Library Operations Manual/Catalog

CONTENTS

VERITAS INTERNATIONAL UNIVERSITY

Creation

The Veritas International University Library's Operations Manual was compiled in the summer of 2011 by following the TRACS standard, adopting the Southern California Seminary's (San Diego, CA) format, and incorporating the existing Calvary Chapel Bible College library policies and procedures.

Organization

The Operations Manual is divided into 6 (six) parts: Introduction, Management, Service, Collection, Budget & Facility, and Assessment, which consists of the Annual Report and the Strategic Plan. Within each part are further subdivisions by policy and/or procedure. Where appropriate, the policies and procedures on the same topic are combined into the same document.

Purpose

The Operations Manual is intended as both a guide to the policies and procedures of the University Library, a training tool for new staff members and a mechanism for refining and reviewing the library's current policies and procedures.

Changes

Policy Changes. Changes to VIU Library policy are proposed by the Director of Library Services to the VIU Library Committee for approval. If a policy is needed during the summer months, when the University Library Committee does not meet, the Director of Library Services has the authority to implement the policy and seek approval when the meetings resume in the fall.

Procedural Changes. Changes to University Library procedures do not require VIU Library Committee approval. Changes to procedure can be proposed by a library staff member and if needed, approved by the Director of Library Services.

Updates to Documentation. When an OM document is updated, it will include a new "Effective Date", "Supersedes" will indicate which Part and section and document title is being replaced, the old "Effective Date" is placed in the "Dated" field.

Vision Statement

The library's purposes are to meet the graduate resources and program support of Veritas International University.

Mission Statement

The library provides the communities of Veritas International University with services and resources that reflect depth of knowledge and diversity of opinion to develop critical thinking skills and encourage lifelong learning.

Library Objectives

1. Increase depth and breadth of the collection, in a variety of formats, by continuous evaluation and improvement of the library's resources.
2. Create an environment that promotes study and research by maintaining and improving the physical environment of the holdings and use of the library.
3. Improve access to the library collections and promote library services to students and faculty.
4. Develop instruction for lifelong learning and critical thinking skills
5. Continue systematic updates of computer hardware and enhance access to new software technologies.
6. Develop and increase as needed a quality staff in the service and operations of the library.

Accreditation

Veritas International University is committed to becoming a fully accredited academic institution. To accomplish this, VIU is currently an applicant seeking accreditation through Transnational Association of Christian Colleges and Schools (TRACS, PO Box 328, Forest, VA 24551; Telephone: 434.525.9539; web: www.tracs.org; e- mail: info@tracs.org) recognized by the U.S. Department of Education (U.S.D.E.) and the Council for Higher Accreditation Association (CHEA). TRACS is also a member of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE).

In addition, Veritas International University's degree programs meet California state requirements for non-profit religious corporation exemption pursuant to California Education Code Section 94874(e) as verified by the Bureau for Private Postsecondary Education (BPPE). After examination of our documents and a review of our degree programs, VIU was given permission to grant degrees in the state of California on September 14, 2010. Every other religiously exempt degree granting institution in the State offering legitimate degrees operates under this same statute. Exemption from licensure is not based upon any assessment of program quality or credibility under established licensing/authorization standards.

The following statements and standards are taken from the TRACS Accreditation Manual (May 2011, pgs 88-90) and reflect the desired goals and standards by which the VIU Library is/will be operated and structured.

1. Library/Learning Resource Center

Libraries/LRCs are central to the educational process in institutions of higher learning. Convenience to users is a primary concern in its physical location. Materials and services are to be such as to encourage faculty members and students to develop spiritually, intellectually and culturally. It is the responsibility of the institution to see that adequate library and learning resources are accessible to undergird the academic programs. It is recognized that TRACS member schools will vary in the number of students, programs and degree levels—which will have a direct effect on library/LRC needs. It is also recognized that the latest technology will have a major effect on the need to store many of the volumes in one place; however, there are eight basic guidelines by which all libraries will be evaluated. In addition to assistance provided students concerning the use of on-site library and research resources, all students must be instructed to use current innovative research tools and give evidence of required usage of these resources.

a. Purpose. The library/LRC will have a manual that details its purpose and policies, including staff responsibilities, services to the academic community it serves, design of its facilities, financial and budgetary obligations, collection development and cataloging. The purpose statement will be in concert with the overall purpose, objectives and philosophy of the institution.

b. Holdings. A committee representing the total campus community is to develop policies that will ensure that the educational and services needs are met. The institution will be able to show evidence of the development of the library shelf and on-line collection (both by addition and removal of resources) to support the curricular needs of the institution in order to maintain a quality library or resource learning center.

c. Systematizing of Materials. Materials are to be systematically and comprehensively organized so that they can be speedily accessed. A catalog of all the holdings of the library (LRC) without regard to location must be created. It is to show author, title and subject of each item according to international cataloging regulations. Continued editing will be necessary to keep the catalog up-to-date. An adequate number of catalogs or terminals are to be available to meet the needs of the patrons.

d. Personnel. Library (LRC) professional staff will have the responsibility of leadership in library development and operations—such as reference, collection development, information services, bibliographic control of materials, and administration. Librarians are to have a minimum of a master's degree from a library school accredited by the American Library Association. One professional librarian will be appointed for every 500 FTE students. Adequate support staff should be provided and will have written job descriptions.

e. Services. The library staff will provide efficient services to patrons. They are to also serve on curriculum committees and work with the faculty to strengthen the collection. The staff is to assist the patrons to become familiar with material, usage. and functions of the library. This would include traditional references, bibliographic instruction, computerized systems of access and retrieval of information when available, plus non- book holdings. Orientation either in classroom settings or by tailored programs is to be provided.

f. Buildings. The buildings are to be secure and specifically designed or adapted for library use. The library/LRC is to be commodious, having an environment and atmosphere conducive to study. The facility should have built into its structure the potential for any needed future expansion. There must be adaptations provided for the handicapped. The capacity for two hundred pounds a square foot is essential for stack and heavy equipment areas. The size of the building will be determined by the size of the student body, the housing of staff members, the number of volumes in the collection, and the location of non-print materials. Where appropriate, rooms need to be built for bibliographic instruction groups, the arrangement of computers

and terminals for networks, seminar rooms, language laboratories, and storing of microforms. A residential campus must require the optimum of one seat for four FTE students. Where possible, the total 90 collection and all the functions of the library must be housed in one adequate and functional building.

g. Management. The library (LRC) director will report to the chief academic officer and is responsible for personnel, material, functions, and services of the library. The librarian is responsible to assess the library staff, the holdings, and the services provided. The head librarian, as all library staff members, will have a detailed job descriptions.

h. Finances. The library (LRC) director will be responsible for developing a budget that will provide sufficient funds for services and adequate holdings. It is suggested that the library be funded at approximately six percent (6%) of the educational and general budget of the institution. Where the library (LRC) is deficient, the institution may need to allocate additional funds. Elements that determine the requirements for financial support include curriculum needs, improvement in collection, student enrollment, services offered, the extent of networking, and audiovisual requirements. Normally, approximately forty percent (40%) of the library (LRC) budget is allocated to materials and sixty percent (60%) to personnel.

Standards and Evaluative Criteria

25.1 The library (LRC) must have a printed manual that is available and outlines its purpose, policies, and staff responsibilities.

25.2 Library (LRC) holdings and acquisition must be adequate to support the curriculum, faculty, and number of students served, *regardless of delivery mode or student location*.

25.3 The library (LRC) materials must be standardized and systematically organized for speedy access *for both on-campus and distance education*.

