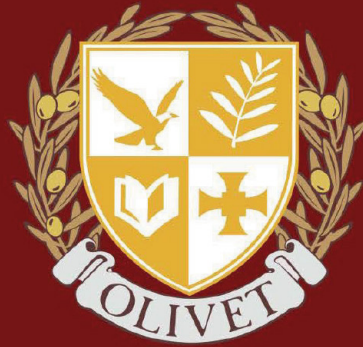




OLIVET UNIVERSITY

R A L P H D . W I N T E R L I B R A R Y
S T A F F H A N D B O O K

2023 - 2024

Library Staff Handbook

2023-2024

September 1, 2023 through August 31, 2024



Olivet University
www.olivetuniversity.edu

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Disclaimer

The policies and procedures contained in this handbook are in effect from September 1, 2023, through August 31, 2024. Although the information herein has been reviewed, the text may nevertheless contain errors, which will be corrected when brought to the attention of the University.

Olivet University makes every reasonable effort to provide accurate information in the contents of this handbook but reserves the right to make changes at any time without prior notice. The University reserves the right to change calendars, academic programs, individual courses, policies and fees, and all other aspects of University operations by the official action of the University. In addition, changes in policies, procedures, and administration may have occurred since the printed publication of this handbook. Updates and changes shall be reflected in the online version at the time they are made. In case of discrepancies between the online and printed versions of the handbook, the online version is to be considered definitive. Students should contact the appropriate department office for the most recent information.

If programs are discontinued, or if substantial changes in requirements for degrees are made, the University will endeavor to allow students disadvantaged by the change to continue under existing programs and requirements.

Any question a student may have regarding this handbook that has not been satisfactorily answered by the University may be directed to the Bureau for Private Postsecondary Education at 1747 N Market Blvd. Ste 225 Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-8900 or by fax (916) 263-1897.

Introduction

Mission Statement

The mission of Ralph D. Winter Library is to support the students in their biblically centered education, faculty in their instructional and research goals, and staff in their meaningful pursuit of knowledge. The Library provides onsite and virtual information resources and services, access to a collection of material in all formats, information literacy, and a learning environment necessary for the academic training of men and women for Christian ministry to fulfill the commission entrusted to Olivet University by the Lord Jesus Christ.

Goals and Objectives

1. Select, maintain, and provide access to a collection of material in all formats that will support the curriculum and research pursuits of students and faculty.
 1. Increase the electronic resources collection to meet the needs of distance learners.
 2. Improve the physical and digital infrastructure to meet the needs of students, faculty, and staff and to maintain professional standards of library services.
2. Provide information literacy to enhance learning and critical thinking.
 1. Develop a comprehensive library instruction and information literacy program.
 2. Offer services that help students, faculty, and staff become effective users of the information resources available at the Library.
3. Promote the Library's resources and services to the University community for meaningful pursuit of knowledge and activities.
 1. Use various social media to publicize new and existing services and resources.
 2. Use face-to-face, announcement boards, and other strategies to publicize new and existing services and resources.
4. Collect, preserve, and provide access to special collections to serve the research needs of students and faculty.
 1. Collect theses and dissertations from the University to add to the Library's collection.
 2. Maintain and preserve the William Wagner Library collection and other appropriate collection from faculty.
5. Provide resource sharing through cooperative arrangements / consortia to ensure students and faculty have a wide range of resources available for scholarly and cultural pursuits.
 1. Join cooperative agreements with institutions with a Christian focus.
 2. Join consortia that would provide electronic resource sharing to reduce cost.

6. To have an appropriate sized staff to offer the level of service needed to meet the needs of the University community and beyond.
 1. Maintain the growing electronic resources and provide technical assistance when needed.
 2. Maintain level of service outside of the Library such as reciprocal borrowing arrangements due to resource sharing, cooperative agreements, and other ventures.

Description

The Ralph D. Winter Library consists of the Main Library, which supports instruction at Olivet in the English language, and the Asian Library, which supports instruction at Olivet in Chinese, Korean, and Japanese. Meanwhile, Jubilee Music Library, Journalism Library, Information Technology Library, Art & Design Library, Media Library, Information Technology Library, and Business Library provide various materials that support each discipline of Olivet University.

Librarians and assistants are currently committed to excellence in quality of service and who are qualified to provide guidance to library users.

Goals and Observable Behaviors for Staff

Environment

We provide a collegial, safe, and clean environment, which promotes effective use of library resources.

