

# WGTC LIBRARY POLICIES AND PROCEDURES MANUAL



## LIBRARY POLICIES AND PROCEDURES MANUAL

# WGTC LIBRARY POLICIES AND PROCEDURES MANUAL

## TABLE OF CONTENTS

<b>WGTC MISSION &amp; VISION</b> .....	<b>1</b>
WGTC MISSION STATEMENT.....	1
WGTC VISION .....	1
WGTC LIBRARY MISSION STATEMENT .....	1
PURPOSE.....	1
<b>INTRODUCTION</b> .....	<b>2</b>
<b>CIRCULATION PROCEDURES</b> .....	<b>3</b>
CIRCULATION .....	3
PROCEDURES FOR CHECKOUT – OWNING LOCATION .....	3
PROCEDURES FOR CHECKOUT – WGTC LIBRARY LOCATIONS (NON-OWNING) .....	3
PROCEDURES FOR CHECKOUT- DUAL ENROLLED .....	3
CHECKOUT LIMITS FOR STUDENTS, FACULTY, STAFF AND PUBLIC (GED).....	3
INTERLIBRARY LOAN (ILL) .....	4
OVERDUE FINES .....	4
OVERDUE ITEM PROCEDURE.....	4
DAMAGED AND/OR LOST ITEMS.....	4
REFERENCE & RESERVE SECTIONS.....	5
RECIPROCAL BORROWING.....	5
PRIVACY OF USERS .....	5
EQUIPMENT USE/CHECK-OUT PROCEDURE .....	5
<b>COLLECTION DEVELOPMENT &amp; GUIDELINES</b> .....	<b>6</b>
PURPOSE OF THE GUIDELINES .....	6
OBJECTIVES OF THE GUIDELINES.....	6
CRITERIA FOR SELECTION.....	6
GUIDELINES SPECIFIC TO PROGRAMS AND INSTRUCTIONAL AREAS.....	7
PROCEDURES FOR INVOLVING STUDENTS, FACULTY AND STAFF IN COLLECTION DEVELOPMENT .....	7
ELECTRONIC RESOURCES.....	8
BUDGET ALLOCATIONS FOR COLLECTION DEVELOPMENT.....	8
DONATIONS OF LIBRARY ITEMS .....	8
PERIODICALS & NEWSPAPERS .....	9
WEEDING PROCEDURES.....	9
WEEDING SCHEDULE.....	10
PROCEDURES FOR ELIMINATING LIBRARY ITEMS .....	10

# WGTC LIBRARY POLICIES AND PROCEDURES MANUAL

<b>CHALLENGED MATERIALS.....</b>	<b>11</b>
PROCEDURES FOR HANDLING CHALLENGED MATERIALS .....	11
SENSITIVE MATERIALS PROCEDURES .....	11
WGTC COPYRIGHT PROCEDURE .....	12
<b>LIBRARY PERSONNEL .....</b>	<b>13</b>
DUTIES AND RESPONSIBILITIES.....	13
LIBRARY STAFF – LIBRARIANS AND/OR LIBRARY ASSISTANTS.....	15
GENERAL RULES OF CONDUCT BY PERSONNEL.....	15
<b>MISCELLANEOUS .....</b>	<b>16</b>
CHARGES.....	16
TELEPHONE & FAX .....	16
FOOD AND DRINK.....	16
CHILDREN AND OTHER DEPENDENTS .....	16
PETTY CASH .....	16
DISRUPTIVE BEHAVIOR .....	17
<b>APPENDICES.....</b>	<b>18</b>
LIBRARY BILL OF RIGHTS.....	19
CONFIDENTIALITY AND PATRIOT ACT .....	20
RECONSIDERATION OF MATERIALS FORM .....	21
PUBLIC BORROWER’S APPLICATION .....	22
DONATIONS FORM FOR LIBRARY ITEMS.....	23
DONATOR INFORMATION: .....	23
COLLECTION DEVELOPMENT REQUEST FORM.....	24
STUDENT LIBRARY ORIENTATION SURVEY .....	25
INTER-LIBRARY/INTRA-LOCATION LOAN .....	26
BOOK REQUEST FORM.....	26
WGTC COMPUTER USE PROCEDURE.....	27
WGTC INTERLIBRARY AGREEMENT .....	30
SACS COC STANDARDS .....	31

# WGTC LIBRARY PROCEDURES MANUAL

## WGTC Mission & Vision

(SACSCOC Standard 11.1)

### WGTC MISSION STATEMENT

The mission of Wiregrass Georgia Technical College, a unit of the Technical College System of Georgia, is to promote community, educational, and economic development by providing a trained workforce in our 11-county service area and throughout the State of Georgia. The college fulfills the mission by supporting student success and providing technical and academic instruction, through traditional and distance education delivery methods, leading to associate degrees, diplomas and technical certificates of credit; customized training for new and existing industries; professional and personal development through continuing education programs; and adult education services to meet the needs of citizens, business, and industry in the service area.

### WGTC VISION

Wiregrass Georgia Technical College will be recognized as a leader in the Technical College System of Georgia exemplifying premier qualities that meet the vigorous life-long learning needs of the students, communities, businesses, and industries within the college's 11-county service area which includes Atkinson, Ben Hill, Berrien, Brooks, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, and Wilcox counties.

### WGTC LIBRARY MISSION STATEMENT

The mission of the Library Services Center at Wiregrass Georgia Technical College is to stimulate a desire for life-long learning in users by ensuring the diverse academic and individual needs of students as well as the instructional and professional interests of faculty/staff are met by providing a current and relevant collection, state-of-the art technology, and services that support the mission of the college at all WGTC locations.

### PURPOSE

In support of the mission of the College, the WGTC Library Policies and Procedures Manual's purpose is to provide the guiding principles and guidelines for the management of the library. The Library's purpose is to enhance instruction and learning in a manner consistent with the curriculum of Wiregrass Georgia Technical College and is guided by the principles of the Library Bill of Rights in the development of its collection and services. This manual is an operational document that is subject to modifications and updates.