25.4 Library (LRC) staff must be professionally qualified and led by a full-time head librarian with at least an MLS degree or equivalent.

25.5 The building must be adequate, providing space for holdings and servicing of students including study space.

25.6 The librarian must report to the chief academic officer and must have access to the chief financial officer.

25.7 Finances for library (LRC) must be equal to or exceed the percentage of the average expenditures for such services for three accredited institutions with similar FTE and educational programs.

25.8 The library (LRC) must give evidence that students can and have used library resources *through evaluation of student circulation statistics and database searches*.

Library Operations Manual Introduction	Part L I.1.4	
Subject: Cooperative Agreements & Memberships	Page 1 of 1	**Effective Date** 9/22/2011
		Supersedes Dated

Since no library has limitless resources, libraries must work together to bring their patrons valuable access to materials. Consortium and resource sharing efforts are important in sharing access to materials. The library is open to other networking avenues.

Cooperative Agreements

Veritas International University has a written agreement with Calvary Chapel Bible College (Murrieta, CA) which allows VIU students and faculty the use of all library resources and materials.

National Members

Currently, VIU does not possess national membership in any organization. This is primarily due to our limited amount of holdings and our current non-accredited status. However, in the future, the VIU library desires to be an institutional member of the Christian Library Consortium. This membership in the Association of Christian Librarians includes vendor discounts, electronic resource discount through WALDO (Westchester Academic Library Directors Organization), a subscription to the Christian Librarian, ACL conference discount to one non-ACL staff member, and participation in the Christian Library Network (CLN) which facilitates interlibrary loan capabilities among CLC members of the ACL.

Regional Memberships

Currently, the VIU library is a member of the Statewide California Electronic Library Consortium (SCELC), established to develop resource-sharing relationships among the libraries of private academic institutions in California. SCELC provides benefits to VIU by providing membership discounts for electronic resource databases (e.g. EBSCO Host), interlibrary loan services, and faculty borrowing agreements.

Statement of Academic Freedom

Academic or intellectual freedom in the context of the American library is inherent in the historical concept of the serving of a free people. In this regard, the University Library subscribes to this philosophy as it has been set forth in the American Library Association's Bill of Rights.* Since the founding of the library, its collection development has been pursued according to these principles and espouses the inclusion of materials representing varied points of view in all areas of knowledge and in all levels in support of the curriculum and University mission. It has a responsibility to provide access to a range of knowledge in all disciplines, both contemporary and historical in appropriate formats.

The Veritas International University Library does not endorse all the ideas expressed in resources accessible in the collection and does not promote bias in the form of censorship. Library staff teaches library research skills to individuals and groups and allows the students to reach their own conclusions through free inquiry. In this way the University Library encourages students to broaden their perspective of the issues addressed in our curriculum in particular and the universe as a whole.

*Adopted by: ALA in 1948, amended in 1961 and 1980 and reaffirmed in 1996

Personnel Overview

Director of Library Services (VIU) – oversight and management of all University library operations and services; provides budget rationale for library needs; oversight of information literacy program; works closely with faculty and departmental chairs; and oversees collection development and management.

Operations Librarian (CCBC) – oversees library operation; catalogs library resources, participates in collection development and management, and maintains statistical records for institutional reporting. Supervises all circulation functions, student workers and Interlibrary Loan.

Operation Manager/Systems Manager – perform regular maintenance of the library website, system upgrades, and new installations; manage library catalog and database functionality; designs, implements, and assesses information literacy program;

University Librarian (VIU) – Responsible for reference service, library instruction, collection management and acquisitions, accesses library's needs and recommend budget allocation, works closely with the faculty and students to meet their resource and information needs in the University Library.

Student Library Staff (VIU and/or CCBC) – assist with circulation, reference, collection maintenance, and special projects. Supervisor: Operation Librarian.

Library Organizational Structure

Academic Dean, Library Director, Operations Librarian (CCBC, full-time), Student Library Staff (VIU/CCBC, Full-time)

Library Committee

The committee was established by Veritas International University and is an ongoing committee per the VIU Faculty Handbook.

The Library Committee, chaired by the Directory of Library Services, is responsible for assisting in the implementation of library goals and objectives as represented in the annual revision of the Library Strategic Plan. Membership includes: CCBC librarian, CCBC Director, faculty and student; VIU librarian and VIU Academic Dean.

- – The committee meets regularly during the summer break (June 1 through August 31).
- – Director of Library Services, who chairs the committee, is responsible for setting the agenda.
- – A complete set of the Library Committee Meeting minutes will be on file in the office of Director of Library Services and the CCBC library beginning in the first quarter of 2012.

Library Code of conduct

The Library Code of Conduct policy ensures the users to experience a comfortable, enjoyable and quiet environment to study and research. All users will be informed of this policy.

No cell phones---all users must silence or turn off their cell phones while in the library. No cell phone conversations are permitted in the library.

No food or drinks ---this includes but not limited to coffee, soft drinks, candy, snacks. Bottled water is permitted.

Proper attire---Footwear must be worn at all times for health and safety reasons. Attire must conform to Christian standards of decency.

Quiet Study Atmosphere--- Any noise or activity that disturbs the concentration of others is considered inappropriate.

Unattended Personal Items---The library is not responsible and assumes no liability for any lost, stolen or damaged personal items left unattended in the library. Any personal items remaining in the library after closing hours, this includes computers, all electronic devices and books, will be taken to lost and found.

Personal computers---Personal computers are allowed although the library provides a limited number of computers for public use and research. These computers are installed with the powerful LOGOS Bible software and library research engine intended for research and study purposes. Wireless Internet access is available to those students who have a registered account. Power outlets are conveniently located at various locations throughout the library.

Unaccepted and Illegal Behavior---Any behavior that unsettles or disturbs the operation of the library or anyone's ability to study or use the resources in the library is not tolerated. Anyone who creates a disturbance, poses a safety threat, or refuses to abide by the library policies may be asked to leave by the library staff. Anyone who fails or

refuses to comply with requests made by a library staff will have the library privileges revoked, and will be reported to campus security and college administration.

Examples of unacceptable behaviors are:

- Removing library books or property without authorization from library staff.
- Destroying library property, especially written material, by marking, underlining, highlighting, ripping or tearing pages, removing pages or portions of pages, removing binding, removing or altering bar codes, or in any other way damaging or defacing library materials.
- Damaging library furniture or equipment.
- Concealing library books in the library for the exclusive use of an individual or group.
- Disregarding or violating copyright laws.
- Accessing inappropriate websites deemed obscene and indecent and out of Christian character.
- Intentionally downloading viruses and malignant programs onto library computers.
- Entering restricted areas of the library.
- Inappropriate displays of affection.
- Smoking; possession or use of alcohol or illegal drugs; intentional damage or stealing of library property or personal property; inappropriate Internet use; physical or verbal threats against library staff or patrons.
- Failure or refusal to comply with requests made by the library staff. Computer Lab---all code of conduct rules for the library apply to the Computer Lab.

Library Services

The Library provides the following services to students, faculty and staff of Veritas International University and Calvary Chapel Bible College.

- Information and reference/research assistance for individuals and groups
- Library research instruction (Information Literacy)
- Useful, dynamic library website that provides 24/7 access to sources and services
- Remotely accessible research databases
- Online and remotely accessible library catalog
- VIU and CCBC materials available to all students and faculty
- Computers and wireless access
- Photocopying, printing & scanning
- Regularly updated website
- Posted public library hours
- Book drop

Information and reference assistance for individuals and groups
All library staff members provide general reference and circulation assistance to library users. Assistance is available in person, over the telephone and via email. Students and faculty can make appointments for in-depth research assistance as available on a drop- in basis or by appointment. Statistics for information and reference questions are collected at the end each week by library student staff from the counters located in each office and on the circulation desk.