1. We treat library users and colleagues the way we want to be treated. We:
 - respect cultural differences
 - communicate in a friendly, respectful, and courteous manner
 - listen attentively and remain open to questions
 - are truthful, open, and clear in our communication
 - respect confidentiality when appropriate
2. We carry out circulation activities in a quiet, efficient manner, striving not to disturb nearby users and staff.
3. We provide a safe and healthy environment. We:
 - clearly state guidelines for what constitutes a safe and healthy environment
 - regularly assess units and make improvements as needed
 - work with campus to:
 - provide clean, safe, and well-lit facilities
 - safeguard our users, staff, and library materials.
4. We prepare for emergencies and difficult situations. We:
 - maintain written safety and emergency response procedures
 - train staff for emergencies and difficult situations
 - review incidents after-the-fact to assess procedures and support systems
5. We provide — on-site or nearby — library computers, printers, and copiers, and we:
 - report equipment in need of repair immediately
 - ensure that broken equipment is repaired or replaced as soon as possible
 - train staff to assist users in the basic use of these resources
 - assess the need for various types of equipment annually
6. We accommodate the needs of disabled users. We:
 - provide furniture and fixtures which comply with ADA specifications
 - provide one-on-one services (e.g., paging material) as needed.

Access

We foster timely, convenient, and equitable access to materials.

1. We work to match hours of on-site circulation services and study space to users' needs.
 - we advise our Office of Administration when adjustments in hours seem appropriate
 - we work with our Office of Administration to develop budget proposals for additional hours and services as needed
2. We work to minimize the amount of time users have to wait for services. We:
 - request backup assistance at circulation points if more than a few people are in line
 - alert users to possible delays, and manage lines to move them as quickly as possible
 - implement online procedures which enable users to perform many circulation functions at their own convenience
 - ask our users to understand that at certain times of the year (e.g., end of the quarter, mid-terms, etc.) extra demands on both the collections and on our student workers affect our ability to meet these goals
3. We make library materials available in a timely and accurate manner. We:
 - discharge an item within 0 to 24 working hours of its return
 - re-shelve an item within 0 to 48 working hours of its discharge
 - create, where possible, publicly available sorting areas and refer users there as appropriate
 - monitor discharging and re-shelving processes to ensure a minimum of 98% accuracy
 - promote and seek regular funding for more frequent and in-depth shelf-reading
4. We make identifying materials in the catalogs and locating them on the shelf as easy as possible. We:
 - provide accurate, online information about the availability of materials in the collection
 - consistently follow Library record maintenance standards and procedures
 - offer assistance in finding items in the stacks, provide referrals to reference staff, and provide clear signs, directories, maps, etc.
5. We process course reserve lists as quickly as possible
6. We make return of library materials as convenient and reliable as possible
7. In support of equitable access by all users, we hold all users accountable for returning items when they are recalled.
8. We protect the collection and extend its life by applying conservation standards when binding, shelving and handling materials

9. We establish loan periods and assign privileges to users to optimize use of the collection by faculty, staff, and students. These policies provide access to others as resources allow. Some policies and practices may be library-wide, some may be unit-wide. They are each uniformly applied within the environment and group to which they relate.

Information

We provide concise and accurate information on the use of services and sources, and refer users appropriately.

1. We communicate information that is concise and accurate in person, by telephone, library website, and e-mail.
2. We provide information about:
 - circulation procedures and policies
 - library-wide privileges
 - library-wide services
 - directions using the Internet, signage, and maps
 - course reserves
 - basics of library catalogs, referring as necessary to library guides, and tours & instruction
 - basic use of on-site equipment
3. We seek to satisfy users. In the event that front-line staff are unable to do so, we offer users options for how to resolve an issue.

Continuous Improvement

We seek and use feedback for continued improvement in services and provide on-going training for our staff.

1. We have clear and written standards and guidelines, we train staff to meet these standards, and we incorporate them, where applicable, into individual performance evaluations.
2. We set realistic priorities among our tasks to ensure that the most important items can be performed to the Library's standards of excellence.
3. We develop and implement innovative models and standards in response to changes in our environment, providing leadership to the library and information community.
4. We value user feedback and use various methods for receiving suggestions from our users, including in person, online, in-unit suggestion/comment boxes, and surveys.
5. We train staff for professional development by actively participating in networks or cooperative arrangements.