# WGTC LIBRARY PROCEDURES MANUAL

## Introduction

Wiregrass Georgia Technical College (WGTC) has based its mission and philosophy on the Technical College System of Georgia (TCSG) institutional standards. These standards ensure that students and faculty have access to adequate learning resources and support services. Consequently, WGTC provides a variety of library/media services and learning resources designed to enhance and support its programs and mission. Institutional and program-specific standards set by TCSG ensure these resources and services are evaluated regularly.

WGTC Library Services consist of four locations. The Ben Hill-Irwin Campus Library is located in Fitzgerald, Georgia. The Ben Hill-Irwin Campus Library is located in Room 101 and is approximately 3,172 square foot. The library reading and study areas seat 29 students. A computer lab accommodates ten students.

The Coffee Campus Library is located in Douglas, Georgia. The Coffee Campus Library is located in room 2125 and is approximately 2,000 square feet. The library reading and study area seats 6 students. There are 12 computer workstations.

The Cook County Library Resource Center is located at the Cook County Workforce Development Center (CCWDC) in Sparks, Georgia. The Cook County Library Resource Center is located in room 204, and is approximately 450 square feet. This facility includes two study rooms and a computer lab that accommodates four students.

The Valdosta Campus Library is located in Valdosta, Georgia. The Valdosta Campus Library is located in Lowndes Hall, Room 7147A and is approximately 7,200 square feet. The library includes a computer lab, classroom, conference room, three group study rooms and an additional adjacent computer lab which is used for library instruction.

Online databases are available for student use at each location. Information about each library regarding hours, facilities, services, etc. can be found on the WGTC library webpage located at <https://www.wiregrass.edu/library> or by contacting the library through email at [library@wiregrass.edu](mailto:library@wiregrass.edu).

# WGTC LIBRARY PROCEDURES MANUAL

## Circulation Procedures

(SACSCOC Standard 11.3)

### CIRCULATION

WGTC Library borrowing privileges are extended to students, faculty, and staff; however, checkout restrictions are placed on some items. Non-circulating items include reference, periodicals, newspapers, and reserve items. Exceptions are made for faculty and staff. Faculty and staff have unlimited checkout time for books and videos (with the understanding that items can be recalled if needed by other instructors). Faculty are encouraged to check out equipment for the time frame it is to be utilized.

Students are allowed to check out books for a period of 28 days and may renew twice without special permission. Videos are checked out by students for five days and may also be renewed twice. Renewal is denied when an item has been requested by another patron. If a student requires use of equipment for a project in the classroom, the instructor checks out the equipment and supervises its use. Library staff will assist students with equipment use within the library. Library materials are checked out and returned to the Circulation Desk.

The general public may checkout materials from the library by filling out a Public Borrower's application. Some restrictions apply.

### PROCEDURES FOR CHECKOUT – OWNING LOCATION

1. Students must have current student ID and/or be registered for the next semester.
2. Patron must have a clear account to checkout library items (no overdue items or fines)
3. Utilize library software to checkout item.
4. Print checkout receipt/bookmark and demagnetize item.

### PROCEDURES FOR CHECKOUT – WGTC LIBRARY LOCATIONS (NON-OWNING)

1. Owing library transfers item to requesting library
2. Receiving location library staff checks out the item to their patron.
3. Patron returns item and requesting library location returns item back to owing location.

### PROCEDURES FOR CHECKOUT – DUAL ENROLLMENT

1. DE Students must have current student ID and be registered for the next semester.
2. DE Students must have a clear account to checkout DE items (no overdue items or fines)
3. Utilize library software to checkout item.
4. Dual Enrollment books are checked out until last instructional day of semester
5. Print checkout receipt and demagnetize item.

### CHECKOUT LIMITS FOR STUDENTS, FACULTY, STAFF, PUBLIC (GED)

\*Students, Staff, and Faculty a limit of 10 items checked out

\*Public (GED) a limit of 5 items checked out

# WGTC LIBRARY PROCEDURES MANUAL

## INTRA-LOCATION LOAN

Faculty, staff and students may request to borrow materials from any WGTC library and have it sent to their local campus through the colleges courier. The form to request Intra-Locations loans is located on the library webpage.

## INTERLIBRARY LOAN (ILL)

WGTC library is a member OCLC (Online Computer Library Center). The membership provides students and faculty access to materials via interlibrary loan. The interlibrary loan request procedure consists of requesting the title from the WGTC location librarian. The title is then requested by the ILL librarian to the borrowing library.

Students, faculty, and staff have access to the Interlibrary Loan Request Form through the library webpage. There is no charge to patrons utilizing ILL (Interlibrary Loan) services unless the lending institution requests payment. Patrons will be notified of any charge prior to ILL request. WGTC has interlibrary loan agreements with off-site locations in which WGTC does not operate a library itself. Students enrolled at these off-site locations are able to access library resources as well.

## OVERDUE ITEM FINES AND PROCEDURES

An overdue fine for students consists of **10¢ per day for books and 50¢ per day for DVD's**. Variances are noted on individual items. Instructors/staff have unlimited checkout time for books and DVDs and are not charged overdue fines.

Fines start accruing the first day a book/item is overdue. An email is sent to the student and a hold is placed on the student's account in Banner. The Banner hold on the student's account remains until all overdue items are returned and the overdue fine is paid. An email reminder will be sent to faculty and staff members when an item is overdue.

Electronic documentation through Ex Libris software is saved, and paper documentation will be filed by the Library staff member and kept in a designated file for one year. At the end of two semesters if there is no response from student/patron, the documentation is handed over to the Library/Media Services' Directors for final adjustments.

## DAMAGED AND/OR LOST ITEMS

Damaged and/or lost titles will result in a hold being placed on the student's account in Banner until all charges are resolved. Lost items must be paid for in-full along with any overdue fines. Damaged item charges are determined at the discretion of the library staff. These charges plus any overdue fines, must be paid before the Banner hold is released.

