

# Library Policies

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Keene State College Policies and Procedures

# Library Policies

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## Cell Phones

As a courtesy to patrons, Mason Library has limited cell phone usage. Please set ringers to silent or vibrate mode. Cell phone conversations are limited to stairwells and the lobby.

## Circulation

### In Brief

KSC students may borrow books for a period of six weeks. Faculty may borrow books for a period of one year. Keene Public Library patrons and most other patrons may borrow books for a period of four weeks. Media (videos, DVDs, music CDs, and audiobooks) circulate to students and to the public for seven days. Most items may be renewed once. Patrons can view their records and renew materials online. Any borrowed item is subject to recall after two weeks if another library patron requests it. The first time a patron borrows a Green Bike or laptop computer, he/she must complete an agreement which will be kept on file in the library. Borrowers of Green Bikes must be over 18 or have parent/guardian permission. For most items there is a grace period. See: [Mason Library's Mission and Values](#)

### Access

Mason Library is open to any individual who wishes to use materials inside the library building. Almost all materials are available on open shelves for self-retrieval. Selected materials are kept in protective storage and may not be available to all library users (Archives & Special Collections), or may be available for limited use (Course Reserves).

## Non-Circulating Materials

- Reference books
- Periodicals (magazines, journals, newspapers)
- Children's Literature Festival materials
- Archives & Special Collections
- Laptop Computers (in-house use by KSC students only)

[Who may borrow materials](#)

[What can I use?](#)

## Renewals

Patrons can usually renew books or media for one additional loan period if there are no holds or recalls on the item. Patrons can view their records and renew materials online.

## Exceptions

- Course Reserves -- Specific to each item (1 or 3 hours, 1, 3, or 7 days, 6 weeks); no renewals.
- End of semester -- materials borrowed by KSC students are due on the last day of classes.
- Laptop Computers -- KSC students only; in-library use; 3-hour loan period; no renewals.
- Green Bikes -- 2 weeks; one renewal only.

## Overdue Materials

Patrons are expected to return borrowed items by their due dates. Overdue fines are 25 cents per day for most materials, including Green Bikes. Course Reserves are fined at the rate of \$1.00 per day, except for 1-hour or 3-hour loan periods which are fined at \$1.00 per hour. The maximum overdue fine for any item is \$20.00. There is a seven-day grace period for books and a two-day grace period for media. After the grace period expires, fines will accrue from the original due date.

## Recalls

If the Library recalls an item, it must be returned by the date specified on the recall notice. A fine of \$1.00 per day accrues until the item is returned. Items are subject to recall after two weeks.

## Responsibility

Patrons are responsible for returning borrowed materials on their due dates. The Library sends overdue notices as a courtesy only. Patrons are responsible for all materials checked out on their accounts, including liability for loss, theft, or damage. Patrons will be billed for damaged or un-returned library materials checked out to them. Unpaid fines and replacement costs will be transferred to KSC students' accounts. Departments will be notified of unpaid faculty/staff replacement costs. See **Lost or Damaged Library Items** in this FAQ, below.

Mason Library provides the public access to designated materials and equipment, and prohibits activities that create a hostile, intimidating, or offensive environment. Patrons are expected to refrain from engaging in activities that make other library users uncomfortable and which could be interpreted as violating their rights. Examples include, but are not limited to, engaging in illegal activities, leaving children unattended, or creating a disturbance to others. Mason Library complies with Library Bill of Rights and the USA Patriot Act. For more information, see **Mason Library Privacy Policy and Procedures** in this FAQ, below.

## Suspension of Privileges

Patrons who have accumulated charges of \$20.00 or more will have their borrowing privileges suspended. Borrowing privileges will be reinstated when charges are reduced below \$20.00. Mason Library enforces KPL policy on suspending privileges for KPL patrons who have been blocked due to accumulated charges.

## Curriculum Materials Library

[Access to CML Materials](#)

The [Curriculum Materials Library](#) is open to anyone who wishes to use materials inside the library building. Materials are available on open shelves for self-retrieval.

[Who May Borrow CML Materials](#)

- All patrons who are eligible to borrow Mason Library Materials. See [What can I use?](#)
- Loan period -- 6 weeks for KSC students, faculty and staff; 4 weeks for KPL patrons and others
- Limits -- none

## Cohen Center for Holocaust and Genocide Studies

*Access to CCHGS*

The [Cohen Center for Holocaust & Genocide Studies](#) is open to anyone during the academic year and by reservation during summer break. [Contact/Visit the Cohen Center.](#)

*Who May Borrow CCHGS Materials*

- All patrons who are eligible to borrow Mason Library Materials. See [What can I use?](#) or [Who may borrow materials](#)
- New England teachers, schools and organizations (video resources)

## Collection Development

### Introduction

A collection development policy is a framework for describing library collections and establishing a formal set of guidelines for developing and supporting collections. The purpose of this collection development policy is to provide guidance to library and other faculty responsible for the selection, acquisition, evaluation, and maintenance of materials for Mason Library's collections, give a solid basis for future planning, and support the goals and mission of the College and Mason Library.

### Goals

The collection supports the curriculum and programs of Keene State College as defined in the College's [Mission & Values](#) and the [Mason Library Mission](#).

### Community

The students, faculty and staff of Keene State College constitute the community served.