Library research instruction (Information literacy instruction) See Library Instruction (Part L III 1.6)

Informational and research guides
All library-produced materials are designed to help increase student's information literacy skills by building library research skills and providing assistance in the use of the many research databases.

Library Operations Manual Service	Part L III.1.2	
Subject: General Circulation Policies	Page 1 of 2	**Effective Date** 9/22/2011
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This document includes the University Library's general circulation policies.

Lending Policies Fines
Patron Privacy Lost, Damaged and Unreturned items Overdue Items

See Also: Part III.3.4 CIRC Borrowing and Circulation Procedures Lending Policies

- – All library materials must be checked out using a valid photo ID library card. Without a valid library card, you cannot check out, place holds or renew any items. Using someone else's library card to check out is not permitted.
- – Reference books and non-circulating items cannot be checked out. Books and media are loaned for a one week period to students, staff, alumni & community guests; two weeks for faculty and clergy.
- – Renewal requests can be made at the Circulation Desk only and are for one-week extension only. Afterwards, the item must be returned to circulation.
- – Renewal privileges will be suspended for items which are overdue. Unpaid fines and charges must be paid before any renewals are granted. Items on hold for another patron cannot be renewed.
- – The library does not renew items by telephone, internet, or by a third party. Patron Privacy
- – DO NOT give out any patron information for any reason, including contact information or the items checked out to a patron.
- – DO NOT give out the name of the patron who has a particular item checked out. All questions or problems should be directed to a Librarian.

Overdue Items

- – All patrons are responsible for knowing each item's return date and for resolving any outstanding fines, fees, or charges with the library.
- – Library accounts with overdue items and fees will result in the suspension of borrowing privileges until resolved.
- – Fines apply to all patrons.

Fines

- – The fine for any overdue book is $0.50 a day per book. The maximum fine accrued is $20 for each book. $1.00 per media item per day and the maximum fine is $20 per item.
- – Lost, Damaged and Unreturned Items
- – Items not returned after 40 days will be considered lost. Replacement charges will be applied.
- – All lost items must be replaced either by an exact copy or by an actual replacement cost.
- – For all lost items, your library account will be charged according to the actual current-day replacement cost for each item plus any accumulated fees.

Example of charges: Lost item—C.S. Lewis, *Mere Christianity*, the replacement cost is $10.00, overdue fines is $20.00, total charge is $30.00. Norman Geisler *Systematic Theology, Vol.1*, the replacement charge is $25.00, overdue fines is $20.00, total charge is $45.00.

-- If an item is returned within 3 months after its due date, the replacement charge will be credited back to your account. (if a media item is returned in good condition) However, the accumulated fines will remain and must be paid, up to a maximum of $20.00.

-- Library accounts with unreturned book items will result in the suspension of borrowing privileges until resolved.

-- All library accounts must be resolved two weeks before the end of the semester.

-- All unresolved accounts at the end of the semester will be placed in record with the Administration Office at VIU and must be resolved prior to the school issuing a degree or transcripts.

-- For damaged item, the library staff will evaluate the degree of damage and if an item should be replaced. If the item is damaged beyond repair and unsuitable for circulation, the borrower will be responsible for any replacement costs. A maximum cost to replace any damaged item is $10.00.

Veritas International University Library Web Pages

The Library provides access to its resources via the library webpage. The webpage is to be functional, appealing, user friendly, applicable to our audience and a work continually in process.

The library webpage is an important access point to the collections, services and instruction available through the library. It consists of general library information: circulation policies, staff contacts, hours, and foundational statements; access to collections: the catalog, collection descriptions, interlibrary loan, periodicals directories, research databases, web resources, other library catalogs; descriptions of services and research guides & tutorials; and any other information that fulfills the library's mission.

Main Page
Library Hours and Location
Featured Resources
What's New @ the VIU Library – The library blog (future)
Library Staff with contact information
Library Faculty & Staff — a directory of the librarians and staff here to serve you, includes phone extension & email.
Foundational Statements — Vision, Mission, Objectives, & Academic Freedom Statement.
Library Collections — descriptions of the many collections of materials that the library has: from software to audio. You might find yourself saying, 'I didn't know they had that!'
Library History -- the library's history & institutional memberships
Library Policies— the do's & don'ts of library behavior. We like quiet study space, covered water, the supply table & our running book sale. We don't like food, cell phones...and a few other things.
Giving to the Library – opportunities to serve in the library and donating.

Find Books
Online Library Collection Search — access to the Library holdings
WorldCat - the world's largest library catalog.
Search for e-books -- links to Research Databases by Subject for Books & e-books.
Research Gateway — links to local public, college & university library catalogs; Our favorites are found in the Research Gateway link.

Research Databases — EBSCO, JSTOR, Biblical Archaeology Archives
Search for Periodical Titles — EBSCO Host, JSTOR, BAS Archi , VIU/CCBC Library---
search the Periodicals Directory to see if the database has the full-text of a periodical in
print or online in a database; Electronic Journals Service - access to e-journals the library
directly subscribes to.

Services
Ask-A-Librarian — ask your question in person, via email or over the phone - contact
info is here...
Research Help — you are not alone when you are researching a topic. The library staff &
librarians are here to help. Make an appointment today.
Computers & Printing — info about our computers, software, wireless access,
printing/copying, student network account - ID card information are all found here. For
Students — circulation policies, course reserves & information literacy, in short, library
services especially for students.
For Faculty — circulation policies, course reserves, information literacy, collection
development, etc.
For Guests & Alumni – circulation policies, information about database access.

Library Operations manual/Catalog

Library Operations Manual Service	Part L III.1.4	
Subject: Course Reserves	Page 1 of 1	**Effective Date** 9/22/2011
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Course Reserves

Faculty members can place course reserve items, books, articles and other materials
on reserve for students to read for a particular course. These materials are shelved
at the course reserved shelves in the library and may be checked out for certain
period of time depending on the requirement of the course.

Course reserve items are checked out using student ID cards. They must be returned
to the library course reserve shelf.

To put items on reserve, a faculty member can bring personal material to the
library, pull the necessary library materials from the shelves or submit a
bibliography. The library will need a 2-day lead time to prepare them for the reserve
shelf. Material will be removed from the reserve shelf and returned at the end of
each course (four months).

Objective/Purpose

The VIU and CCBC library does not currently participate in an Inter Library Loan program (ILL). However, VIU is currently working towards this goal. The following information and procedures are descriptions of our intentions and what such a program would look like.

- – Interlibrary loan (ILL) is a means of borrowing books or obtaining photocopies of periodical articles from other libraries when the VIU or CCBC Library does not own the title.
- – This service is for currently enrolled students, faculty and staff of VIU.
- – Students and faculty are not charged for this service, although the lending library might charge for a loan or photocopy.
- – Most requests can be filled within from 2-3 days (articles) to 1-2 weeks (books).
- – The library participates in WorldCat Resource Sharing through OCLC.
- – Reciprocal borrowing group affiliations
    - Library Very Interested in Sharing (LVIS),
    - Christian Library Consortium/Network (CL@N),
    - Southern California Theological Library Association (SCAT),
    - Statewide California Electronic Library Consortium (SCLC),
    - California Resource Sharing Network (XPRES).
    - Placing an Interlibrary Loan Request

1. ILL request forms (book or article) are located via the SDCC library's website: http://sdcc.edu/Content.aspx?m=library&coll_id=25&id=918
2. The web form is emailed directly to the Systems Librarian.