Dual enrolled students must pay the replacement cost of lost textbooks plus any overdue fines as defined by library services and high school services.

# WGTC LIBRARY PROCEDURES MANUAL

Borrowed Inter-library Loan materials will be paid for by WGTC Library. The patron responsible for the loss will reimburse the WGTC library. A Banner hold will be placed on the student's records if applicable. Lost lending ILL items will be billed to the borrowing institution by the WGTC Library.

## REFERENCE & RESERVE SECTIONS

Reference titles are for in-library use only and are non-circulating. Reference items are housed in the Reference area of the library. Faculty may request materials to be held in reserve for student use in the library, and may be borrowed by the faculty for use in their classrooms. Some restrictions apply.

The items are cataloged in the Reserve or Reference holdings code of the library software, and a reserve or reference label is placed above the call number. When a patron uses the material, the item is checked in the circulation system as in-house use for usage statistics.

## RECIPROCAL BORROWING

Wiregrass Georgia Technical College Library has an agreement with the following libraries to provide resources and services to students, faculty and staff. Borrowers must abide by the rules of the lending institution

- Technical College System of Georgia Libraries
- Odum Library at Valdosta State University in Valdosta, Georgia
- William S. Smith Library at South Georgia College in Douglas, Georgia
- Abraham Baldwin Agricultural College, Tifton, Georgia

## PRIVACY OF USERS

It is the practice of the library to respect the privacy of all borrowers of library materials. The library will not reveal the names of individual borrowers nor reveal titles of materials checked-out to any borrower.

## EQUIPMENT USE/CHECK-OUT PROCEDURE

Each location library has limited equipment resources that must be shared by the location's entire faculty/staff. In order to accommodate the needs of all, please adhere to the following regarding equipment check out.

- Equipment is to be checked out for the period(s) needed and should be returned immediately after use. Note: With approval, equipment that is not in great demand may be checked out for extended periods of time.
- Instructors must check out equipment for students to use in class. The instructor is responsible for equipment.
- Instructors are asked not to allow students to take equipment off the location.
- Equipment may be checked out by faculty/staff for work-related use only.
- Equipment may be checked out overnight, weekends and between semesters by faculty/ staff for work-related use only.



# WGTC LIBRARY PROCEDURES MANUAL

## COLLECTION DEVELOPMENT GUIDELINES

(SACSCOC Standard 11.1)

### PURPOSE OF THE GUIDELINES

The purpose of the collection development guidelines is to facilitate the acquisition and maintenance of a well-balanced materials collection that adequately support the curricula needs of the college as well as the general education and leisure interests of library patrons in order to meet institutional objectives.

### OBJECTIVES OF THE GUIDELINES

- To prioritize criteria for collection development, maintenance, and elimination
- To establish the responsibilities of library and media services staff in the acquisition of materials
- To present guidelines for selection of materials specific to subject fields and instructional programs

### CRITERIA FOR SELECTION

- The Directors of Library Services are responsible for acquisition selection and procedures.
- All materials are selected based on the objectives and goals of the college.
- The library supports all the diverse educational programs of the college. Primary needs consist of those materials based on program and curricular requirements. General reference works considered standard in most libraries as well as materials that foster intellectual curiosity and critical thinking are supplemental selections. As educational programs expand, primary collection needs expand.
- Content determines the value of an item.
- The library adopts the Library Bill of Rights, and the principles of that document are considered an integral part of the collection development guidelines.
- The library abides by copyright laws when acquisitioning materials.
- The following items are generally not purchased due to budget limitations: Workbooks & current textbooks; Consumable materials; Teachers' guides or manual to textbooks; Multiple copies except where demand requires.

# WGTC LIBRARY PROCEDURES MANUAL

## GUIDELINES SPECIFIC TO PROGRAMS AND INSTRUCTIONAL AREAS

- Selection of materials is a cooperative procedure involving students, faculty, and staff with library staff members.
- Selection is based on the faculty's specialized knowledge in subject areas.
- Faculty members are given opportunities to assess the current collection, survey departmental needs, and present written requests for materials to library staff.
- Library staff actively solicits recommendations from the faculty and students regarding collection development and purchase of supplies and equipment.
- The professional collection supports the research and professional development needs of the faculty and assists personnel in the effective performance of their duties.
- Departmental collections are bought with funds of the specific department or persons using such collections.

## PROCEDURES FOR INVOLVING STUDENTS, FACULTY AND STAFF IN COLLECTION DEVELOPMENT

- Library staff takes verbal and written suggestions from patrons as they come in to use the library. A materials request form is available for patrons to fill out and submit to the library staff.
- Annually students and faculty/staff complete a satisfaction survey in which respondents answer questions about the library services.
- Library staff scans professional journals and standard reviewing source materials relevant to the curriculum and programs for collection development.
- Periodically, Collection Development Request Forms are distributed and are available online through the library webpage.
- Faculty members and administrators are encouraged to make verbal and/or written suggestions. Library staff sends requests for new collections to program instructors on an annual basis.
- Various functions are conducted in the library that provide faculty and staff opportunities to browse the collection and make requests.
- The collection is discussed and reviewed by the Library Advisory Committee.
- When a specific program requires development, the librarian meets with the instructor(s) to obtain suggestions on resources to be added to the collection.
- Faculty members are encouraged to discuss needs related to student assignments, and reference queries with the library staff.
- New faculty members are offered a library tour and encouraged to evaluate and submit specific requests.

# WGTC LIBRARY PROCEDURES MANUAL

## ELECTRONIC RESOURCES

WGTC library allocates for both print and electronic resources. Electronic resources represent an increasingly important component of the collection building activities of the library. WGTC library electronic resources include e-journals, e-books, and full-text databases. Electronic Resource request are purchased by need and budget concerns.

Through GALILEO (Georgia Library Learning Online) the WGTC library has access to over 100 databases indexing thousands of periodicals and scholarly journals. Over 10,000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications.