### Selection Responsibility

Overall responsibility for the selection, development, and maintenance of the collection rests with the Collections Team, overseen by the Collection Development Librarian. The team's responsibilities include:

- Outreach to the campus community about collections and acquisitions
- Ensuring that departmental faculty have a voice in collection development
- Selecting materials
- Developing and maintaining collections
- Monitoring approval plans
- Assessing collection strengths and weaknesses

### Fund Allocations

The library's acquisitions budget is analyzed annually by the Collection Development Librarian. The budget is divided among subject areas using the following method:

- An average expenditure is calculated using the total amount of money spent on the individual subject areas over the last 5 fiscal years. This includes all expenditures for periodicals, electronic resources, books, and media.
- The average is converted to a percentage of the total expenditure.

The percentage is then multiplied times the total acquisitions budget for the new fiscal year. Each subject area's allocation is used to purchase periodicals and electronic media subscriptions. The remaining amount is distributed to purchase firm orders (one time purchases) such as books, media, or other materials.

### Selection Guidelines for all resources

To meet the stated goals, the library will provide access to representative materials in all areas of knowledge focusing on subject areas relating to and in support of the College's academic curriculum. Standard collection development criteria will be applied to all formats consistently. Considered criteria may include:

- Need
- Demand
- A variety of academic levels to serve a wide range of interests and abilities
- Opposing sides of controversial issues to aid students with critical thinking
- Strength of present holdings in same or similar subject areas
- Suitability of format to content and compatibility with college-owned equipment
- Authoritativeness of the author or reputation of the publisher
- Favorable reviews in reputable sources such as:
  - Choice
  - The New York Times Book Review
  - Booklist
- Usage statistics of similar items
- Number of other libraries that provide access to the same resource

- Availability of funding
- Lasting value

## Other Considerations

- Duplicate copies of materials are purchased, or accepted as gifts, only under unusual circumstances determined by demand, usage, reference, or reserve statistics
- While the need for retrospective items is recognized for some fields of study, the emphasis is on purchasing current items with perceived long-term worth
- The library acquires a balance of materials in a variety of formats including books, periodicals, electronic resources, and audiovisual materials
- The library explores new delivery methods for materials
- Materials with an emphasis on local College, University System, and New Hampshire-related topics are collected whenever possible
- Lost and stolen materials will be replaced, if available and deemed to be pertinent, as funds allow. If the original material is no longer available, it may be replaced by materials on the same topic
- When there is an option between paper and hard-bound copy, the choice is based upon expected use, lasting value of content, and cost differential
- The library will purchase materials in support of campus multicultural and diversity initiatives.

## Selection Priorities

- Current curriculum needs, rapidly changing subjects, and areas in need of development have top priority
- Annuals and reference books have medium priority
- Subject areas with slow changing content and materials not related to curriculum have low priority.

## Keene Public Library Shared Catalog

- Mason Library shares a catalog and has reciprocal borrowing privileges with the Keene Public Library. This gives the Keene State College community access to a variety of popular materials such as fiction, graphic novels, and movies.
- Ownership of an item by Keene Public Library does not necessarily preclude its purchase by Mason Library. If an item is deemed of importance for scholarly or historical purposes, it may be purchased even if owned by Keene Public Library.

## Cohen Center for Holocaust and Genocide Studies

- Mason Library shares a catalog and has reciprocal borrowing privileges with the Cohen Center.
- Ownership of an item by the Cohen Center does not necessarily preclude its purchase by Mason Library. If an item is deemed of importance for scholarly or historical purposes, it may be purchased even if owned by the Cohen Center.

## Monographs

The primary language of selected materials is English. Exceptions are works in languages that support the curriculum.

Mason Library purchases select literary and media prize winners and major works of literary or historical significance, and fiction in support of the curriculum.

Textbooks are not normally purchased. Textbooks are purchased, however, if they are:

- Classics in the field
- The only or best source of information on a particular topic
- Written by a member of the College community.

## Periodicals

Periodical subscriptions require and receive substantially more consideration than the purchase of a single monograph because of annual encumbrances of subscription costs and a future commitment to the title. The library is committed to funding subscriptions in electronic format when available using standards set for electronic resources.

The following criteria are used in evaluating periodicals for acquisition or cancellation:

- Support of the present academic curriculum
- Collection balance
- Amount of current use, or projected future use based on new programs or curricula
- Authority of the periodical or, if a new title, of the publisher
- Reviews in such sources as Magazines for Libraries
- Number of recent interlibrary loan requests for a specific title
- Whether indexed in standard sources
- Whether item is available from a reliable online source
- Unsolicited single issues and short files shall be discarded
- Is the item a core title?
- Does the item fill a gap?

Periodicals that have ceased publication or have been cancelled will be retained for at least two years. After two years such titles will be reviewed and de-accessioned if one or more of the following applies:

- They no longer meet the academic needs of the college
- The topics covered have aged to the point of diminished usefulness
- They have been replaced by a reliable online resource.

The library purchases subscriptions to some popular magazines that contain information of current interest. Such magazines are intended for browsing or reading for pleasure. Retention of such

subscriptions is as follows:

- 3 months for weekly issues
- A year for monthly issues
- 2 years for quarterly issues.

## Electronic Resources

*Electronic resources* refers to library materials that require technology to gain access.

Standards include the following:

- Selections will be of equal or greater quality than the print equivalent
- Open-access resources will not be cataloged except for NH state documents
- The availability of open-access or free resources are considered when making selections
- The Library works with consortia, such as the New Hampshire College and University Council (NHCUC) and WALDO, to determine appropriate consortium purchases to receive the best possible rates and packages.