Policies & Information from The Library's Website

Book requests are usually received within 1-2 weeks. They are mailed through the U.S. mail system via library rate. It is told that it is important that the borrowed item is returned by the due date written on the ILL band attached to the book's cover. If you need the book past the due date, contact the Systems Librarian about the possibility for renewal. In the rare case that a library willing to loan the book for free cannot be found, you may be asked if you are willing to pay for the loan.

Article requests are usually received within 2-3 days. This is because they are typically sent to us electronically as a photocopy. You will not have to return a photocopied

article. Because of the effort involved in locating and photocopying article requests, it is more common for libraries to charge. Please fill in the "willing to pay" field in the ILL form. If they charge, libraries typically set a $5-20 fee for photocopies.

You will be contacted by email when items are received.

Picking Up an Interlibrary Loan

1. The patron will be contacted by email when an item is in.
2. The item can be requested at the Circulation Desk.
3. It is stored on the Interlibrary Loan shelf in the University Librarian's office until the patron checks it out.

TASKS AND WORKFLOW
    1. Check the **Pending** file at least every three days. 2. WorldCat Resource Sharing

        a. http://www.firstsearch.oclc.org/
        b. Login using Authorization and Password

LENDING RESTRICTIONS
We do not lend the following materials or formats: Reference, archival materials, audio-visual (VHS, DVD, Cassettes, Kits), curriculum, bound periodicals, atlases, oversized items, new items and electronic material as defined by license.

FEES Books

- – We do not charge for interlibrary loan for CA public libraries
- – For all academic institutions, we charge what they charge
- – $5.00 for non-CA public libraries, unless member of LVIS

Articles/Photocopy Policies

- – No charge for <20 pages
- – $10.00 for 21+ pages

LOAN PERIODS
Items are loaned for 4 weeks. Renewal for an additional 2 weeks is allowed if the item does not have a patron hold.

DELIVERY METHODS
Loans – US Mail
Copies -- Ariel - Email, Ariel - FTP, Fax, US Mail

LENDING MATERIALS

1. In WorldCat Resource Sharing, check the Pending file.
2. Determine eligibility of requesting library.
3. Check the request against library holdings & pull items from the shelves
4. Select "Yes" if the item can be sent & "Update." This will change the item's status to "Shipped."
5. Refresh the screen and print a copy of the request to send with the item. 6. Cut & paste the shipping address into a Word document, set font at 14pt.
7. Check out the item(s) to patron "Interlibrary Loan" #6987.
8. Update lending statistics for type of library and ILL # by month.
9. Prepare the item for Shipping.

    a. Attach (use Scotch tape) a lending strap to the cover of the item.
    b. Include the ILL number (Request Identifier), return date and patron name on the lending strap.
    c. Include the printout of the request and a return address label inside the cover of the item.
    d. Tape (use packing tape) the shipping address to the address label.
    e. Select a bubble envelope or box that fits the item. Staple the envelope shut and cover the staples with packing tape. f. Place in the out-going mail tray.

COPIES
1. In WorldCat Resource Sharing, check the Pending file.
2. Determine eligibility of requesting library.
3. Check the request against periodical holdings in Serials Manager & pull issue from the shelves.
4. Select "Yes" if the item can be sent & "Update." This will change the item's status to "Shipped."
5. Refresh the screen ARIEL – FTP ARIEL – email FAX US MAIL

BORROWING MATERIALS

and print a copy of the request to send with the item.

1. Receive ILL request, email print request
2. Check library holdings for item
3. OCLC Resource Sharing (Staff View) ILL
4. Search for item by ISBN or title or author
5. Review list of holding libraries -- prefer libraries which offer to loan for free
6. Add selected library symbols and create work form

    a. Enter patron name
    b. Check IFM box & how much willing to pay ($3 is default) c. Enter patron's Department and Status (Faculty/Student).

7. Submit the request.
8. Print out copy of request.

Receive Borrowed Material

1. Check the documentation sent against the title of the work and the original patron request
2. In First Search, mark the item as Received.
3. Clip the original patron request and lending library documentation.
4. Prepare material for patron

   a. Put a lending strap on the material, if not provided by lending library.
   b. Include: patron name and return date.
   c. Put on ILL Shelf and contact patron.

STATISTICS

The interlibrary loan statistics are collected annually, July-June, and included in the Annual Report for that fiscal year.

1. Tally Sheet

   a. Lending: CA public, academic; Other public, academic libraries
   b. Borrowing: Student/Faculty; VIU

2. First Search Report
   a. Returnables: Borrowing/Lending
   b. Nonreturnables: Borrowing/Lending

INTERLIBRARY LOAN CLAIM FORMS

The College Library submits an Interlibrary Loan Claim Form to the California State Library each quarter for reimbursement of ILLs to California Public Libraries.

Library Operations Manual Collections		Part IV.1.1
Subject: Collection Development Policy Overview & Purpose	Page 1 of 2	**Effective Date** 9/22/2011
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Overview & Purpose

Veritas International University Library provides access to resources that support the educational and instructional needs of VIU students, faculty, and staff.

The library collection supports the VIU graduate University program. The library primarily serves the main campus of VIU and its students, faculty, and staff. Other authorized users include alumni, community clergy and guests.

Currently the library provides a number of cataloged resources in a variety of formats. The VIU library has a growing collection of over 2500 volumes including books, e-books, audio books, CD-ROMs, music CDs, kits, cassette tapes, videos, DVDs, streaming audio and video, and print and electronic periodicals. The CCBC library contains over 17,000 volumes including books, e-books, audio books, CD-ROMs, music CDs, kits, cassette tapes, videos, DVDs, streaming audio and video, and print and electronic periodicals.

The library exists to serve the research needs of VIU. It is the primary source of information outside of the classroom. The goal of the library is to provide access to print and electronic collections representing curricular and research needs of the institutions. While some materials in the collection will not necessarily reflect the doctrinal statements of the institutions, the library will collect materials that reflect differing viewpoints in order to provide effective class discussion. (See Part I.1.5 Academic Freedom) The library purposes to meet the undergraduate, graduate and post-graduate resource and program support needs of VIU through good stewardship of its resources by a strategic development of the library's collections for its current and future use. This library collection development policy is designed to:

1. Increase awareness and create support for the mission, policies and fiscal oversight of the library,
2. Provide rationale for a philosophy for building the current collection,
3. Provide continuity regardless of staffing changes in library or administrative positions, and,
4. Promote standards and guidelines consistent with both institutions' stated missions.

To better serve the two institutional communities, the Library Committee has approved the following Collection Development Policy. Areas of importance include collection management, budget, selection, acquisitions, donations, inventory, periodicals, research databases and weeding. Specific policies and procedures inter-related and available within the Operations Manual include cataloging, circulation, and policies and procedures, etc.

Evaluation / Assessment of the Collection

Currently the library obtains student feedback annually using annual library surveys. Feedback from faculty is ongoing and is encouraged by departmental needs. Other means to analyze collection data is through circulation statistics, American Library Association Collection Level Codes, and other appropriate collection-building tools and will be reviewed as resources allow.

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Subject: Collection Development Policy Selection	Page 1 of 3	**Effective Date** 9/22/2011
		Supersedes Dated

Cooperative Collection Development

It is the primary concern of each institution to make collection development decisions based on its primary users. However, it is understood that the library staff will work together to improve the collection for all its users.