In addition, the library has 250,000+ full-text electronic books available through EBSCO and ProQuest representing a wide range of academic disciplines and subject matter. These eBooks are accessible both on and off location via the Internet.

## BUDGET ALLOCATIONS FOR COLLECTION DEVELOPMENT

WGTC library's annual fiscal budget is approved through the college's Vice President of Administrative Services, Vice President of Academic Affairs, and the President. Perkins funding is apportioned each fiscal year and varies as funds are available. WGTC library consist of four locations and allocates its budget by FTE of each location. Current distribution of funds is as follows:

- Ben-Hill Irwin 20%
- Coffee 20%
- Cook 10%
- Valdosta 50%

## DONATIONS OF LIBRARY ITEMS

Donations of materials to be considered for inclusion in the College Library collection are welcome. Materials that are donated to the Library become the property of the Library.

Donated materials are reviewed by the Librarian/Director. Decisions to accept donated materials into the Library collection are based on the criteria in the current collection development procedure for the relevant program area(s). Material that does not fit the scope and focus of the collection development procedure is not added to the collection. These items will be placed in surplus in accordance with State of Georgia guidelines.

Gifts of periodicals are not accepted with the exception of scholarly journals and periodicals to replace missing or defaced issues.

The Wiregrass Libraries do not put a value on the donated books. The donor must contact the Wiregrass Foundation for the appropriate form for value.

# WGTC LIBRARY PROCEDURES MANUAL

## PERIODICALS & NEWSPAPERS

- Library staff members will review the renewal list from the vendor through which most of the library's periodical orders are placed.
- Faculty involvement will be sought through the discipline coordinators.
- Criteria used in evaluating periodical titles for acquisition or cancellation include:
  - Support of academic curriculum
  - Present use of this or other periodicals in this subject area
  - Availability of materials online or within GALILEO
  - Cost and projected availability of funds
  - Strength of existing collection
  - Projected future use
- Current issues of periodicals are displayed on the periodical rack in alphabetical order. Most periodicals are archived for five years.
- Local and surrounding area newspapers are subscribed to in order to provide current local news.
- National newspaper subscriptions are included in the collection for national coverage news.
- Due to limited space constraints, newspapers are archived for 3 to 6 months and then recycled by a local organization.

## WEEDING PROCEDURES

- Periodic weeding is a vital part of collection development. Worn and out-of-date materials are removed and replaced as needed.
- The following criteria are considered in making decisions related to collection weeding:
  - Poor physical condition
  - Obsolete information
  - Replacement by new edition
  - Excess duplicate copies of seldom used titles
  - Lack of space
  - Lack of value to the collection
  - Adequacy of similar information
  - Lack of use
  - Program accrediting agency's criteria
  - Faculty members are given opportunities to examine collections in their subject areas to determine which titles are no longer useful or which are out of date, worn, or superseded.
  - Weeding is not to be used to bias the collection in favor of any viewpoint.

# WGTC LIBRARY PROCEDURES MANUAL

- Materials withdrawn are replaced if available and if the materials still meet the criteria for collection development.
- Items not returned by a patron will be marked Lost in circulation after the second semester. After two years from the marked “Lost” date, the MARC record will be deleted from the system.

## WEEDING SCHEDULE

<b>PROGRAM AREA</b>	<b>YEAR</b>
Allied Health	Odd years
Business Education	Even years
General Education	Even years
Other Areas	Even years
Professional Services	Odd years
Technical & Industrial	Odd years

## PROCEDURES FOR ELIMINATING LIBRARY ITEMS

- Weeded items may first be offered to faculty/staff as resource materials. Remaining weeded items will be disposed of following current TCSG disposition guidelines.
- Colleges may transfer their disposable books to another TCSG college using the new TCSG “Surplus Availability” listserv.
- Weeded books may also be offered to a state prison with proper approval and documentation from TCSG surplus department.
- Skipping and/or after previous steps has occurred, all disposable books must first be auctioned on the surplus government website.
- Remaining books not sold after the auction closing deadline, can then be offered to a local library or local BOE facility.
- Remaining books not sold after the auction closing deadline, nor given to a local library or local BOE location, can then be donated to a non-profit organization (example: Goodwill). Non-profit organizations must be pre-approved by DOAS Surplus Property Division.
- Remaining books after all above steps have been exhausted will then be destroyed.

# WGTC LIBRARY PROCEDURES MANUAL

## Challenged Materials

(SACSCOC Standard 11.1)

### PROCEDURES FOR HANDLING CHALLENGED MATERIALS

Wiregrass Georgia Technical College responds to a request to challenge materials with procedures approved by the WGTC Library Advisory Committee as follows:

- “Reconsideration of Materials Form” is completed by the person making the challenge and submitted to the Executive Director, Director, or Coordinator of Library/Media Services.
- A copy of the challenge will be sent to the Review Committee consisting of the Vice President of Academic Affairs, the Library Advisory Committee, and the Director of Library/Media Services within two weeks of submission.
- The library staff will have no less than one week to prepare appropriate background information to assist the Review Committee.
- Following preparation of the background material, the issue will be discussed and recommendation made at the next regularly scheduled Library Advisory Committee Meeting. In the event that a regular advisory meeting is not scheduled for the several months, advisory members will be emailed information.
- The Review Committee will make final decisions.

**Note:** A copy of the “Reconsideration of Materials Form” is included in the Appendix section of the manual.

### SENSITIVE MATERIALS PROCEDURES

The library collections and the collection development program are established and maintained to meet the instructional and research needs of the college. Consistent with the collection development statements, the library exercises critical sensitivity in the acquisition of books, periodicals, and non-print media. It reserves the right to exclude or limit the use of materials seen as distasteful or otherwise contrary to the standards and values of the college. Due to the dual enrollment program, titles classified as “sensitive” are cataloged and shelved in our “Reserve” areas of each library location.

# WGTC LIBRARY PROCEDURES MANUAL

## WGTC COPYRIGHT PROCEDURE

In recognizing the importance of the Copyright Law of the United States (Title 17, United States Code), the following copyright guidelines will be enforced at Wiregrass Georgia Technical College.