Priority is given to those resources which:

- Support the college curriculum
- Benefit the largest percentage of the community served
- Offer coverage of a specific subject area
- Do not overlap in coverage with existing resources
- Offer full text
- Allow for flexibility and editing of the license before acceptance, as needed
- Receive high recommendations from comparator institutions
- Offer an interface with a high level of usability
- Offer low cost thresholds and consortium pricing
- Offer IP authentication rather than username and password
- Provide remote access and offer unlimited simultaneous users for a reasonable cost
- Offer free technical support and training
- Provide statistical reporting using regulated standards
- Allow customization and product branding
- Provide perpetual archival access to information already paid for, should the subscription be cancelled by either party.

## Reference

The following types of materials are collected in print and electronic formats:

- Almanacs and yearbooks
- Directories
- Dictionaries, unilingual and bilingual
- Specialized dictionaries
- Major encyclopedias
- Geographical sources, such as maps, atlases, and gazetteers
- Basic legal materials
- Statistical compilations
- Style manuals.

## Government Documents

The library, although not a federal depository library, collects those federal documents that are deemed essential to support the curriculum. The library is a depository for New Hampshire state documents. In cases where NH state documents are available online at a government website, the paper copy will not be added to the collection. The online version is cataloged and linked from the Library catalog record.

## Newspapers

The library subscribes to local and select state newspapers, as well as a small selection of national and international newspapers. The library collects one local, regional, and national newspaper of record. Back issues of those titles will be available online or in microform depending on availability. All other newspapers will be retained for a period of three months.

## Gifts

Gifts are accepted with the understanding that they become the property of the College, which may dispose of them or add them to the collection at its discretion following the same selection guidelines as for purchased materials. The Collection Development Librarian has responsibility for receiving and acknowledging the gift. The Collection Development Librarian or appropriate librarian liaison decides whether to accession the gift. Gifts with restrictions are usually not accepted. Gifts accepted with restrictions are vetted through the guidelines established in this collection development policy, and approval of the Library Dean and/or College Development office, which will fully consider the restriction's potential future implications. In compliance with current tax law, the library does not provide appraisals for gifts received. The appraisal of a gift to the library for tax purposes is the responsibility of the donor who benefits from the tax deduction. Donations that are appraised, must have the appraisal completed prior to donation and must be accompanied by a deed of gift which the Library will provide. Gifts for the Mason Library's Archives and Special Collections are covered separately in the Archives and Special Collection's Collection Development Policy.

## Equipment

The library recognizes its responsibility to provide the necessary equipment to access its collections.

## Collection Maintenance

De-selection, or the removal of material from the collection, is an integral and ongoing aspect of collection management. It is an essential way to keep the collections vibrant and useful to the community served. The major criterion is the value of the content to the curriculum. Other criteria used for consideration include:

- Usage statistics
- Potential future use
- Importance for historical purposes
- Outdated, inaccurate information
- Material now in electronic format
- Physical condition of material
- Presence of a duplicate copy
- Presence of other works by the author
- Extent of the Library's holdings in the subject area
- Date of publication
- Availability of newer or revised editions.

## Some of the sources used to make withdrawal decisions include:

- Feedback from librarians and departmental faculty from withdrawal lists distributed via email and posted for one month on the library website
- Standard evaluative sources such as Resources for College Libraries, known as RCLweb
- WorldCat -- to determine how many and which types of libraries hold the item and its availability via interlibrary loan.

Responsibility for de-selection decisions lies with the Collection Development Librarian and the Collections Team.

## Intellectual Freedom

The Mason Library supports the American Library Association's "[Statement of Intellectual Freedom](#)" including the "Library Bill of Rights" and respects the privacy of its patrons as stated in the **Mason Library Privacy Policy and Procedures** (below).

The library attempts to purchase materials that represent multiple perspectives on controversial subjects. Selection is without partisanship regarding matters of race, gender, sexual preference, religion, and moral philosophy. *The Library opposes all forms of censorship.*

## Computer Use

Mason Library conforms to Keene State College's [Computer and Network Use Policy](#).

Computers: The computer lab in the Library classroom is reserved for currently enrolled students and employees of Keene State College. Computers in public areas have a priority for student use; however, a number are designated for general use.

Printing: Public computers have printing limits of 30 pages per day, per person.

Mason Library provides the public access to all its materials and equipment, and prohibits activities that create a hostile, intimidating, or offensive environment.

## Course Reserves

### Copyright Policy

The USNH Copyright guidelines are in the Faculty Handbook. See the section on "Intellectual Property: Copyright Compliance." Mason Library will obtain Copyright permission through Copyright Clearance Center (CCC) for any articles being placed on Course Reserve that do not fall under "Fair Use." Questions regarding Course Reserves should be directed to the Access Services Manager, Micki Harrington (603-358-2782), or regarding Copyright, to the Academic Technology Librarian, Irene McGarrity (603-358-2716).

### Reserve Guidelines

- Forms: Available at the Circulation Desk or on the library website ([Reserve Request Form](#)). Submit the request form electronically or print and bring to the circulation desk.
- Syllabi: Faculty should provide a current course syllabus when submitting Reserve items.
- Citations: A full citation must be clearly visible on each Reserve item.
- Loan Periods: 1-hour and 3-hour reserves are In Library Use. 1-day, 3-day, 7-day reserves are not restricted.
- Copyright Compliance: Mason Library will obtain permission through Copyright Clearance Center (CCC) to place articles that do not fall under "Fair Use" on course reserves.
- Availability for Reserve: Books, videos, DVDs, CDs and all other items from Mason Library's circulating collections may be placed on reserve. Your own items (personal copies) may be placed on reserve. Photocopied articles, book chapters, etc, may be placed on reserve.
- End of Semester: All Mason Library-owned items will be returned to the shelves. All faculty-owned items (books, photocopies) should be picked up at the end of the semester. You will be notified when they are ready.

