

JOHNSON LEARNING COMMONS PROCEDURES MANUAL

This procedures manual is to be used as a guide for the daily operations of
the St. John Library, a division of the Johnson Learning Commons.

Procedures Manual

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Organization

University of Arkansas Community College Rich Mountain -Mission Statement

UA Rich Mountain provides transformative education to all learners.

St. John Library, a Division of the Johnson Learning Commons, Mission Statement

The Johnson Learning Commons provides information access and services to information seekers to support instruction and the curriculum of UA Rich Mountain.

Vision Statements

Johnson Learning Commons is every student's gateway to an expanding world of information.

JLC encourages student learning with a hands-on philosophy that inspires critical thinking and information literacy.

JLC works to instill competency skills in students so that they have the ability to access, retrieve, analyze, review, and utilize information and document sources.

JLC serves as a resource for students to understand copyright and plagiarism so that students document sources and thereby contribute to student achievement throughout their personal and academic goals.

By providing library service, the staff guides information seekers in their pursuit of knowledge and lifelong learning resulting in enriched lives and achievement of personal and academic goals.

Personnel

Staffing

The St. John Library is currently staffed by the Director of Library Services and the Library Technician. Any additional staffing is funded through the federal work study program. All planning, allocation of funds, and training of personnel must be approved by the Director of Library Services.

Director of Library Services

The Director of Library Services, under the direction of the Vice President of Academic Affairs, is responsible for bringing quality library services to the students, faculty, and staff of the College. The director is involved in the daily operations of the community college library, i.e., budgeting, reference, reader's advisory, interlibrary loan, circulation, technology, technology services, staffing, etc.

Position Specific Responsibilities

- Oversee the library to ensure quality library resources are available for patrons.
- Conduct and supervise all administrative duties of the library.
- Prepare and monitor library budget.
- Select and purchase all library materials, equipment, and services.
- Provide cataloging, classification, verifying information on bibliographic records and perform editing as needed.
- Discard and weed the collection as needed.
- Procure and develop appropriate technology holdings, ensuring updates are accomplished expeditiously.
- Ensure that technological equipment and databases are maintained for maximum use by students, faculty, and staff.
- Work with other libraries in the development, promotion, and delivery of library services.
- Initiate, coordinate, and implement long-range planning.
- Seek input from faculty and students in the selection of library materials and services.
- Assess, plan, and evaluate activities and events concerning library service.
- Assure that the library staff is responsive to the needs of library patrons.
- Notify patrons with an email or by printed letter of overdue materials.
- Provide patron reference assistance.
- Provide library orientations to students, faculty, staff, and community.

- Approve donations to be added to the collection.
- Attend library-related conferences and professional development training.
- Supervise and train support staff.
- Ensure that support staff attends appropriate professional development training.
- Work with faculty and community to enhance use of library facilities.
- Provide professional development instruction for faculty and staff.
- Establish and maintain resource collection for faculty and staff.
- Perform other duties as assigned.

Collection Development Duties

- Use academic and online resources to select materials for the collections to fulfill the instructional and research needs of UARM community.
- Purchase materials.
- Receive new materials and prepare for cataloging.

Archivist Duties

- Maintain the security of all materials placed in Coogan Special Collections room.
- Assist researchers in the use of archival materials.
- Ensure that archival materials are protected and preserved.

College-wide Requirements

- All duties are performed in cooperation with other administrators and in accordance with the plans and policies of the College.
- Seek and implement activities, services and programs that assure that UARM is a vibrant contributor to the quality of life of the Ouachita Mountain region.
- Challenge all learners to maximize their potential.
- Implement systems whereby all learners are given the opportunity to accept the challenges and responsibilities for learning and growing as students and citizens.
- Promote and help develop a College environment of respect, dignity and cooperation where ideas, questioning, and the continued pursuit of self-development are valued as a means toward learning and growth.
- Demonstrate knowledge of the responsibilities and skill required.
- Demonstrate knowledge and skills in the use of a computer.
- Demonstrate effective communication skills, both oral and written.
- Demonstrate commitment to learning.
- Demonstrate commitment to the community college mission of providing transformative education to all learners.
- Demonstrate commitment to assisting students and faculty.

- Demonstrate effective interpersonal and communication skills.
- Demonstrate effective leadership and team building skills.
- Demonstrate time management and effective organization skills.
- Demonstrate commitment to professional development.

Minimum Qualifications

- Master of Library Science degree from an accredited ALA Library school.
- Community college experience preferred.