Budget

While the library would love a budget that keeps pace with inflationary increases in materials, the reality is that student enrollment and charitable contributions has more bearing on the materials budget than what material costs. When student enrollments are low, the library materials budget reflects this; combine low enrollment and smaller budgets with inflation and the number of new items acquired in any one-year decreases.

According to Library and Book Trade Almanac (2010) pages 459-481, the overall rate of inflation for periodicals is 8% (varies by discipline); for academic books, the average price increase was 3.9% - 4.12% (varies by discipline); the average print book was $70.64 vs. the average e-book, $102.80 (e-books can be up to 50% more than print). According to Rick Burke (director of SCELC) database costs are currently (2010) increasing at a rate of 4-5% per year.

The Director of Library Services uses the VIU Library Acquisitions Formula to determine the base allocation of funds per academic department. Approximately $7,000 - $10,000 is set aside for the purchase of Reference materials annually. The library will (as economic factors warrant) also reserve funds to build/improve sections of the collection (in addition to the funds allocated to that respective department) and for e-books/e-reference.

The VIU librarian requests a flat amount each year for monograph materials (books, e-books, audio/visual) and a 4-5% increase for subscription based materials (periodicals, research databases, etc).

The library strives to exhibit good stewardship of the budgeted funds allocated for new materials by reviewing publisher and vendor discounts and ensuring that budgeted funds are spent each fiscal year.

Selection

Selection responsibility. The Director of Library Services (or the University Librarian for University selection) has final word on additions to or deletions from the collection. Faculty members are responsible for suggesting materials in their areas of expertise. The Library routinely forwards professional selection tools, such as catalogs from university presses and publishers, book reviews, etc., to faculty. Faculty are strongly encouraged to make recommended suggestions for titles in any appropriate format. All titles recommended by faculty are reviewed and approved by the faculty library liaison. The liaison submits requested titles to the Director of Library Services. New titles are compared and evaluated against the existing core collection and the courses offered in relation to the titles submitted. Students can suggest titles for the collection. In addition, the library staff will make selection decisions based upon perceived collection weaknesses.

Selection criteria. The following criteria will be considered when selecting material:

- – Importance of the subject matter to the collection
- – Support of the educational programs
- – Timeliness or permanence of the material
- – Authoritativeness of the material
- – Accuracy of the material
- – Reputation and significance of the author/producer
- – Inclusion of the title in recognized bibliographies
- – Availability of the item
- – Price of the item
- – Language of the item
- – Format of the item

Selection tools. Aids to selection include bibliographies, standard reviewing sources, such as, *Choice*, *Book Review Digest*, *Library Journal*, *Booklist, Books & Culture, Publisher's Weekly*, university press catalogs, subject-specific journals, and publisher's catalogs.

Standing Orders. Certain publishers, serial titles, annuals (such as Statesman's Yearbook and World Almanac), professional book clubs, or multi-volume series may be placed on a standing order. The benefit to standing orders is that the item is selected once and only requires periodic review. Standing order reference titles have been pre-approved by the President.

Duplicate Copies. Duplicate copies of books in high demand will be purchased. Under ordinary circumstances it is not desirable to overload the collection with duplicates.

Selection of Electronic Resources

The selection of electronic resources is in agreement with all other collection development policies: meeting the informational needs of the academic community, and support of the institutional missions.

Due to the special nature and impact of these formats, in addition to the general selection guidelines used for print and other non-print resources, the following additional criteria will be considered:

- – Suitability of the format to the subject content; enhanced value provided by the specific formats
- – Quality of the production and design of access features
- – Vendor reliability and customer support
- – Ability to provide appropriate hardware, and user support
- – Anticipated size of the user group
- – The product should be "user-friendly," i.e., provide reasonable ease of use, with guidance and help features.
- – Overall cost of the product, including licensing, networking, and whether the product entails a one-time or continuing financial expenditure for purchase or lease
- – Review and possible cancellation of similar or duplicate materials within the collection.

Specific formats and types of materials:

- – Computer software which accompanies other media
- – CD-ROMs
- – Networked resources
- – Online (bibliographic, full-text, numerical) databases
- – Internet resources (including World Wide Web linked sites).

Acquisitions

Library staff orders books and non-print materials through library book vendors, individual vendors and publishers, professional book clubs and the Campus Bookstore. Acquisitions also include standing orders.

Orders are considered based on acquisition budget, current resources available, and other department requests. Comparison and evaluation of requested titles with the existing core collection and the courses offered by the college are considered.

Purchase Approval. Purchase orders are submitted to the Academic Dean and then forwarded to the Finance & Administration office. If approved, a PO number will be issued by the Business Manager. Once a PO number is obtained, insert the PO number into the order and submit

Receiving New Materials.

1. Check the invoice against the items received. If there are any errors, contact the vendor.

   2. Put the price in the book (or item).
   3. Forward the invoice, attached to the check request, packing list and copy of PO, if

      applicable, to the Academic Vice President.

Other vendors, e.g. Amazon.com or Christianbooks.com are paid via institutional credit or debit card.

Collection Levels

The Library will acquire resources in specific subject areas as determined by curricular requirements, faculty input and collection level codes. The library will use one of the five levels (minimal, basic, study, research or comprehensive) as defined by American Library Association to identify both the extent of the existing collections and the extent of current collecting activity for each specific subject area.

Collection Level Codes

The codes defined below are for use in identifying both the extent of existing collections in given subject fields (collection density) and the extent of current collecting activity in the field (collecting intensity).

1. Comprehensive level. A collection in which a library endeavors, so far as is reasonably possible, to include all significant works of recorded knowledge (publications, manuscripts, other forms) for a necessarily defined field. This level of collecting intensity is that which maintains a "special collection"; the aim, if not the achievement, is exhaustiveness.
2. Research level. A collection which includes the major published source materials required for dissertations and independent research, including materials containing research reporting, new findings, scientific experimental results, and other information useful to researchers. It also includes all important reference works and a wide selection of specialized monographs, as well as an extensive collection of journals and major indexing and abstracting services in the field.
3. Study level. A collection which supports undergraduate or graduate course work, or sustained independent study; that is, which is adequate to maintain knowledge of a subject required for limited or generalized purposes, of less than research intensity. It includes a wide range of basic monographs, complete collection of the works of important writers, selections from the works of secondary writers, a selection of representative journals, and the reference tools and fundamental bibliographical apparatus pertaining to the subject.

NOTE: Some librarians expressed a need for further refinement of the "Study level" code for use by librarians without comprehensive or research level collections, to enable them to define their collection policies explicitly enough to meet the needs of network resources planning. We include the following optional sub-codes for such institutions.

1. Advanced study level. A collection which is adequate to support the course work of advanced undergraduate and master's degree programs, or sustained independent study; that is, which is adequate to maintain knowledge of a subject required for limited or generalized purposes, of less that research intensity. It includes a wide range of basic monographs, both current and retrospective, complete collections of the works of more important writers, selections from the works of secondary writers, a selection of representative journals and the reference tools and fundamental bibliographic apparatus pertaining to the subject.

2. Initial Study level. A collection which is adequate to support undergraduate courses. It includes a judicious selection from currently published basic monographs (as are represented by CHOICE selections) supported by seminal retrospective monographs a broad selection of works of more important writers; a selection of the most significant works of secondary writers; a selection of the major review journals; and current editions of the most significant reference tools and bibliographies pertaining to the subject.

    4. Basic level. A highly selective collection which serves to introduce and define the subject and to indicate the varieties of information available elsewhere. It includes major dictionaries and encyclopedias, selected editions of important works, historical surveys, important bibliographies, and a few major periodicals in the field.