## Course Reserves FAQ

### General

Q. Is there a form I should fill out?

A. Yes. The Circulation Desk provides forms or you can find them on the Mason Library website (Reserve Request Form). Download Excel spreadsheet and bring back to the Circulation desk, or email back.

Q. What kind of "lead time" does the Library need before I assign these materials to my students?

A. Please allow 48 hours for processing. Check the "Course Reserves" link on the library website ([Course Reserves](#)) to see whether they are ready. Course reserves are processed as quickly as possible in the order in which they are received.

Q. What information must I provide for Reserve materials?

A. Each copy (book, media, or article) must contain a complete citation. In the case of an entire book, video, or recording, that information is generally part of the "package."

Q. What must I do to satisfy copyright requirements for reserves?

A. Provide a complete citation for all published materials you are placing on reserve. The library will obtain copyright permission through Copyright Clearance Center (CCC) for Articles (only) that do not fall under "Fair Use." You must continue to obtain copyright permission for portions of books, etc. as outlined in Publisher's Permission and Copyright section below.

Q. Do I need a citation for all materials?

A. Only for materials that have been published, but not for materials prepared or developed by you for use by your class, such as sample exams, lecture notes, etc., or for materials in the public domain, such as government reports.

#### *Photocopies*

Q. Is there a copyright "rule-of-thumb" regarding photocopies?

A. "Spontaneity, brevity, and cumulative effect" are the key words to remember. Consult the Faculty Handbook section on "Institutional Policies: Copyright Compliance."

Q. May I photocopy a workbook or test sheets that my students then fill out to turn in to me?

A. No. "Consumable" (e.g., workbooks or test sheets) items may not be copied and placed on Reserve.

Q. May I carry photocopies forward to the next semester?

A. Yes. Please inform us by noting that fact on the Course Reserve Request Form.

Q. May I use photocopies of articles as a substitute for a course textbook?

A. No. Photocopies must be supplementary and not a substitute for a textbook.

#### *CoursePacks*

Q. May I place coursepacks on reserve?

A. No. The KSC Bookstore (Helen Babonis, 603-358-2137) can help you prepare coursepacks for your students to purchase. Or, you can contact [XanEdu](#) directly.

Q. May I donate a course pack to the Library?

A. No. The Library does not collect course packs. You may place a personal copy on Reserve only for the semester for which copyright permission has been granted.

#### *Limits*

Q. How many different items may I place on Reserve per course?

A. We do not impose limits, however some universities and colleges suggest limiting photocopies to "no more than 9" based on realistic expectations of actual usage. We recommend limiting your reserve items to no more than 25 per course. The circulation department can provide statistics on an item's actual use after the semester ends. Contact Jennifer Ditkoff, Head of Access Services (603-358-2725) about this issue.

Q. How many copies of the same article may I place on Reserve for a large class?

A. We recommend one copy for every 25 students in a class. You should keep your own "master copy" as a back-up. Copies do get lost (or students fail to return them).

Q. May I put InterLibrary Loan materials on Reserve?

A. Books and Videos - NO. Books and videos borrowed from other libraries are not eligible for Reserve. (Books needed to supplement your course should be purchased by Mason Library). Photocopied articles - YES. Please provide a complete citation when submitting an article for reserve.

Q. The Library owns a journal and I want my students to read articles in the journal. May I copy the articles and place them on Reserve?

A. No. Our journals do not circulate and therefore need not be placed on Reserve. Students are free to make their own photocopies for study purposes. You may also wish to copy the article for your own use.

#### *Publisher's Permission and Copyright*

Q. When is the publisher's permission needed?

A.

Single photocopy, one semester.....No

Single copy, multiple semesters.....Yes

Multiple copies, one semester.....No

Multiple copies, multiple semesters.....Yes

Anthologies (single or multiple copies).....Yes, from all publishers who have works in the anthology

Copyright permission is not needed for these Reserve materials:

BOOKS OR MEDIA - owned by Library

BOOKS OR MEDIA - faculty personal copies

WORKS PUBLISHED before 1924

U.S. GOVERNMENT PUBLICATIONS (generally in public domain)

COURSE NOTES, QUIZZES, HOMEWORK SOLUTIONS that are faculty-generated.

Q. How do I go about securing copyright permission?

A. For articles only, Mason Library will seek permission. It is the responsibility of the faculty member to secure this permission in all other cases as necessary. More information is available on the Library website in the Law Guide.

Policy Updated: June 2013

## **Exhibits and Display**

The Mason Library display cases are available to KSC campus organizations, departments, groups, faculty/staff, and students who wish to have an available forum to promote materials, services or events. This may also include highlighting special days, or events of local or national importance. Built-in wall unit display cases are located in the East and the West Wings on the ground floor of the library. The bulletin board in the library lobby is available for all of the groups noted above as well as community members who wish to post announcements, etc. about events and topics of local interest.

- Bring bulletin board items to a Circulation Supervisor before posting.
- Requests for events or displays should be directed to Assistant Dean of the Library, Kathleen Halverson, 358-2712 or [khalvers@keene.edu](mailto:khalvers@keene.edu)

The two sets of display cases in the East Wing are maintained by Special Collections and requests for displays in this area should be directed to the Special Collections Librarian. Reservations for the West Wing display case should be made with a Circulation Supervisor. Items intended for the bulletin board must be approved by a Circulation Supervisor.