Purchasing personnel will make every effort to obtain free duplication rights from the copyright holder. In the event that free duplication is not allowed, the purchasing of duplication rights will be explored.

Any use or reproduction of copyrighted materials will be done either with the written permission of the copyright holder or within the bounds of "Fair Use" guidelines provided in the Copyright Act. Verbal permission will not be accepted.

Copying or using copyrighted material not specifically permitted or exempted by the Copyright Law will not be allowed.

Liability for willful infringement will be placed upon the person making copies or using the material.

Appropriate warning notices will be placed on or near all print, video or computer equipment capable of making or modifying copies.

Copyright manuals detailing permissible and restricted activities will be housed in the library for reference.

A copyright consultant will be appointed to investigate/answer copyright questions and/or concerns of employees and students.

An annual copyright awareness session is available for any employee.

Retention of appropriate copyright records will be maintained.

Audiovisual duplicating equipment will be housed in the library, and written copyright permission must be provided before items will be duplicated.

The State Board will not provide legal support in such a case where the person has been made aware of the copyright law and the individual still has pursued utilizing materials in such a manner as to result in infringement.

# WGTC LIBRARY PROCEDURES MANUAL

## Library Personnel

(SACSCOC Standard 11.2)

<b>PATRICE TOOMER</b> DIRECTOR OF LIBRARY SERVICES, VLD/COOK	<b>PRISCILLA HUNTER</b> DIRECTOR OF LIBRARY SERVICES BHI/CFE	<b>AMBER ELLIOTT</b> LIBRARY ASSISTANT BHI LOCATION
<b>Tel 229-468-2226</b> VLD/COOK Campus patrice.toomer@wiregrass.edu	<b>Tel 229-468-2223</b> BHI/CFE Campus priscilla.hunter@wiregrass.edu	<b>Tel 229-468-2012</b> Ben Hill-Irwin Location amber.elliott@wiregrass.edu
<b>CELESTE CIVIS</b> LIBRARY ASSISTANT VLD CAMPUS	<b>CLAY LEE</b> LIBRARY ASSISTANT VLD CAMPUS	
<b>Tel 229-259-5177</b> Valdosta Campus laura.civis@wiregrass.edu	<b>Tel 229-259-5177</b> Valdosta Campus clay.lee@wiregrass.edu	

The library at WGTC is operated by an eight-member staff: two Directors of Library Services, two full-time assistants, one part-time assistant, and three work study students. The library is a unit of the Department of Academic Affairs which falls under the Vice President of Academic Affairs and is overseen by the Dean of Distance Education.

### DUTIES AND RESPONSIBILITIES

#### Director of Library Services

- Plan instruction and training to develop relationships with both students and faculty that will provide immediate library skills and foster lifetime appreciation for library use.
- Assist students and faculty with research and use of technology
- Provide instruction on Internet, GALILEO, and electronic databases
- Assist faculty in the selection of materials to support their instructional program
- Provide orientations to the library
- Provide library-related staff development training for faculty and staff
- Develop long and short-range goals for the library and develop a plan of action, implementation, and evaluation to achieve these goals
- Plan, implement, and maintain the automation of library/media services
- Develop collection through ongoing evaluation of existing materials, equipment and services



# WGTC LIBRARY PROCEDURES MANUAL

- Select new materials based on recommendations of instructors, reviews, standard bibliographic guides, curriculum standard/guides, qualified specialist, advisory committee, students, faculty, and staff
- Assist with program advisory committee meetings
- Attend library/media related conferences and training workshops to stay abreast of the latest developments in library/media services
- Participate and maintain membership in educational and professional organizations, including, OCLC, and the TCSG Library Council
- Establish and maintain working relationships with local and area technical college librarians to share information and resources
- Establish and maintain working relationships with off-site locations such as correctional institutions and dual enrollment secondary institutions
- Requisition supplies
- Order books, periodicals, equipment, etc.
- Order periodicals for individual instructors and department heads
- Maintain an inventory of reference materials and periodicals for individual departments
- Supervise and perform circulation services
- Perform cataloging, and weeding services in compliance with criteria and guidelines
- Handle Interlibrary loan service
- Administer surveys/evaluations and implement the results
- Participate in the interviewing/hiring process of library staff
- Supervise, train and evaluate library staff
- Provide Library/Media Services and resources to the Coffee County Location Career Academy students
- Maintains dual enrollment inventory collection for Student Services

# WGTC LIBRARY PROCEDURES MANUAL

## LIBRARY STAFF – LIBRARIANS AND/OR LIBRARY ASSISTANTS

- Provide library assistance to students, faculty and staff
- Assist the Directors and Coordinator of Library/Media Services in providing staff development
- Assist patrons with using computers, e.g., GALILEO, Internet, and application programs
- Provide directional and reference assistance to patrons
- Assist patrons with electronic resources
- Assist patrons with using the online card catalog
- Make referrals to librarian as needed
- Input data and generate statistical reports
- Perform technical processing of items
- Maintain proper shelving of items
- Update & maintain serial collection
- Maintain the Archive Collection
- Provide library marketing communications under supervision
- Update & create library/learning resources instructional handouts
- Answer phone, take messages, and refer calls
- Assist patrons with equipment
- Pick up mail, newspapers, and periodicals
- Assist dual enrollment students with Library/Media Services' resources, research, and general reference

## GENERAL RULES OF CONDUCT BY PERSONNEL

Wiregrass Georgia Technical College emphasizes the demonstration of good work habits, efficiency, and strong customer service skills. Performance factors include attendance, character, teamwork, appearance, attitude, productivity, organizational skills, communication, leadership, and respect. All library staff is to behave in a professional and courteous manner toward each other, library patrons, and other WGTC faculty and staff members. Library staff members will assist patrons promptly with no sign of prejudice or partiality. It is the responsibility of staff members to watch, respond, and assist patrons with research, reference, or other library-related questions.

