if I return billed library books, multimedia, or magazines one year after the original due date that I will not receive a refund. I understand that if I return library equipment four months after the original due date that I will not receive a refund.
5. I understand that all library materials checked out to me must be returned before I can receive my diploma or transcript.

☐ I request a copy of this Library Use Agreement.
☐ I do not request a copy of this Library Use Agreement.

Signature ___________________________ Date ___________________________
Appendix I
UA-PTC OTTENHEIMER - North LIBRARY -Employee LIBRARY USE AGREEMENT

Please Print - In Ink

UA-PTC Employee email: __________________________@pulaskitech.edu

Circle one: Administration / Faculty / Staff / Part-time Faculty

Ms. / Mr. / Dr. __________________________________________

First Middle Initial Last

Home Phone: (______) __________________________ 2nd Phone or Work Phone: (______) __________________________

Area Code Area Code

Address: ________________________________________________________________

Mailing Address City Zip Code

Maximum of 10 items checked out at once.
Maximum of 5 items may be audiovisuals.

Books and Kindles: Four (4) week checkout.
Audiovisuals: One (1) week checkout.
Faculty may request an extended loan period.

Periodicals: Back issues only, checkout for 2-nights or the weekend.

Equipment: Only one piece of equipment and its components may be checked out at any given time. No renewals or holds allowed.

The responsibility for lost, stolen, or damaged items rests on the person who checked it out.

Laptops, iPads, Camcorders, Recorders, Swivl robots: Faculty may checkout for Instructional Use.

Equipment leaving the Library:
When an item is returned, please wait 24 hours before checking out equipment again.

Returning Equipment:
Equipment/Piaget Kit has to be returned to the library location where it was checked out. Do not return equipment in the Library book drop.

1. Do not leave the equipment on the Library desk unless a staff member is present.
2. When an item is returned, the patron must wait for the equipment to be inspected and to verify that all parts have been returned.

Please read carefully before signing:
1. I realize that the library staff may attempt to notify me by UA-PTC Employee email, phone, or mail if I keep items out past their due date.
2. I understand that I will be charged a replacement fee for any item(s) that are damaged or lost status while checked out to me, and I accept this financial responsibility.
3. I understand that if I return billed library books, multimedia, or magazines one year after the original due date that I will not receive a refund. I understand that if I return library equipment four months after the original due date that I will not receive a refund.

☐ I request a copy of this Library Use Agreement. ☐ I do not request a copy of this Library Use Agreement.

Signature ___________________________ Date ___________________________
UA-PTC Library Services Handbook Revision Statement

(Major rule changes are reviewed by the Library Committee before becoming official Library rules.)

Handbook Revised May 2001.................................................................Jane Brazil
Handbook Revised October 2001.........................................................Deborah Kirby/Wendy Davis
Handbook Revised June 2002............................................................Deborah Kirby/Wendy Davis
Handbook Revised May 2003...............................................................Deborah Kirby/Wendy Davis
Handbook Revised August 2005..........................................................Deborah Kirby/Wendy Davis
Handbook Revised February 2006.....................................................Deborah Kirby/Wendy Davis
Handbook Revised August 2008..........................................................Deborah Kirby/Wendy Davis
Handbook Revised August 2011..........................................................Wendy Davis
Handbook Revised January 2015.......................................................Wendy Davis
Handbook Revised March 2018..........................................................Wendy Davis