The Circulation Department of Mason Library oversees the booking of the West Wing display case and maintains the Library's bulletin board. All displays should be of an academic nature suitable to a public liberal arts college. The Circulation Department can help to coordinate an exhibit/display and retrieve any library materials used in the display, but the artistic arrangement, mounting and dis-assembly are the responsibility of the group requesting the display space.

Groups or individuals booking a display will provide all materials other than library resources. Mason Library is not responsible for any materials that are lost or damaged and exhibitors display materials at their own risk.

Policy updated: April 2003, December 2010

## Film Screening and Public Performance Rights

### Film Screening and Fair Use

In the United States, films are copyrighted works and the rights of filmmakers and distributors are protected under the U.S. Copyright Act. There are thus limitations on public performance of films. Non-profit educational institutions are granted some exemptions under [Section 110 of the U.S. Copyright Act](#), including an exemption for:

"performance or display of a work by instructors or pupils in the course of face-to-face teaching activities of a nonprofit educational institution, in a classroom or similar place devoted to instruction"

Educational uses of film fall within "fair use" of copyrighted material. Any public performance of films outside of teaching activities, regardless of whether or not admission is charged, requires permission from the copyright holder.

Please refer to [Columbia University's site](#) on fair use for a full explanation of what is and is not considered fair use in an educational setting.

## Mason Library Policy

### *Requesting purchase of films for public performance*

Mason Library will purchase films for the collection with public performance rights when possible and appropriate, provided that the library is informed of the intent to publicly show a film when it is requested.

Note that feature films and some documentaries cannot be purchased with public performance rights.

### *Using Mason Library films for public performance*

Groups on campus (including but not limited to student groups, academic departments, clubs, athletic teams, and organizational departments) may use Mason Library films for public performance provided that:

1. The film was purchased by the library with public performance rights; or
2. The group screening the film has obtained public performance rights

**Please note that the majority of films in the library collection have not been purchased with performance rights.** Please contact the [Collection Services Team](#) to inquire if a film has been purchased with public performance rights.

The group sponsoring the event is responsible for the procurement and payment of public performance rights. This can be done by either contacting the distributor, or licensing a one-time screening through a company like [Swank Motion Pictures](#). The library may assist with the procurement of rights at the discretion of the Collection Services Team.

## Interlibrary Loan

### Purpose

Interlibrary Loan (ILL) is a service offered by Mason Library to support the research and educational needs of the Keene State College community by providing access to supplemental resources that are not owned by Mason Library or Keene Public Library. The Library conducts all transactions in accordance with the National Interlibrary Loan Code and Explanatory Supplement, the U.S. Copyright Law (Title 17, United States Code, Sections 107 and 108), CONTU Guidelines, and special interlibrary loan agreements with consortia libraries.

### Eligibility

Currently enrolled students, faculty (including emeriti), and staff of Keene State College are eligible to request materials through Interlibrary Loan. Others (alumni, etc.) must use their local library's interlibrary services.

### Material Types

Books and journal articles are the most commonly requested interlibrary loan materials. The following types of materials cannot be supplied through ILL:

- Archival materials
- Rare or valuable materials
- Film rentals
- Reference books
- Materials owned by Keene State College or Keene Public Library (unless noted as missing/lost, at bindery, or on repair).

In addition, audiovisual materials (videos, DVDs, CDs), newspapers, microfilm, conference papers, and dissertations can be difficult to obtain and requests for these types of items may take longer to fill, have shorter borrowing times, or may be restricted to library use only.

### Requesting

After confirming that your item is not listed in the [catalog](#) or our [journals listings](#) submit your requests. See <http://www.keene.edu/academics/library/help/interlibrary/>

- To request material not found in the databases using your own citation, please go to [Interlibrary Loan Request](#) and follow the instructions on that page.

A separate form must be completed for each item.

### Copyright

Mason Library adheres to the U.S. Copyright Law (Title 17, United States Code, Sections 107 and 108) and CONTU Guidelines. We reserve the right to refuse to fill a request if, in our judgment, fulfillment would involve violation of the copyright law.

### Charges and Fees

There is no charge to KSC patrons for ILL service, but any request that might incur significant charges requires prior authorization. Charges for lost or damaged ILL materials are the responsibility of the borrower.

### Arrival and Pick-up of Materials



Turnaround time for receipt of most materials is one to two weeks. However, you should allow four weeks from date of submission to final receipt due to possible problems with availability, citation, or delivery method. ILL service is not designed for last-minute research needs.

Journal articles will be posted for online pickup when possible, or mailed directly to the requestor; books and other returnables will be held at the circulation desk and the requestor notified of their arrival. Patrons will be notified if a request cannot be filled.

## Renewal, Recall and Return

Loan periods are determined by the lending library, and renewals are granted at their discretion. To request renewals log in to your account. If no renewal is granted, you will be notified and must return ILL materials as soon as possible. All borrowed materials are subject to recall by the lending library. Patrons are expected to honor the lending library's due date. Books not picked up by the requestor will be returned to the lending library 3 days before the due date.

## Contact

The Interlibrary Loan Office is not open on weekends or holidays and can be contacted at [ill@keene.edu](mailto:ill@keene.edu) or 603-358-2715.