Library Technician

The Library Academic Technician, acting under the direction of the Director of Library, is responsible for materials ordering, processing, and preservation of library cataloging and records. The job responsibilities as found in Workday are as follows:

- 20% assisting patrons
- 20% cataloging library materials
- 20% organizing and maintaining library materials
- 20% maintaining library equipment
- 40% scanning materials for the archives

The Library Tech shall:

Position Specific Responsibilities

- Search bibliographic databases comprehensively to determine availability of materials, catalog copy, and catalog authority records.
- Identify and edit acceptable records and transfers records into an integrated library system.
- Prepare materials for original cataloging or revise existing records as required.
- Prepare new materials for patron use.
- Operate and maintain library equipment.
- Correct, update, and maintain non-bibliographic records in the automated system.
- Assist patrons in searching bibliographic databases and provide patrons with information on the location or availability of materials, resources, and services.
- Resolve minor problems with computers and train others to operate personal computer systems and online terminals.

College-wide Requirements

- All duties are performed in cooperation with other administrators and in accordance with the plans and policies of the College.
- Seek and implement activities, services, and programs that assure that UARM is a vibrant contributor to the quality of life of the Ouachita Mountain region.
- Treat all who choose to use the College's resources with dignity.
- Challenge all learners to maximize their potential.
- Implement systems whereby all learners are given the opportunity to accept the challenges and responsibilities for learning and growing as students and citizens.

- Promote and help develop a College environment of respect, dignity, and cooperation where ideas, questioning, and the continued pursuit of self-development are valued as means toward learning and growth.
- Demonstrate knowledge of the responsibilities and skill required to fulfill the position responsibilities.
- Demonstrate knowledge and skills in the use of a computer as it relates to specific position requirements.
- Demonstrate effective communication skills, both oral and written.
- Demonstrate commitment to learning.
- Demonstrate commitment to the community college mission of providing transformative education to all learners.
- Demonstrate commitment to assisting students and faculty.
- Demonstrate effective interpersonal and communication skills.
- Demonstrate effective leadership and team building skills.
- Demonstrate time management and effective organization skills.
- Demonstrate commitment to professional development.

Minimum Qualifications

- The formal education equivalent of a high school diploma, plus two years of experience in library services.
- Other job-related education and/or education may be substituted.

Needed Skills

- Actively looking for ways to help people.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Managing one's own time and being available to help others.
- Ability to alphabetize, numerically rank, sort, and batch documents and materials.

Student Worker

The student worker will assist the Library Director with the daily operation of the St. John Library.

The Student Worker shall:

- Check library materials in and out to library patrons.
- Answer questions about proper use of card catalog.
- Direct users to standard references.
- Arrange books on the shelves according to the Library of Congress Classification System.
- Tidy the Library (re-shelving of reference materials, circulation materials, etc.).
- Keep materials on the shelves standing straight and dust the shelves.
- Clean study rooms after each use.
- Assist the patrons when assistance is necessary on the use of library computers and databases.
- Able to work 10-20 hours per week.
- Other duties as assigned.

Skills Needed

- Able to read, write, and know the Arabic number system.
- Able to follow directions.
- Computer skills are desirable.
- Must be able to work one night per week.

Cataloging

Classification System and Library of Congress (LC)

Classification System

The St. John Library's collection is cataloged electronically using the Library of Congress classification system (see below). The only exceptions are periodicals, which are arranged by subject.

Library of Congress Classification

- A – General works
- B – Philosophy, Psychology, Religion
- C – Auxiliary Sciences of History
- D – History: General and Eastern Hemisphere
- E – History: United States (General)
- F – History: United States (Local)
- G – Geography, Anthropology, Recreation
- H – Social Science
- J – Political Science
- K – Law
- L – Education
- M – Music
- N – Fine Arts
- P – Language and Literature
- Q – Science
- R – Medicine
- S – Agriculture
- T – Technology
- U – Military Science
- V – Naval Science
- Z – Bibliography and Library Science

All materials added to the St. John Library's collection are searched through the Library of Congress (LC), where bibliographic records are edited and exported to the online catalog (Mandarin), ensuring that the records meet national bibliographic standards. 11

Mandarin Online Catalog

The St. John Library's collection is managed through the Mandarin online catalog. The library is able to manage its cataloging, circulation, reserves, and public access using this system. After library materials are catalogued electronically using LC Classification, the bibliographic records are imported to Mandarin for use by the library's patrons.

Circulation, Library Use, and Borrowing Privileges

Library Use

The St. John Library, a division of JLC, is open to all faculty, staff, students, and community members.

Borrowing Privileges

Borrowing privileges are available to UARM faculty, staff, and currently enrolled students, as well as alumni and community members. Library cards are not issued to elementary students. The student must present the identification card each time to check out materials.

Borrower Cards

Students and staff must complete a registration card. JLC will use their student or staff identification barcode to borrow materials from the St. John Library. Community members must also complete a registration card. They will receive a library barcode to borrow materials.