# WGTC LIBRARY PROCEDURES MANUAL

## Miscellaneous

### CHARGES

- Printing – School related black and white printing is free
- Color printing-cost varies by campus library, please check with the campus library
- Copier – School related black and white copying is free
- Fax – Local: no charge; Long Distance: \$1.25 first page, Additional pages: 25¢ per page, VLD Campus only
- Scanning- scan to email is free

### TELEPHONE & FAX

Telephones are for staff use only. Patrons consult Library staff for fax services and information.

### FOOD AND DRINK

The WGTC college-wide guidelines prohibit food and drink in the classroom, including the library. Signs are posted in appropriate locations within the library and on the door for reminders to patrons.

Consumption of food and drink is prohibited in the library, and violating patrons are asked to abstain. Staff may consume their lunch or snack within the workroom or office.

### CHILDREN AND OTHER DEPENDENTS

- Adults must accompany and supervise children who are under 16 years of age.
- Adults may not leave children unattended in the library. Children must stay with adults.
- Children under 16 are not allowed in the computer area.
- Children under 16 may not use computers, unless they are dual enrollment.
- Adults with disruptive children, toddlers, and babies will be asked to remove the children from the library.
- Library staff is not responsible for children in the library.

### PETTY CASH

The library keeps a petty cash drawer (VLD/CFE Library) and log for change and charges that are paid. At the end of each month, the librarian or library assistant balances the drawer and log, and makes a deposit at the bookstore crediting the library fund. These monies are indicated in the library's monthly budget statement.

# WGTC LIBRARY PROCEDURES MANUAL

## DISRUPTIVE BEHAVIOR

The library maintains an atmosphere conducive to research, study, and quiet reflection. Therefore, staff members are to regulate distracting conversation and/or behavior. Cell phones and personal listening devices must be turned off or silenced.

Violators will be asked in a friendly, but business-like manner to cease and desist. In the event that violators refuse, staff will notify the appropriate administrator and/or security if necessary. Library resources and services are a privilege, not a right. Violating patrons may be banned from Library privileges.

# APPENDICES

# WGTC LIBRARY PROCEDURES MANUAL

## 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.

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries that make exhibit spaces and meeting rooms available to the public that 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 -- Amended February 2, 1961, June 27, 1967, and January 23, 1980, by the ALA Council. Source: American Library Association, [ALA Handbook of Organization and Membership Directory, 1992/1993](#), ALA, Chicago, 1992. Page 146.

# WGTC LIBRARY PROCEDURES MANUAL

## CONFIDENTIALITY AND PATRIOT ACT

The College Library maintains the confidentiality of library records to safeguard the privacy of individuals in their use of the library. Federal privacy laws (FERPA) protect student records, including library circulation records. In addition, the State of Georgia also protects library records, and considers them confidential (Georgia Code 24-9-26). Note Patriot Act section.

### Enhanced Surveillance Provisions Affecting Library Confidentiality

#### Section 215: Access to Records Under Foreign Intelligence Security Act (FISA)

- Amends the business records provision of the Foreign Intelligence Surveillance Act (FISA) to allow FBI agents to obtain "any tangible thing," which includes books, records, papers, floppy disks, data tapes, computers and their hard drives, and any type of record in any format. Prior to the PATRIOT Act, FISA permitted agents to obtain only car rental records, hotel records, storage locker records, and common carrier records for a foreign agent.
- Allows FBI agents to ask the Foreign Intelligence Surveillance Court (FISC) to issue an ex parte, secret court order to obtain any kind of record or tangible thing when the record sought is for an investigation into terrorism or foreign espionage.
- Lowers the legal standard for obtaining a court order under FISA. Under the new FISA, the agent need only "specify that the records concerned are sought for an authorized investigation" in order to obtain a warrant from the special FISA court. Prior to the PATRIOT Act, the agent needed to demonstrate "probable cause" that the target of the investigation was an agent for a foreign power.
- Allows investigations to target U.S. citizens, as long as the investigation is not based solely upon activities protected by the First Amendment. (Note that this does not exclude investigations into acts and behavior that may include First Amendment protected activities.) Prior to the PATRIOT Act, FISA could be used only when pursuing non-citizen foreign agents.
- Prohibits the library from notifying the patron under suspicion, the press, or anyone else that a warrant has been served upon the library, or that records have been surrendered.
- Under the rules of the FISA Court, only FBI agents or authorized U.S. attorneys can appear before the FISA court, eliminating any possibility of challenging the order.

Codified at 50 U.S.C. § 1862

Accessed: <http://www.ala.org/advocacy/advleg/federallegislation/theusapatriotact>

# WGTC LIBRARY PROCEDURES MANUAL

## Wiregrass Technical College Library

### RECONSIDERATION OF MATERIALS FORM

Name:

---

Date:

---

Address:

---

Telephone:

---

Affiliation with Wiregrass Georgia  
Technical College:

---

Representing Self (Enter Name):

---

Representing Organization or  
Group (Enter Name):

---

Material Format:

---

Material Title:

---

Author / Producer:

---

Please answer all of the following questions. If you need additional space use the back of this form.

1. Have you read or seen this material in its entirety?

---

2. To what do you object? Please cite specific passages, pages, etc.

---

3. What do you believe is the main idea of this material?

---

4. What do you feel might result from this material?

---

5. What review of this material have you read?

---

6. For what group might this be suitable?

---

7. What action do you recommend that the college take on this material?

---

8. In its place, what material do you recommend that would provide adequate information on the subject?

---



# WGTC LIBRARY PROCEDURES MANUAL

## Wiregrass Georgia Technical College Library/ Media Services

### PUBLIC BORROWER'S APPLICATION

Applicant must be a Georgia resident.

All information must be that of the person checking out the item(s).