Policy updated: September 2013

## Lost or Damaged Library Items

Patrons are responsible for replacement charges and billing fees for lost or damaged items. The Library does not accept materials that patrons purchase as replacements. When purchasing materials, the Library determines their appropriateness according to our collection development policy, chooses correct editions and appropriate bindings, and satisfies all licensing requirements. Replacement charges owed by Keene State College students will be transferred to the Bursar's office for collection every month, with a \$5.00 billing fee added to the replacement charges at that time. If a student returns a billed item after the charges have been sent to the Bursar, the Library will waive a portion of the fees.

The Library charges the following rates for replacement, a figure which includes both processing and overdue fees:

- Audio CDs: \$37.00
- Audiobooks: \$120.00
- Books: \$65.00
- DVDs/VHS: \$45.00
- Laptop Computers: \$2,000.00
- Green Bike: \$60.00
- Lock / Key: \$20.00.

Charges are subject to change based on current material prices.

## Lost and Found

Mason Library assumes no responsibility for personal items left in the building. These items will be held at the circulation desk only until they are given to Campus Safety. Individuals seeking items lost in the library should contact the Campus Safety office.

Policy Updated: April 2011

## Mason Library Privacy Policy and Procedures

Mason Library at Keene State College protects the privacy of those who use the library. Staff members and student workers shall protect registration information about borrowers, their requests for information and materials, and their loan transactions. New Hampshire law prohibits the library from giving out any information regarding a patron's library account to ANY other person regardless of their status or identity, without a subpoena, search warrant, or court order.

### Patron privacy information includes:

- A patron's name (or whether an individual is or has been a registered borrower)
- A patron's physical address
- A patron's telephone number
- A patron's e-mail address
- A patron's library circulation record and its contents (including Course Reserves and Interlibrary Loan transactions)
- The number and character of a patron's reference inquiries.

All employees of Mason Library, including volunteers and student assistants, are instructed to comply with these guidelines (see [New Hampshire RSA 201-D:11](#)).

Employees MAY do the following:

- Provide the due date of a particular item (without disclosing who currently has it)
- Recall any checked out item (without disclosing who currently has it)

## Information Regarding Privacy Issues from the American Library Association

The Library encourages you to explore the ALA website for more information.

- [Office for Intellectual Freedom Home Page](#)
- [Questions and Answers on Privacy and Confidentiality](#)
- [ALA's Washington Office](#)

## About the USA Patriot Act of 2001

Libraries are facing a dilemma of having the responsibility of protecting the privacy of our patrons while responding to legitimate national security concerns. On October 25, 2001, Congress passed the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism" (USA PATRIOT) Act. The Act broadly expands law enforcement's

surveillance and investigative powers.

The USA Patriot Act became [Public Law 107-56](#) in response to the events of 9/11/01.

For additional information, see the [American Library Association's Office for Intellectual Freedom](#).

The USA Patriot Act overrides [New Hampshire confidentiality laws](#) protecting library records and the library will comply with it. The Library's policy relating to privacy and confidentiality of information has not changed as a result of the of the USA Patriot Act. Access to patron information under the Act may include, but not be limited to, the following records:

- Database search records
- Circulation records
- Computer use records
- Interlibrary loan records
- Reference interviews.

Libraries or librarians served with a search warrant issued under FISA (Foreign Intelligence Security Act) rules may not disclose, under penalty of law, the existence of the warrant or the fact that records were produced as a result of the warrant. Staff cannot tell a patron that his or her records were given to the FBI or that he or she is the subject of an FBI investigation, nor speak to coworkers, the media, or other government officials about the inquiry. Such requests can be reported to a higher authority within the library and the University System of New Hampshire's General Counsel only.

#### **Definitions and How Mason Library Handles These Items**

**Database Search Records:** These records refer to the searches of the collection a patron may conduct on the Online Public Access Terminals (OPAC). These searches are conducted by utilizing Keene-Link, a joint automated catalog of the holdings of Keene State College's Mason Library and Keene Public Library. Keene-Link is a product of Innovative Interfaces Inc. The system software retains records of searches, but those searches cannot be connected to any individual.

**Circulation Records:** Patron material is circulated via the Keene-Link system. The circulation software tracks materials currently checked out, automatically erasing them from a reader's borrowing record once a book is returned and all fines are paid. However, on an item-by-item basis, there is a record of the last patron who checked out that item until that item is circulated to another patron. Also, the system has tape back-ups of daily transactions. These tapes are retained for four to five weeks.

**Computer Use Records:** The library system is equipped with computers, which access the Internet. The computer keeps a history of searches until it is rebooted. See also Computer Use Policy in this FAQ, above.

**Interlibrary Loan Records:** Patrons may borrow items not owned by Mason Library from other libraries worldwide via Interlibrary Loan (ILL). Patron information is kept in a secure database and is used for the sole purpose of contacting the patron about their interlibrary loan requests. To assure compliance with U.S. copyright laws, transaction records are routinely archived. The library does not maintain paper records of individual ILL transactions.

**Reference Interviews:** Reference Interviews: A reference interview occurs when a patron looking for information approaches a member of the library staff who then interviews the patron in order to narrow down the specific information needed. No paper record containing patron information is generated during the interview. Paper records of telephone reference queries are discarded as soon as the requested information is delivered. Reference questions are received and answered electronically through email and text-based electronic interactions. Text-based interactions are not retained, but email interactions may remain on KSC's server for a period of time.

#### **Procedures for Responding to Law Enforcement Requests**

Mason Library staff will cooperate with law enforcement and comply with the law when served with legal subpoena or search warrant. The staff will strive for operational continuity in the event that workstations, servers, or backups are removed or made inoperable by such service.