Borrower Confidentiality

As required by law, the St. John Library, a division of JLC, protects the confidentiality of each patron. The library staff will not disclose information regarding any patron's circulation record, i.e., what materials are checked out and to whom. If a book is urgently needed, the staff will attempt to contact the patron about returning the item.

Loan Periods and Returns

Books, audio visual materials (AV), and laptops have a loan period of 2 weeks. Books, AV materials, and equipment have a renewal limit of (2) times with exceptions made by the library staff. Exceptions may be made by the library staff.

Date due slips are presented to the patron upon checkout. Checkout limit is (4) books at a time. There is no limit for faculty and staff members. Materials must be returned to the Circulation Desk during normal library hours.

Non-Circulating Materials

Materials housed in the Special Collections are not circulated to students or community patrons. Materials designated as special collections may be viewed in the Coogan Special Collections room following the procedures manual. Faculty members may arrange for short loans of these materials for classroom use.

Renewals

Patrons may renew any materials borrowed from the St. John Library provided that no other person has made a request for the item. Renewals can be requested in person or by phone.

Holds

Registered patrons of the St. John Library may place a hold on an item that is checked out to another library patron. Notification will be sent by letter or can be telephoned when the item is returned.

Reserves

UARM faculty members may place materials needed for course assignments on reserve in the St. John Library. Students may request these materials from the Circulation Desk.

Overdue and Lost Books or Materials

Materials borrowed from the St. John Library are subject to overdue fines. Books and audio-visual materials are charged \$0.10 per day. Equipment and laptops are charged \$2.00 per day. Overdue notices will be sent. These notices are a courtesy. Failure to receive a notice does not constitute a basis for altering or negating a fine. Patrons will not be allowed to check out further materials until their record is cleared. A hold will be placed on delinquent borrowers' student account, and they will not be permitted to receive transcripts for work completed at UA Rich Mountain until all materials are either returned and fines paid or replacement costs plus \$5.00 processing fee are paid. Patrons who lose, damage, or never return items including books, equipment, and laptops will be expected to pay the replacement cost of the item plus a \$5.00 processing fee. Patrons who use JLC materials off-campus will be responsible for property damage due to misuse or neglect. Any damage or loss to Johnson Learning Commons' materials must be reported to the Controller.

Collection Development

Introduction

The purpose of collection development procedures is to specify guidelines for the maintenance and development of St. John Library's existing collection. For detailed information about collection development policy, please refer to the Johnson Learning Policy Manual found as a separate document.

Intellectual Freedom

The St. John Library seeks to provide information to the UARM academic community that encourages the development of analytical, critical and creative thinking skills. To this end, the library assumes the responsibility for maintaining a collection which represents wide range of viewpoints. In order to provide such a collection, the library supports the American Library Association's [Library Bill of Rights](#), [Academic Libraries and Intellectual Freedom | Advocacy, Legislation & Issues](#), [Freedom to View Statement](#), and [Freedom to Read Statement](#). Some library materials are controversial and may offend some people. For those patrons who desire that materials be removed must complete the Challenge Form. A committee will be formed to determine if the request will be granted or denied. Access will not be denied due to origin, age, background, or views.

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 that 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 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996. 30

Interlibrary Loan

Interlibrary Loan Procedures

The St. John Library provides interlibrary loan services to faculty, staff, students, and community patrons for materials not available in the library's collection. Interlibrary loan forms are available online or at the Circulation Desk.

- An UARM library card is needed prior to request of ILL materials.
- Currently enrolled UARM students are limited to 4 ILL requests per semester at no charge. All additional requests will be charged \$4.00 for shipping and handling.
- There is no limit or charge for faculty and staff.
- Community patrons will be charged \$4.00 per request. There is not a limit on the number of ILL requests that can be made.
- Normal time to receive item is approximately one to two weeks.
- Audio-visual material is sometimes difficult to obtain (but every attempt will be made to obtain the material).
- Prior to requesting item from another library, library staff will check the St. John College collection. Depending on the item, it may be something that would benefit St. John Library and might be purchased instead of using ILL.

Special Collections

Mission

Special Collections collects, organizes, preserves, maintains, and serves as the repository for heritage materials to advance scholarship and further the educational, research, and service mission of the College.

Types of Materials

Special Collections collects books, journals, newspapers, yearbooks, annuals, manuscripts, archives, photographs, video, and a variety of other original materials. Emphasis is placed on acquiring items in their original states. Items in the Special Collections consist of a campus history collection, partial book collection from the original St. John Library, modest faculty publications, photograph collection, partial collection of Ode Maddox's memorabilia (State Representative and native of Montgomery County who proposed the bill to establish community colleges in Arkansas), and a partial archival collection of the former Commonwealth College.