**Last Name:** \_\_\_\_\_  
**First Name:** \_\_\_\_\_  
**MI:** \_\_\_\_\_  
**Street Address/P.O. Box:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_  
**Work Phone:** \_\_\_\_\_  
**Form of Identification-** \_\_\_\_\_  
**GA Driver's License:** \_\_\_\_\_  
**License Number:** \_\_\_\_\_  
**Expiration Date:** \_\_\_\_\_

Material	Loan Period	Renewals	Limits	Fines
General	2 Weeks	No	2 Items	10/day
Reserve	N/A	N/A	N/A	N/A
Reference	N/A	N/A	N/A	N/A
Equipment	N/A	N/A	N/A	N/A
Non-Print	Coordinator's Discretion			
Interlibrary Loans	Consult Local Public Library			

#### Overdue, Lost, Damaged or Stolen Materials

A notification of overdue material is made either by mail or by telephone, within the week, after due date. Borrowing privileges are suspended until material is returned and fines/fees are paid in full. Follow-up notices may be sent depending on demand for material(s). Materials are considered lost, if two weeks late. Replacement costs for lost material will be charged plus overdue fees. Damaged materials are treated as lost. Anyone caught stealing or vandalizing library or school material will be prosecuted. Security devices are in use in the library.

*I agree to return all borrowed materials on time and in the same condition as when borrowed. I have read and understand the above conditions and agree to abide by these conditions.*

**Applicant's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Library Staff Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Library Item** \_\_\_\_\_ **Cost** \_\_\_\_\_ **Due Date** \_\_\_\_\_

# WGTC LIBRARY PROCEDURES MANUAL

## DONATIONS FORM FOR LIBRARY ITEMS

The Library Staff at Wiregrass Georgia Technical College reserves the right to dispense items in any way that seems appropriate should the donated items not meet the collection development criteria for the library.

### DONATOR INFORMATION:

Name:

---

Address:

---

Phone:

---

Type of Item(s):

---

Number of Items:

---

Date Donated:

---

Library Staff Accepting Donation:

---

# WGTC LIBRARY PROCEDURES MANUAL

## WIREGRASS GEORGIA TECHNICAL COLLEGE LIBRARY

### COLLECTION DEVELOPMENT REQUEST FORM

**Student Requestor Name:** \_\_\_\_\_

**Faculty/Staff Requestor Name:** \_\_\_\_\_

**Material Type:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Subject:** \_\_\_\_\_

**ISBN Number:** \_\_\_\_\_

**ISSN Number:** \_\_\_\_\_

**Edition:** \_\_\_\_\_

**Cost:** \_\_\_\_\_

**Publisher:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

***\*\*Please do not request software because of hardware/software incompatibilities, limited hard drive space, and copyright issues.***

# WGTC LIBRARY PROCEDURES MANUAL

## Wiregrass Georgia Technical College

### STUDENT LIBRARY ORIENTATION SURVEY

**Class Area: (Circle one)**  
Business Education  
General Education  
Allied Health  
Trade and Industrial  
Professional Services  
Other

**Date:**

**Is this your first library orientation?**

Yes or No

**If no, how many times have you attended WGTC library orientation?**

**Were you given a library assignment by the instructor who scheduled this orientation?**

Yes or No

**Did the orientation better prepare you to use the Library/Media Services?**

Yes or No

**What should be added or dropped from this orientation?**

**Additional comments or suggestions about the library:**

*Thank you for your help!*

# WGTC LIBRARY PROCEDURES MANUAL

## INTER-LIBRARY/INTRA-LOCATION LOAN BOOK REQUEST FORM

*Faculty, staff, or currently enrolled students may request books through the Inter-Library Loan program. Students will be asked to verify enrollment to participate in this service. Please fill out one form per book.*

***Directions: Print this form. Fill in the requested information. Please provide as much information as possible. You may be contacted for additional information, if needed. Send the completed form to the Library.***

### **Borrower Information**

*(You will be contacted using the information below. An incomplete or illegible form may delay processing.)*

Borrower's name: \_\_\_\_\_

Date: \_\_\_\_\_

Circle One: *Faculty / Staff / Student* \_\_\_\_\_

Department / Program: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### **Book Citation**

*(Please enter as much information as possible.)*

Book Title: \_\_\_\_\_

Book Author (if known): \_\_\_\_\_

Publisher, Place of  
Publication, Date, and Edition  
(if known): \_\_\_\_\_

President



# WGTC LIBRARY PROCEDURES MANUAL

## **PROCEDURE: 3.3.4p.L.6**

### **WGTC Computer Use Procedure**

**Revised: May 28, 2020**

**Last Reviewed: March 17, 2011; March 3, 2011; February 18, 2013**

**Adopted: November 20, 2009**

#### **Overview**

Guidelines and procedures for the use of Wiregrass Georgia Technical College computers, technology, peripherals, and internet.

#### **Purpose**

Students and employees, utilizing Wiregrass Georgia Technical College provided Internet access are responsible for good behavior on-line just as they are in a classroom or other area of the college. Using a computer without permission is theft of services and is illegal under state and federal laws. Federal law prohibits misuse of computer resources. In addition, the following specific crimes are prohibited by state law in Georgia (O.C.G.A. 16-9-90 et seq):

- a. Computer Theft
- b. Computer Trespass
- c. Computer Invasion of Privacy
- d. Computer Forgery

#### **Definitions**

- Computer theft (including theft of computer services, intellectual property such as copyrighted material, and any other property);
- Computer trespass (unauthorized use of computers to delete or alter data or interfere with others' usage);
- Computer invasion of privacy (unauthorized access to financial or personal data or the like);
- Computer forgery (forgery as defined by other laws, but committed on a computer rather than on paper);
- Computer password disclosure (unauthorized disclosure of a password resulting in damages exceeding \$500 – in practice, this includes any disclosure that requires a system security audit afterward); and
- Misleading transmittal of names or trademarks (falsely identifying yourself or falsely claiming to speak for a person or organization by using their name, trademark, logo, or seal).
- Malware (malicious software programs and applications designed to damage or cause other unwanted actions on a computer system).

#### **Procedure**

The purpose of WGTC-provided Internet access is to facilitate communications in support of research and education. To remain eligible as users, students' use must be in support of and consistent with the educational objectives of the TCSG System. Access is a privilege, not a right. Access entails responsibility.