    5. Minimal level. A subject area in which few selections are made beyond very basic works.

NOTE: Some subject fields may be completely out of the scope for the library's collections. These class numbers can be lined out in the analysis, or "0" can be used to indicate "not collected."

Donations & Gifts

The Library welcomes the donation of books, periodicals and other materials.

- – All donations become the property of the library.
- – The library reserves the right to exchange, donate, sell or discard the donated items.
- – Items will be added to the existing collection based upon the selection criteria (used to purchase new items), which collects materials applicable to the College Library mission, appropriate for the collection and in support of the curriculum. See Part IV.1.2 Selection.
- – In some cases, the faculty members are called upon to review the gift books in their specialty prior to cataloging and suggest specific irrelevant materials to weed.
- – The donor bears full responsibility for determining the value of the gift. IRS Code 2512c "Valuation of Gifts" (1986) prohibits the library from evaluating the gift.
- – The library is unable to give a title-by-title listing of donations, nor list the items placed in the collection.
- – The donor will receive a letter of acknowledgement that lists the number of items given to library.

Challenged or Questioned Materials

Objective/Purpose. The library shall provide materials that may present divergent philosophies and points of view in addition to the institutions' (VIU and CCBC) Christian worldview.

Ownership/access of any work should not be interpreted as an endorsement but should be viewed as an opportunity for the student to experience a wide range of knowledge in all disciplines and conduct primary research at the graduate level.

All current students, faculty or staff members challenging the worth of a resource will be asked to put in writing their views.

See Part I.1.5 Statement of Academic Freedom.

Tasks And Workflow. In the case of a current student, faculty or staff member challenging the worth of a material:
1. He will be asked to put in writing his view. See Part IV.1.6a Library Materials: A Questioned Resource Form.
2. The Director of Library Services will reply in writing.
3. If questions continue, the Director of Library Services may choose to request a review of the item by the academic department chair in which the material may be most relevant.
4. If the matter is still not resolved to the satisfaction of the complainant, the matter can be submitted in writing to the Academic Dean for final evaluation.

Author: Book/Periodical/Resource Title/Ref. Number:

Publisher:

Request initiated by: Email:

Date of Publication/Issue: Phone:

Library Materials: A Challenged/Questioned Resource

Please answer any of the following questions, which are applicable to this situation (attach a separate sheet of paper if necessary):

1. To what specifically in the material do you object and why? (Please be detailed)
2. Did you read/view the material in its entirety? If not, what parts did you read?
3. What do you feel might be the result of reading/viewing this material?
4. Is there anything of value about this material in its entirety?
5. List a title or titles that would be a preferred replacement source.

Signature of Complainant:
Signature of Library Director:
Signature of Academic Chair *(if needed)*:
Date:

Collection Management Policy

The University Library maintains an ongoing commitment to evaluation of its collection and addressing its usefulness in facilitating research. Extensive information literacy instruction at all levels of the research process (including the marketing of research/library technology to patrons individually and in groups) helps the library remain as the epistemological center of the institution. This is being accomplished through the following means:

1. The input, feedback and direction of an active library committee.
2. Periodic surveys of patrons, carefully interpreted to understand user perceptions of service quality.
3. Evaluation of the finished product of patron research along with graduate surveys to determine the command of the library resources and research skills acquired by users in their pursuit of information literacy (outcome assessment).
4. Active faculty involvement in the acquisitions process.
5. An ongoing program of the comparison of library book holdings against standard bibliographies.
6. Periodic examination and evaluation of the collection by outside subject specialists, followed by recommendation for improvement.
7. Ongoing consideration for the need of duplicate copies, circulation copies of reference works, replacement of worn copies, and other needs as the patron size grows.
8. Faculty and library staff subject specialists to perform weeding of currently held materials to eliminate out-of-date materials.
9. Evaluation of current and potential periodical holdings as well as the comparison of the library's periodical subscription list against other institutions with similar programs and holdings.
10. Ongoing efforts of librarian*s* in the evaluation of new digital publication options and opportunities to make recommendation for acquisitions and consideration of different formats.
11. An ongoing careful evaluation of web links and new resources to promote awareness of these to patrons and to understand how these changes in scholarly communication affect the library and emerging user needs.
12. Regular interaction between the library director and the institutions' academic Dean regarding institutional goals and library objectives.

Inventory

OBJECTIVE/PURPOSE
The objective of this inventory is to ensure that the library catalog accurately reflects the collection since the catalog is the key access point for students and faculty to locate information within the library. An annual inventory on a three (3) year rotation during the summer is recommended as the data is critical to making collection development decisions about the quality and quantity of the collection in meeting the needs of students and faculty.

The entire collection will be systematically inventoried every three years during the summer break, when circulation is typically at its lowest levels. Miss-shelved items will be returned to their proper location. Missing items will be identified and noted in the catalog. The catalog records of Lost titles will be deleted from collection unless replacement copies are deemed necessary.

Preservation & Security

The library desires to invest resources in preserving and making accessible its print (non-digital, but including CDs, DVDs, Kits, etc.) library materials. The library's goal is to make materials available in original format for as long as needed at reasonable cost. Printed materials in need of repair are cared for in-house whenever possible. Items that need extended care (or the binding of print periodicals) are referred to professional binding services.

Preservation

Books
A book in need of repair needs to be moved to the Damaged book cart (so we know where it is) before it is placed on the repair shelf.

1. Must be logged in at CATALOG or ADMIN levels.
2. Click on the Cataloging tab.
3. Click on Find button. In the Identify Title dialog box, type in title or copy ID.
4. Go to Copy Information tab.
5. Click on Book cart button.
6. Select the Damaged book cart (from drop down menu). Save change.
7. Put the item on the Repair shelf in the Work Room.

Books that cannot be repaired in-house are typically withdrawn from Resource 3; however,
1. The library will evaluate the work to determine if it needs to be replaced.
2. If the item is in print, the library will purchase a new replacement copy.
3. If it is out of print, the library will consult faculty regarding the title to determine if it is part of that subject's core collection.
4. If it is determined the library needs a copy of the work, the library will send the item out for rebinding (as resources allow).

Periodicals
It is a well-documented fact that binding loose periodical issues into bound volumes preserves the issues for use much better than leaving them in individual issue format. When/if periodicals are sent out for binding (depending upon budget), it is done in

December or early summer so that disruption of student and faculty access to the periodical titles is kept to a minimum.

Periodical selection criteria for binding:

- – Cost of subscription
- – Complete runs (no missing issues)
- – Available budget
- – Subject focus

Criteria 1:

1. Consider COST for those $200+
2. Consider online access through databases and years
3. Bind only those with full volumes, i.e. Find issues missing if deemed necessary
4. Do not bind 'library science' titles

Criteria 2:

1. Consider COST for those $100 – $200
2. See 2 and 3 above
3. Identify those titles only indexed in Christian Periodical Index
4. Determine titles heavily used
5. Identify religious titles
6. Consider continuing those already in bound form to continue with consistency

Golden Rule Bindery
– Free pickup and delivery with a $400.00 minimum order [website consulted 12/2010]
– 242 Bingham Drive, Suite 101, San Marcos, CA 92069
Phone: (760) 471-4331 | Fax: (760) 471-4353 800-496-1296
Mark Hancock, field representative

Preparing periodicals for bindery

- – Identify and pull periodicals (in their periodical boxes) to bind
- – Place the periodical boxes on back counter of Cayot Room for pickup
- – Select color of binding (assorted) and lettering using bindery samples.
- – Create a list by periodical title of color and lettering selections, including height (in inches for pricing)

Binding Schedule (spanning VIU fiscal years)

- – Lot#1 preparation: last week in April; pickup: first week in May
- – Lot#2 preparation: last week of May; pickup: first week in June
- – Pickup/deliveries made on Thursdays
- – Turnaround time is one (1) month from pickup date.