Staff Procedures:

- If anyone approaches library staff alleging to be a law enforcement official requesting information, staff members should refer the law enforcement official to the Dean of the Library, the Assistant Dean, or the Head of Access Services. The Dean of the Library, Assistant Dean, or Head of Access Services will ask to see official identification and photocopy the ID.
- If a law enforcement official presents a subpoena, the library staff member should direct that person to the Dean of the Library, the Assistant Dean, or the Head of Access Services who will forward it to the University System's General Counsel Office.
- If a library staff member is presented with a search warrant, they should immediately contact the Dean of the Library, the Assistant Dean, or the Head of Access Services who will also contact the University System's General Counsel Office.
- Keep a detailed record of the legal requests and give that record to the Dean of the Library.
- The Dean of the Library will keep a record of all legal requests and of all costs incurred by any search and/or seizures.
- If a "Gag Order" is in effect, report the contact only to the Dean of the Library. A search warrant presented under the US Patriot Act typically contains language restricting the dissemination of information about the search warrant. This language is referred to as the "Gag Order."
- If a "Gag Order" is not in effect, the Dean of the Library will notify the President of the College, the University System's General Counsel Office, and the American Library Association.

Emergency Disclosures of Information:

If in the normal course of business, a library staff member observes behavior or receives a communication, which may reasonably be construed to be a threat of imminent danger to life and limb of the general public or the staff, he/she should contact local law enforcement agencies immediately. He/she should then contact the Dean of the Library and his/her supervisor and also fill out an Incident Report. Portions of the policy were adapted from "Keene Public Library Policy and Procedures in Response to the USA Patriot Act of 2001".

Drafted Nov. 7, 2003; updated: December 2010

#### **Theft and Mutilation**

The Library will adhere to Keene State College's [Policy on Academic Honesty](#) (referred to as College Policy) when seeking to address incidents of theft and mutilation of library materials. The procedures and guidelines found in College Policy will be followed when applicable. However, the Library has special circumstances which need additional and complementary policies and procedures to supplement the College Policy. This document will serve as Library Policy.

The Library reserves the right to examine the contents of any backpack, purse, or bag when the security system gate alarm has been activated.

#### **Improper Removal of Library Materials**

If a library user is discovered to be exiting the building with library materials which have not been properly checked out, or which do not circulate, he/she will be asked to present a form of identification to a library staff member. If, in the judgment of the library staff member, the library user deliberately failed to properly check out library materials, the person may be charged with a violation of the College Policy and may be subject to action by civil authorities (New Hampshire law (RSA 202-A:24) states that "Any person who shall willfully or maliciously deface, damage or destroy any property belonging to or in the care of any gallery or museum or any state, public, school, college, or other institutional library, shall be guilty of a misdemeanor. Any such person shall forfeit to or for the use of such library, gallery, or museum, 3 times the amount of the damage sustained, to be recovered in an action in the superior court."). The staff member will complete an

Incident Report form, which will be forwarded to the library administration. Campus Safety may become involved.

## Mutilation of Library Materials and Property

All incidents of mutilation of library materials or property will be considered a violation of College Policy and reported to the library administration. The Incident Report form will be used and any evidence gathered should accompany the form. Campus Safety will be informed and the City of Keene Police as necessary for vandalism. See: "[Theft and Damage Violations](#)" in the [Student Code of Conduct](#).

## Penalties for Violations of College Policy

The penalty for the first violation of the College Policy will be payment of all material replacement costs (if the material has been damaged). Subsequent violations "will be considered as grounds for, and may result in, permanent dismissal from the college" (College Policy). Other sanctions and fines may be applied in lieu of dismissal. See: [KSC Academic Honesty Policy](#).

As with the enforcement of any library or college policy, the discretion of the staff involved must be respected. The library administration will determine the sanction and/or fine for violation of College Policy, in consultation with other campus entities as appropriate. Students have the right to appeal as specified in the College Policy. In keeping with College Policy, all violation reports will be forwarded to the Office of the Provost/Vice-President of Academic Affairs, where they will be kept on file.

Policy updated: December 2010

## Journals and Magazines

Mason Library journals, magazines, and newspapers are non-circulating and available for in-library use. Current issues can be found in the reading room and past issues of many of our subscriptions can be found either with bound periodicals or on microform.

## Who May Borrow Materials?

### Keene State College Undergraduates

\* Any undergraduate currently enrolled at Keene State College may have a library account \* Registration with Library is generally automatic with enrollment at KSC.

Please have your KSC ID card with you when borrowing library materials.

*Loan period*

Books -- 6 weeks; Renewals -- 6 weeks

Media -- 1 week

Limits -- none

If under 18, use of Green Bikes requires parent/guardian permission.

See: *Lost or Damaged Library Items* in this FAQ, above.

### Keene State College Graduate Students

Any student enrolled in a Keene State College graduate program may have a library account

Please have your KSC ID card with you when borrowing library materials

*Loan period*

Books -- 1 semester; Renewals -- 1 semester

Media -- 1 week

Limits -- none

See: *Lost or Damaged Library Items* in this FAQ, above.

### Keene State College Faculty

Present a valid ID when registering

Please have your KSC ID card with you when borrowing library materials

*Loan period*

Books-- 1 year; Renewals - 1 year (For additional renewal time, return items and check with the Circulation Supervisor)

Media -- 4 weeks

Limits -- none

See: *Lost or Damaged Library Items* in this FAQ, above.