Cataloging Manual

Cataloging Guides

Refer to the link: [Cataloging — Koha Manual 22.11 documentation \(koha-community.org\)](http://koha-community.org/manual/22.11/cataloging)

Copy Cataloging

1. After you have logged in to the system, click on "Cataloging" (left side menu).
2. Click on "New from Z39.50/SRU". Choose the type of the item, i.e. books, serials, DVDs, etc.
3. Type in the ISBN or Title and Author's last name of the item, select "search targets" on the right side, and click on "search".
4. If the results show existing bibliographic records, it may mean the Title already exist but it might be from a different author or year. You will need to double-check the records carefully. You have to look through the MARC record to ensure everything is "correct": ISBN, Title, Author, Edition, etc.
5. Then scroll down to find field 050 – this is where you will find the Library of Congress call number. Copy that call number (lines a and b) and in pencil, put that call number on the back of the title page of the book.
6. Next use that call number as an input for the field 942k Classification.
7. Click on "Import". (*Choose Library of Congress copy over other libraries', unless it is truly inferior.)
8. After importing the record, examine and add any missing info in the 008 field. Add if c is missing in 245 field. Add any missing info in 300 field. Delete any 5xx that are copy specific (i.e., not pertinent to the RDWL copy). Delete 856 field if link does not work or RDWL has no access to full text and delete 530 note for online availability. If any data have been modified, add the cataloging source as OU. (For more detail: please refer to <http://manual.koha-community.org/3.8/en/catguides.html#bibcatcheatsheet>)
9. Add Item: Click on "+New" and "New item". Choose collection code, current location, permanent location, and Not for loan status. Input the call number under Full Call Number.
10. Add Barcode number, by scanning or typing in.
11. Click "Add Item" at the bottom. You can now see the data, which is already in the system.

Collection Development Policy

Selection Responsibility

The Library Committee supervises the collection development process. Although Library faculty are responsible for the overall development of the library collections, faculty in all disciplines of the college are expected to take an active role in selecting library print and media materials. The Program Directors act as contact persons for library staff in each of the academic areas, and they assist faculty members with library resource selection and use.

Students, college staff, and administrators are also encouraged to make recommendations for book and media purchases to the Library faculty. Requests for purchase of library materials, from all sources, will be considered in light of this document and in relation to the overall instructional and educational purposes of the University. After a request has been submitted that meets these criteria by a student, faculty, or staff member, an order will be placed for the materials if funds are available, or the request will be placed in a future-orders file for such time when funds will allow it to be reconsidered for purchase.

Allocation of Funds and Collection Development

The Library Committee is responsible for determining how funds will be allocated within the materials budget. Funds are allocated for reference and general materials, acquisitions, cataloging and processing, as well as an equitable distribution of funds for subject materials in the all areas of the college.

The allocation of funds and the comprehensiveness of the collection will reflect student demand for materials and the discipline areas. Consideration will be given to the materials available in other area libraries in the geographic locale of the Olivet University student community.

The Olivet University Library collection is designed to provide at least the basic informational support in all the University disciplines. Each subject area allocation includes funds for print materials, including serials, audiovisual and, electronic materials.

Selection and Evaluation of Materials

Materials for the library will be selected in the following order of priority: curriculum support; outstanding items in other fields of knowledge; and materials for professional growth of faculty and staff.

Materials considered for addition to the collection will be evaluated with attention given to: written reviews; size and adequacy of the current collection; potential use of materials by students and faculty; appropriateness for University use; and currency (current material is given high priority).

Library Materials

Books (Circulating Collection)

The Library may purchase single copies of hardbound books whenever possible. Paperbound books will be acquired when the Library must exercise judgments of economy. Relative price when compared to the perceived long-term value and use will be considered.

Reference

The reference collection is composed of information sources that are most successfully utilized in the library and which the reference Library staff members need close at hand to assist in responding to information requests. With few exceptions, reference materials are not meant to be read continuously from beginning to end, but contain relatively short and discrete articles or bits of information which users will consult one or a few at a time. Reference materials include, but are not limited to, indexes, encyclopedia, handbooks, directories, Bible Commentaries, dictionaries, and compilations of statistics.

Reference material is chosen because of its authority, scope, treatment, arrangement, cost, and need. It must be as up-to-date as is necessary for the provision of current and reliable information. Superseded editions that are removed from the reference collection may be added to the circulating collection if the information in them is not obsolete or likely to be misleading to users.

Textbooks

Olivet University will purchase some of textbooks that are being used for courses at the college. The Library may accept as gifts relevant texts that are not superseded by a subsequent edition.