Security System

The library hopes to one day install a 3M Security system. However, until then campus security makes regular round checks of the Library throughout the day and night. In addition, standard door locks are used to secure the library.

Disaster Plan

In the event that there is an emergency where the University Library collections are in danger, refer to the Library Disaster Plan for information about preventing or responding to disasters in the library. In case of emergency, the Library collection will be held in a secure storage facility that is password protected.

Weeding

Obsolescence, damage, normal wear and space limitations make the discarding of materials a continuing process. The selection criteria will be used as a guide for the de-selection of library materials. Additional factors, considered in discarding materials include:

- – Poor physical condition
- – Out-of-date information
- – Unsupported formats
- – Multiple copies of titles no longer in demand
- – Old editions replaced by later revisions
- – Lack of use

Materials of local significance will ordinarily not be discarded even if they meet the above criteria.

Due to space limitations, judgments of priority often need to be made in the discarding of library materials. In terms of use, for example, staff may need to discard materials that are used but used less frequently than other materials.

The faculty under the leadership of Departmental Chairs should routinely review the collection related to their field.

Final responsibility for deciding which materials to discard rests with the Director of Library Services. He or she may delegate this authority to other members of the staff.

Items discarded will be put out for sale, except when a specific department or organization has requested books, or thrown out if deemed necessary. Discarded reference books may be offered to other libraries through duplicate exchange. Biblical studies and theology titles will be saved for semi-annual book sales.

Reference Materials

- – Statistics, Directories, Yearbooks. It is recommended that
- – Statistical materials in the Reference section be updated on a 10-year cycle,
- – Directory-type materials be updated on a 3-year cycle, and
- – Yearbook updates be added to the collection as they become available.
  – Encyclopedias
- – One edition of an encyclopedia from each decade will be kept for historical value. Care will be taken in the weeding of any print Britannica title (to preserve 'classic' editions).
- – An attempt will be made to keep one print encyclopedia set current within a three-year rotation.

Discards

Items that have been weeded from the collection are withdrawn from the collection and discarded.

1. Move the item to the withdrawn book cart.
2. Cross out the call number on the spine label and the barcode using a black marker.
3. Put item in the Book Sale area.

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Subject: Cataloging Books & materials	Page 1 of 1	**Effective Date** 9/22/2011
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Cataloging

The Library seeks to include a catalog record in the Library's catalog for each item in the purchased. Inclusion in the Library's catalog will provide greater access to the material and promote all library materials regardless of format. This statement is subject to the availability of free Library of congress cataloging records.

Resource 3 is the cataloging and circulation automated system for the collection.

To Add New Records

1. Log in Resource 3. (Installed on the VIU library computer)
2. Open the cataloging page. Click "New" at the bottom. Type in the title or scan the ISBN number to import the Library of congress record.
3. Verify the record for edition, volume, publication date and author, title. If it is a perfect match, then download the record in the blanks of each field.
4. Add on bar-code number in the bar-code field.

5. Edit the call number field, choose the location field, the kind of material (hard cover or softcover).
6. Click "add"
7. Print spine labels at the end of a bunch of added titles are completed.

Statistics
The numbers of records added and deleted from the books collection will be collected each month beginning.

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Budget		
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Budget Projection in 5 years

1. Collection
2. Personnel
3. Operation cost
4. A single building or a combined one

While the library would desire a budget that keeps pace with inflationary increases in materials, the reality is that student enrollment and contributions to VIU has more bearing on the materials budget than what material costs. When student enrollments are low, the library materials budget reflects this; combine low enrollment and smaller budgets with inflation and the number of new items acquired in any one-year decreases.

The Director of Library Services uses the VIU Library Acquisitions Formula (See Part IV.1.3a) to determine the base allocation of funds per academic department. Approximately $7,000 - 10,000 is budgeted for the purchase of Reference materials. Each year VIU anticipates a 4-5% increase in budget for Library resources, but ultimately the amount is driven by student enrollment and charitable contributions.

The library strives to exhibit good stewardship of the budgeted funds allocated for new materials by reviewing publisher and vendor discounts and ensuring that budgeted funds are spent each fiscal year.

Facility Projection in 5 years

The growth and development of the VIU library facility depends upon several factors. Primarily, these include funds available from student tuition and contributions to VIU. Other considerations include:

1. Student size
2. Collection size
3. Any non-print materials
4. Computer and instruction room
5. Network computer terminals
6. Conference room
7. Quiet study rooms
8. Language labs
9. Material storages
10. Seating (one seat for four FTE students)
11. Furniture and equipments

All improvements will be in accord with generally accepted library practice and services for graduate level research.

Strategic Plan Overview

The Library Strategic Plan is the Library's primary planning guide and tool for decision-making. With the involvement of the VIU/CCBC Library Committee, the Director of Library Services is responsible for its annual review and revision.

The content of the plan is based upon accreditation expectations, planning for new services and technologies and a projection of estimated costs for current and future

improvements. The plan includes the library foundational statements, library functional areas (plan's primary content) and financial considerations (budgeting).

The library functional areas include:

1. collection and resources
2. facility concerns
3. library services
4. information literacy
5. library operations and administration
6. library technology &
7. library assessment

The annual review of the plan typically runs from June to August. Once complete, the Library Strategic Plan is sent to the CCBC Director of Academics and the VIU President for review and approval.

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Overview of Library Assessment

Library Mission. The library provides VIU students with library services and resources that reflect depth of knowledge and diversity of opinion to develop critical thinking skills and encourage lifelong learning.

Areas of Assessment. The library has identified seven core areas that are at the heart of the library's mission: Collections, Service, Instruction, Facilities, Management, Technology and Assessment. These areas are tied to the Library's Operation Manual and to the Current Library Objectives as stated in the Library Strategic Plan.

1. Increase depth and breadth of the collection, in a variety of formats, by continuous evaluation and improvement of the library's resources.
2. Create an environment that promotes study and research by maintaining and improving the physical environment of the holdings and use of the library.
3. Improve access to the library and promote library services to students and faculty.
4. Develop instruction for lifelong learning and critical thinking skills.
5. Continue systematic updates of computer hardware and enhance access to new software technologies.