# WGTC LIBRARY PROCEDURES MANUAL

Users should not expect files stored on Wiregrass Georgia Technical College-based computers to be private. Electronic messages and files stored on WGTC-based computers shall be treated like other WGTC premises that are temporarily assigned for individual use. Administrators may review files and messages in an effort to maintain system integrity and in an effort to ensure that users are acting responsibly. Moreover, TCSG System and technical college officials shall cooperate with law enforcement officials who are properly authorized to search System and technical college computers and computer systems.

All information created, stored, or transmitted by WGTC computers or networks is subject to monitoring for compliance with applicable laws and policies.

Users are responsible for the proper use of their accounts including proper password protection. Students nor employees should share their password. The following uses of WGTC-provided computers, networks and Internet access are not permitted:

- a) To create, access or transmit sexually explicit, obscene, or pornographic material;
- b) To create, access or transmit material that could be considered unlawful conduct based on race, color, creed, national or ethnic origin, gender, religion, disability, age, genetic information, political affirmation or belief, disabled veteran, veteran of the Vietnam Era or citizenship status addressed directly to any individual or group that has the purpose or effect of unreasonably and objectively interfering with that individual or group's: (1) performance, (2) work or educational environment or (3) ability to participate in an educational program or activity;
- c) To violate any local, state or federal statute;
- d) To vandalize, damage, or disable the property of another individual or organization;
- e) To access another individual's password, materials, information, or files without permission;
- f) To violate copyright or otherwise use the intellectual property of another individual or organization in violation of the law, including software piracy;
- g) To conduct private or personal for-profit activities. This includes use for private purposes such as business transactions, private advertising of products or services, and any activity meant to foster personal gain;
- h) To knowingly endanger the security of any System or technical college computer or network;
- i) To willfully interfere with another's authorized computer usage;
- j) To knowingly connect any computer to any of the System or technical college networks unless it meets technical and security standards set by the System;
- k) To create, install, or knowingly distribute a computer virus, rootkit, keystroke logger, "Trojan horse," "Malware", or other surreptitiously destructive program on any System or Technical College computer or network facility, regardless of whether any demonstrable harm results;
- l) To modify or reconfigure the software or hardware of any Agency computer or Network without proper authorization;
- m) To conduct unauthorized not-for-profit business activities;
- n) To conduct any activity or solicitation for political or religious causes;
- o) To perform any activity that could cause the loss, corruption of, prevention of rightful access to, or unauthorized distribution of Agency data and information;

# WGTC LIBRARY PROCEDURES MANUAL

- p) To create, access, or participate in online gambling. Occasional access to information or websites of the Georgia Lottery Corporation shall not constitute nor be considered inappropriate use;
- q) To capture and/or record network traffic without authorization;
- r) To knowingly transmit copyrighted material using peer to peer file sharing technology;
- s) To knowingly evade Internet content filtering or other traffic monitoring tools using VPN, Proxy Services, Tor or similar technologies.

Occasional personal use of Internet connectivity and e-mail that does not involve any inappropriate use as described above may occur, if permitted by the college. Any such use should be brief, infrequent, and shall not interfere with the User's performance, duties and responsibilities.

Users of System and technical college computers and computer systems or hosted services are subject to the System's Information Security Standards. The college makes no warranties of any kind, either express or implied, for the computers, computer systems and Internet access provided. The college shall not be responsible for any damages users suffer, including but not limited to loss of data resulting from delays or interruptions in service. The college shall not be responsible for the accuracy, nature or quality of information gathered through college-based computer hard drives or servers; nor for the accuracy, nature or quality of information gathered through college-provided Internet access. The college shall not be responsible for personal property used to access its computers or networks or for provided Internet access. The college shall not be responsible for unauthorized financial obligations resulting from provided access to the Internet.

Users of Wiregrass Georgia Technical College computers and computer systems are subject to the System's policy on the development of Intellectual Property. Any violation of the policy and rules may result in disciplinary action against the student. When and where applicable, law enforcement agencies may be involved. For more information on acceptable computer and internet usage, please visit the Technical College System of Georgia State Board Policy and Procedures Manual – 3.3.4p. Acceptable Computer and Internet Use.

## **Responsibility**

The Chief Information Officer has the overall responsibility of ensuring this procedure is implemented.

## **References**

TCSG 3.3.4p. Acceptable Computer and Internet Use

WGTC Procedure 3.3.4p.L2 Wiregrass Account and Password

WGTC Procedure 3.3.4p.L3 Wiregrass Student Account and Password



# WGTC LIBRARY PROCEDURES MANUAL

## Wiregrass Georgia Technical College Interlibrary Agreement

\_\_\_\_\_ (Institution) will participate in the interlibrary agreement access partnership. This signed agreement signifies our intention to allow students at our location access to library materials and resources available at Wiregrass Georgia Technical College campus libraries. This agreement will be made known to all concerned staff.

Institution Information:

Address \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

The purpose of this agreement is to allow students attending classes at offsite locations access to equal library resources by encouraging and supporting interlibrary loans.

Date signed \_\_\_\_\_

Institution Representative \_\_\_\_\_

Date signed \_\_\_\_\_

WGTC Representative \_\_\_\_\_



# WGTC LIBRARY PROCEDURES MANUAL

## SACS COC Standards LIBRARY AND LEARNING/INFORMATION RESOURCES

### Standard 11.1 LIBRARY AND LEARNING/INFORMATION RESOURCES

The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission. (Library and learning/information resources)

### Standard 11.2 LIBRARY AND LEARNING/INFORMATION RESOURCES

The institution ensures an adequate number of professional and other staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution. (Library and learning/information staff)

### Standard 11.3 LIBRARY AND LEARNING/INFORMATION RESOURCES

The institution provides (a) student and faculty access and user privileges to its library services and (b) access to regular and timely instruction in the use of the library and other learning/information resources. (Library and learning/information access)