Outreach and Access

The policy of Special Collections is found in the St. John Library, a division of the Johnson Learning Commons, Policy Manual. Special Collections strives to make its resources available to researchers, subject to the appropriate care and handling of materials. Persons wishing to use materials must register by filling out the form and present proper identification. Outerwear, bags, and photography equipment are not allowed in the Coogan Special Collections room.

Clientele

Regular clientele include scholars, faculty, students, UARM administrators and staff, donors, alumni, and members of the community.

For information on the Coogan Special Collections/Archives, please refer to the Special Collections Procedure Manual found as a separate document.

Library Facilities

Study Rooms

Study Rooms are provided for quiet study, group projects, and group meetings. The study rooms also offer large screen TV's along with VHS/DVD players for student access. The rooms are available by reservation at the Circulation Desk.

Copiers and Printers

The library maintains a photocopier for use by all patrons and students. Charge for copies or prints can be found below. Change for the photocopier and assistance may be obtained at the Circulation Desk. Photocopier is and stocked with 8 ½ x 11 paper.

Currently enrolled UARM students and community patrons may use the printers in the computer lab. The charges are as follows.

Black & White	
Single-sided	\$0.25 per page
Double-sided (duplex)	\$0.25 per side

Color Prints	
Single-sided	\$0.75 per page
Double-sided (duplex)	\$0.75 per side

Copyright

Copyright Law

Johnson Learning Commons adheres to the copyright laws found in sections 107 through 118 of the copyright law (Title 17, U. S. Code). One of the more important limitations is the doctrine of “fair use.” The doctrine of fair use has developed through a substantial number of court decisions over the years and has been codified in section 107 of the copyright law. For further information about JLC’s copyright adherence and procedures, please refer to the Johnson Learning Commons Procedure Manual.

Library Instruction

Library Orientation and Bibliographic Instruction

The St. John Library Director and staff members provide orientation sessions as well as bibliographic instruction to all library patrons. Faculty members may request an in-depth session for their classes. Topics addressed in these sessions usually reflect the use of the library’s databases and tutorials and how to cite the materials the student finds for project use. Students are also provided with a short tour of the library facility which affords them a better understanding of what resources are offered in the library.

Individual reference assistance is provided to students and community patrons on a drop-in or scheduled basis. Students who need in-depth assistance may schedule a research consultation with the Director or Library Technician. Finally, the library staff aims to serve students and community patrons using a variety of methods, including the Ask-A-Librarian (accessed from library web page) by clicking on the name of the librarian, complete the contact form, and e-mail. The question will be answered within 24 hours.

Other

Compliments/Suggestions/Concerns

The St. John Library, a division of the Johnson Learning Commons, intends to provide pleasant, efficient, and useful service to students, faculty, staff and community members so that library users view the library in a positive way and want to use it frequently. The Library encourages users' opinions regarding all aspects of its operation and provides a means for that expression. All comments are welcomed and received by the Director of the Library and other appropriate college administrators. If a patron finds material in the collection offensive or wishes to request removal from the collection, the Request for Reconsideration form must be completed and turned into the library staff. The request will be taken under advisement by library staff and appropriate administration. The library reserves the right to make a final decision in material. For the Request for Reconsideration form, please refer to Appendix A.

Reference Materials and Printed Indexes

The Director of Library Services and all staff members are available to provide assistance in utilizing materials in the reference collection that includes encyclopedias, dictionaries, handbooks, and atlases. These books are marked REF and may not be removed from the library by students or community patrons. Faculty members may arrange for short loans of reference books for classroom use.

To further aid patrons in research, the library provides access to databases on a variety of subjects, which contain the citations necessary to locate journal articles.

Appendix A

Request for Reconsideration

Date Received _____

Received by _____



UNIVERSITY of ARKANSAS
— RICH MOUNTAIN —

St. John Library

A Division of the Johnson Learning Commons

Name _____

Street Address _____

City, State, Zip _____

Phone and Email _____

1. What is your relationship to the University of Arkansas Rich Mountain?

____ Faculty ____ Student ____ Staff ____ Alumni ____ Other _____

2. Do you represent yourself?

____ Yes ____ No

3. Do you represent an organization?

____ Yes ____ No

If yes, name of organization: _____

4. Resource on which you are commenting: _____

This item is a: ____ book ____ video ____ display ____ magazine ____ electronic resource
____ library program ____ other _____

5. What brought this resource to your attention? _____

6. Have you examined the entire resource? _____

7. What concerns you about the resource?

8. Are there resources you can suggest to provide additional information and/or other viewpoints on this topic? _____

Signature _____

Date _____