### Keene State College Faculty Emeriti

Please have your library card (ID) with you when borrowing library materials

*Loan period*

Books-- 1 year; Renewal -- 1 year

Media -- 4 weeks

Limits -- none

See: *Lost or Damaged Library Items* in this FAQ, above.

### Keene State College Adjunct Faculty

Current adjunct faculty members may have a library account valid for duration of their appointment

Present a valid ID when registering

*Loan period*

Books -- 1 year (or end of appointment); Renewals -- 1 year

Media -- 4 weeks

Limits -- none

See: *Lost or Damaged Library Items* in this FAQ, above.

### Keene State College Staff

Any current member of Keene State College may have a library account

Present a valid KSC ID card when registering

Please have your library card (ID) with you when borrowing library materials

*Loan period*

Books -- 1 year; Renewals -- 1 year

Media -- 4 weeks

Limits -- none

See: *Lost or Damaged Library Items* in this FAQ, above.

### Keene State College Complementary Staff

Any current employee of Keene State College may have a library account

Complementary staff must present identification obtained from the office in which they are employed

Please have your KSC ID card with you when borrowing library materials

*Loan period*

Books -- 1 year; Renewals - 1 year

Media -- 4 weeks

Limits -- none

See: *Lost or Damaged Library Items* in this FAQ, above.

**Keene State College Contractors (Sodexo, UGL)**

Any current employee of KSC contractors may have a library account

Sodexo or UGL staff must present identification obtained from their employer

Residents of Keene may use their KPL account; others will be issued a Keene-Link card

Please have your library card with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 days

Media -- 1 week

Limits -- no Interlibrary Loan

See: *Lost or Damaged Library Items* in this FAQ, above.

**Keene State College Alumni**

Alumni of KSC may have a library account upon presentation of an Alumni Card

Please have your library card with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 days

Media -- 1 week

Limits -- no Interlibrary Loan

See: *Lost or Damaged Library Items* in this FAQ, above.

**Families of Keene State College Faculty and Staff**

Spouses and resident children of KSC faculty and staff may have a library account

Present a valid ID when registering. The KSC faculty/staff member must also be present to sign an agreement.

Please have your library card with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 days

Media -- 1 week

Limits -- no Interlibrary Loan

See: *Lost or Damaged Library Items* in this FAQ, above.

**Students and Faculty of NHCUC Schools and NH Community Colleges (including River Valley Community College in Keene)**

Any current affiliate of a school in the New Hampshire College and University Council and the New Hampshire Community College System may have a library account

NHCUC Schools are: Antioch University -- New England, Colby-Sawyer College, Chester College - New England, Dartmouth College, Franklin Pierce College, Granite State College, MA College of

Pharmacy & Health Sciences - Manchester, New England College, New Hampshire Institute of Art, NH Community Colleges, Plymouth State University, Rivier College, Saint Anselm College,

Southern New Hampshire University, and University of New Hampshire

Present a valid ID from the NHCUC/NHCC institution

Please have your ID with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 days

Media -- 1 week

Limits -- no Interlibrary Loan

See: *Lost or Damaged Library Items* in this FAQ, above.

**Cooperating Teachers (for KSC student teachers)**

Cooperating Teachers may have a library account for one semester upon presentation of valid identification from their school district. (Cooperating Teachers have undergraduate privileges while they are taking classes at KSC)

Please have your library card with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 days

Media -- 1 week

Limits -- no Interlibrary Loan

See: *Lost or Damaged Library Items* in this FAQ, above.

**Upward Bound Students**

Upward Bound students may have a library account, valid for the duration of the Upward Bound term

*Loan period*

Books -- duration of term

Media -- 1 week

Limits -- Keene-Link card not issued; no Interlibrary Loan

If under 18, use of Green Bikes requires parent/guardian permission

See: *Lost or Damaged Library Items* in this FAQ, above.

**Upward Bound Staff**

Upward Bound staff may have a library account, valid for the duration of the Upward Bound term

*Loan period*

Books -- duration of term

Media -- 1 week

Limits- no Interlibrary Loan

See: *\*\*Lost or Damaged Library Items\** in this FAQ, above.

**KSC Aspire Program**

Non-matriculated individuals registered with the College's Aspire Program may have a library account for the length of the program

Please have your library card with you when borrowing library materials

*Loan period*

Books -- 6 weeks; Renewals -- 6 weeks

Media -- 1 week

Limits - no Interlibrary Loan

If under 18, use of Green Bikes requires parent/guardian permission

See: *Lost or Damaged Library Items* in this FAQ, above.

#### **Keene Public Library Patrons**

Please have your KPL card with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 days

Media -- 1 week

Limits -- no Interlibrary Loan

If under 18, use of Green Bikes requires parent/guardian permission

See: *Lost or Damaged Library Items* in this FAQ, above.

#### **USNH Alumni**

Alumni from any USNH institution may have a library account

Present Alumni card from home institution

Please have your library card with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 day

Media -- 1 week

Limits -- no Interlibrary Loan

See: *Lost or Damaged Library Items* in this FAQ, above.

#### **External Borrowers**

External borrower cards may be purchased at the Circulation Desk.

Borrowers under 18 years of age must have a parental signature.

Please have your library card with you when borrowing library materials

*Loan period*

Books -- 28 days; Renewals -- 28 days

Media -- 1 week

Limits -- no Interlibrary Loan

See: *Lost or Damaged Library Items* in this FAQ, above.

Fees:

\$50.00 / year, \$30.00 / 6 months

Updated: December 2010