Foreign Language Materials

The University will acquire foreign language material (especially in Chinese, Japanese, and Korean) that supports the non-English language teaching needs of the Colleges.

Fiction

The Library will purchase fiction when it is of sufficient literary merit and contributes to the overall enrichment of the library collection. Efforts will be made to provide a balanced and representative selection of major literary figures, along with the supporting biographical and critical studies.

Serials

Serials include journals, magazines, newspapers, newsletters, print, and electronic abstracts and indexes. Since every journal title represents a continuing expense, titles will be added very selectively.

Local, some regional, and national newspapers will be acquired but not preserved in paper issues.

Gift subscriptions will be accepted if they meet the criteria of this collection development policy. However, in no case will serials older than four years be accepted on a routine basis.

Media Resources

The Library will purchase audiovisual materials needed to support the curriculum in all formats for which it has equipment or facilities. Current items include CDs, DVDs, and cassettes. These formats may expand as technology changes.

The Library normally acquires audiovisual materials at the request of faculty members. Requests for more expensive material will be scrutinized more closely than requests for inexpensive material. Factors such as potential use, published reviews, the quality of the product, and overlap with material already owned will be considered. The Library may choose to purchase an item for which demand is great even if the item is available from a free-loan source.

E-Resources

The library may get memberships in networks or subscribe to or make contracts with companies or authors to acquire e-resources to meet the needs of the Olivet online and onsite learning community. The library may get donations of electronic items from other third parties.

E-resources include, but are not limited to electronic serials, online bibliographic or numeric databases, electronic reference materials, electronic monographs.

Gifts

The selection of materials received as gifts will be governed by the same criteria that govern the selection of purchased items. The Library reserves the right to dispose of duplicate and unwanted material. Disposal may be by direct sale, by discard, or other appropriate means. The Library is not responsible for a monetary statement to the donor for tax purposes, but will acknowledge receipt of the gifts. The Library assumes no responsibility for the use donors make of such acknowledgments.

Conclusion

The collection development policy will be evaluated and changed as necessary by the Library committee activated by the Librarian, based on the growing and changing needs of Olivet University and the Library.

Electronic Collection Development Policy

Introduction

Electronic resources are defined as resources that require computer access. These include, but are not limited to, electronic serials or collections of serials; online bibliographic or numeric databases; electronic reference materials and electronic monographs or collections of monographs. Access formats include Internet, online services, floppy and hard disks, compact disks and DVDs.

Selection

Electronic resources should be relevant and appropriate to a significant segment of the Libraries, users, meet current academic and research needs, and support the University's mission.

Traditional selection criteria for library materials apply to electronic resources. However, due to their unique nature, special criteria need also be applied.

- Cost of subscription
- Technical consideration
 - Access by page referral, remote access exclusively
 - No requirements for additional or special hardware or software, other than what is freely available and widely used
 - Compatibility across different platforms (PC, Mac, etc.)
 - Full-text availability in PDF and/or HTML
 - Trial period available for review of the resource prior to purchase decision
 - Value added enhancements and/or improved access, such as:
 - Availability independent of time or location
 - Greater functionality, including multiple search indexes
 - More extensive content
 - More up-to-date content
 - Should be user-friendly and provide assistance to the user by prompts and menus, context or function specific help screens, or tutorials.
 - Vendor reliability as to content, business practices, customer and technical support, documentation and training, and notification of content and format changes.
 - Availability of Counting Electronic Usage of Networked Electronic Resources (COUNTER) compliant usage data
 - Acceptable license terms

Licensing

The University will negotiate the best possible license with each vendor. Each resource may have differing terms and not all preferences may be met. In general, the vendor should provide a standard agreement that describes the terms of the license in easy-to-understand and explicit language. Licenses should include, but are not limited to:

- Broad definitions of authorized users including faculty, students, and staff.
- Warranties that the licensor has the right and authority to license the material
- A continuous service and scheduled downtime clause.
- Guaranteed anonymity of the users and confidentiality of their information.

Review of Electronic Resources

Electronic resources are reviewed and reassessed before renewal. A resource may be withdrawn from the collection when:

- The resource no longer supports the curriculum and/or research needs of the University.
- The resource is no longer available or maintained.
- The resource is no longer reliable or relevant.
- The resource overlaps or duplicates material in another resource that provides more comprehensive coverage of the subject.
- The information is available in a more suitable format.
- Usage or circulation statistics indicate a declining level of interest.
- Cost is not commensurate with usage.
- The current product becomes obsolete or damaged.
- Budget reductions force cancellation of products.

Policy Review

This policy will be reviewed and revised as needed in order to address changes and reflect current practices in the continually evolving electronic information environment.

Library Personnel

University Head Librarian

The University Head Librarian's responsibilities include:

- Manages library programs and services;
- Co-chairs the Library Council with the Academic Dean;
- Co-chairs the Library Committee with the Director of Technical Services to administer libraries and oversee library directors or extension site library if available;
- Represents the library to University extension locations, and other organizations;
- Manages the library's resources, including developing plans for the allocation and reallocation of resources;
- Works with appropriate administrators to implement, administer, facilitate, and assess goals, programs, and services;
- Promotes collegial and participatory interactions and fosters communication among library units, and between the library and other university units;
- Participates in the evaluation of library faculty and library staff;
- Guides and directs the library's collection and development and assesses programs;
- Oversees the physical facilities for the Library;
- Contributes to the goals and direction of the Library;
- Assists individuals to develop their knowledge and skills;
- Represents and advocates for the library within the University administrative governance structures; and
- Encourages and support diversity in the workplace.

Director of Technical Services

In coordination with the University Librarian, the Director of Technical Services manages, operates, conducts long-range planning, policy and procedure development, and documents the evaluation of the e-library. Administrative obligations include hiring, training, and promotion of library technical service staff. As a co-chair of the library's management committee, the Director of Technical Services participates in policy formulation and takes a prominent role in strategic planning for the e-library and extension locations, especially in the technological point of view. The Director of Technical Services works with the University to develop policies and procedures for the e-library to ensure the services are consistent, fair and in compliance, and manages and inspects daily e-library processes to maintain the system stability.

Library Assistant

The Library Assistant reports to the Head Librarian and helps ensure the successful development and operation of the library. The assistant helps to open and close the library, and works together with the Head Librarian, Extension Site Directors and Program

Directors to manage and develop the library. The extension library assistant may also be called to assist with inter library loans and other tasks as needed.

General Duties of Library Assistant:

Performs varied clerical work in issuing and receiving library materials; and assists patrons in the use of library services and facilities.

- Receives oral or written instructions from the Supervisor.
- Organizes work according to established procedures.
- Performs routine library services such as receiving and loaning books, returning books to shelves, and following up on overdue books and materials.
- Performs routine filing of books, periodicals, and other materials.
- Checks returned books for damage.
- Assist in maintaining the appearance of the library.
- Makes minor repairs to books and materials as needed.
- Computes and receives overdue fines.
- Maintains records of supplies and materials.
- Operates computer terminal and auxiliary equipment in routine duties.
- Reports work accomplished to the Supervisor.
- Reserves books and materials.
- Direct student assistants in assigned duties.
- Open and close the library.
- Perform other related duties as assigned.

Extension Library Assistant

The Extension Library Assistant reports to the Head Librarian and helps ensure the successful development and operation of the extension library. The assistant helps to open and close the library, and works together with the Head Librarian, Extension Site Director and Program Directors to manage and develop the extension library. The extension library assistant may also be called to assist with inter library loans and other tasks as needed.

Library Committee Description

The Library Committee administers Olivet's libraries and meets quarterly. It is composed of Olivet's Head Librarian and Program Directors of colleges.

- Assess the needs of students and faculty in the use of the library;
- Formulate the annual budget, long range budget, allocation of book funds, and long-range building plans;
- Serves as a communicating bridge between the University Librarian and the Dean /Director of each college, and students and faculty;
- Monitors technical developments (such as automation or computerization) for the libraries;

- Fosters communication with and keeps faculty and other constituency groups informed of major library issues;
- Ensures the library is connected with and supports the University's academic programs; and
- Serves as an advocate for Ralph D. Winter Library.

Library Council Description

The Library Council is the advisory board and meets annually. It is comprised of Olivet's Head Librarian, Academic Dean (to whom the head librarian reports), and College Deans or their representatives for matters of general policy, planning, programs, goals, and objectives.

- Reviews and makes recommendations on long-range planning for the University's library resources;
- Reviews the performance of the libraries in supporting and assisting scholarly activities;
- Advises regarding library services, especially innovation, for the campus community;
- Gives advice on the allocation of resources among library units and services;
- Reviews benchmarking reports with peer institutions for resources, staffing, and services; and
- Serves as an advocate for Ralph D. Winter Library.