6. Develop, and increase as needed, a quality staff in the service and operations of the library. Assessment Cycle.

Assessment Cycle.
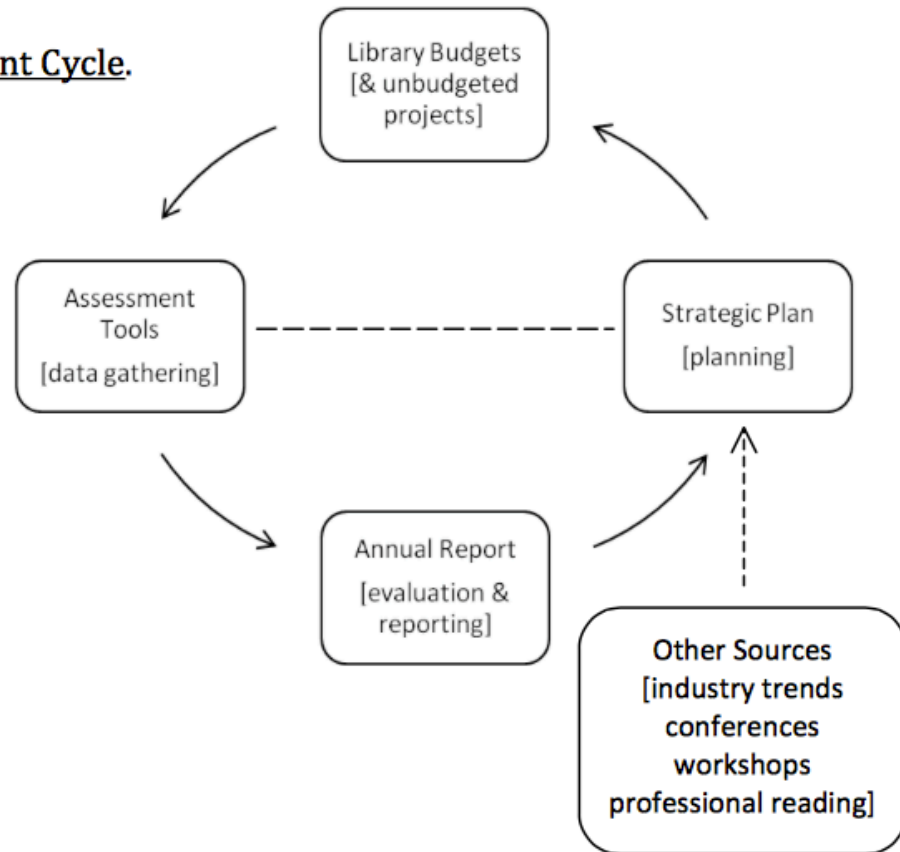
Instruments. The library routinely collects information about the use of the library and its collections. It also participates in institutional surveys and national data collection. These tools/instruments are named in this document and described in further detail in Part V.1.3 Assessment Instruments.

Assessment Timetable. The library performs formal and informal assessment throughout the year. Formal data collection and assessment is based upon the academic calendar year.

Responsibility. Improvement of the library is the joint responsibility of the Director of Library Services and to a lesser extent the University Librarian. Where instruments of assessment are unique for an institution, it is the responsibility of the librarian for that institution to perform the necessary data collection and assessment.

Institutional Response/Obligation. The librarians representing their respective institutions are responsible for and to their institutions for the results, conclusions, and recommendations on the data collected. This reporting can be in several forms including the Annual Report, the annual budget request/preparation cycle and the University's Library Strategic Plan.

Recommended instruments could be selected from the following suggested methods:

COLLECTIONS
Objective 1: Increase depth and breadth of the collection, in a variety of formats, by continuous evaluation and improvement of the library's resources.

Objective 1a: Track usage of the library and its collections.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Circulation & In House Use B. Research Database Usage C. Gate Counts D. Information & Reference Questions	1. Circulation Statistics 2. Research Database Usage Statistics 3. Gate Counts 4. Information & Reference Question Statistics	May: B End of Semester: 3, 4 End of Fiscal Year: 1

Objective 1b: Continuous evaluation and improvement of the library's collections.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Collection Development Policy B. Collection Statistics C. Surveys (Student/Faculty) D. Review course syllabi E. Faculty selection requests F. Benchmarking G. Library new materials budgets	1. Collection Statistics Reports 2. Serials Solutions Overlap Analysis 3. SDCC Freshman/Senior Surveys, VeritasStudent/Faculty Surveys 4. ACL/CCCU, ALS Library Survey (biennial) & ACRL 5. CCBC, Veritas Library Budgets	Spring: 3 End of Fiscal Year: 1, 2 Biennial: A, F Varies: D, E, 4, 5

SERVICE
Objective 3: Improve access to the library collections and promote library services to students and faculty.

Objective 3a: Improve access to the library collections.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Website	1. Gate counts	End of Fiscal Year: 1, 2, 3,4,5
B. Hours/Gate counts	2. Surveys	Spring: C, 2,6
C. Increase electronic and/or remote access	3. ILL statistics	Module 3: 2
	4. Collection Statistics Reports	Varies: A, 1, C, F
D. Surveys	5. Circulation Statistics	
E. Interlibrary Loan		
F. LINK emails	6. Research Database Usage Statistics	
G. LibGuides		

Objective 3b: Promote library services to students and faculty.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Website	1. Student/Faculty Surveys	Each trimester: B, 1, D
B. Orientation		Fall/Spring Semester: K
C. Handouts/Flyers		Spring: 2, J
D. Displays (new books, bulletin boards & signage)		Varies: A, C, E F, G, H
E. LINK emails		
F. Blackboard		
G. Participation in/presentations at institutional meetings		
H. Surveys (Student/Faculty)		
I. ACL Research Award		
J. Semi-annual booksale		

INSTRUCTION
Objective 4: Develop instruction for lifelong learning and critical thinking skills.

Objective 4a: Provide orientation to library collections and services.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. VES	1. Headcounts	Fall/Spring Semester: A
B. VES– New Student Orientation	2. Student/Faculty Surveys	Each trimester: B, C, D
		Spring: 2
		Varies: E
C. Faculty Forum		
D. New Faculty Orientation		
E. LibGuides		

Objective 4b: Provide instruction for using the library and the tools for research.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. ILD Plan	1. Student/Faculty Surveys	Annual
B. Faculty Instruction		End of fiscal year
C. Reference Questions		Fall/Spring Semester
D. LibGuides		

FACILITIES
Objective 2: Create an environment that promotes study and research by maintaining and improving the physical environment of the holdings and use of the library.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Stack management	Student/Faculty Surveys	Spring:
B. Seating		Fall/Spring Semester: E
C. Signage &Bulletin boards		
D. Facility repair & improvement		
E. Strategic Plan		

TECHNOLOGY
Objective 5: Continue systematic updates of computer hardware and enhance access to new software technologies.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Strategic Plan B. Replacement schedule	1. Student/Faculty Surveys	Varies: A, 1

MANAGEMENT
Objective 6: Develop, and increase as needed, a quality staff in the service and operations of the library.

Objective 6a: Develop a library staff that is knowledgeable about the library and its collections and dedicated to effective service.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Staff Evaluations B. Professional Development (training/worksh op) C. Student/Faculty Surveys D. Benchmarking staffing FTE	1. Self evaluation of staff/librarians tied to job descriptions 2. Student library worker evaluations 3. Student/Faculty Surveys	Annual: 1, 2 Annual/Spring: 3 Biennial: 4

Objective 6b: Provide careful stewardship of the library's physical and monetary resources.

Method:	Instruments:	Evaluation/Collection/Assessment:
A. Budget Reports B. Accreditation Reports (TRACS) C. Strategic Plan D. Benchmarking	1. Budget Reports 2. Strategic Plan 3. ACL/CCCU Library Survey (benchmarking	Varies: B End of Fiscal Year: 1 Fall: 2 Biennial: 3

OVERVIEW

The library's Annual Report is the library's primary instrument for reporting the development, progress and use of the library for the preceding fiscal year. As part of the Strategic Plan & Assessment section (Part IV) of the Operations Manual, it provides an internal review of the library's current practices, identifying areas for improvement, data for benchmarking with peer institutions, and is used for completing annual and biennial library surveys.

It is created, maintained and updated by the University Librarian under the direction of the Director of Library Services. The document is reviewed by the Library Committee before August 1 prior to the next school year. Upon completion, it is submitted to the CCBC Director of Academic and the VIU President. The first page of the report can be distributed.

Collection of Data
Information and statistics are collected on a monthly, semester or annual basis from the appropriate library and institutional staff. A description of the assessment tools is found in Part V.1.2 Assessment recommended Instruments. Each year the raw data is compiled and organized into a binder.

Reporting of Data
The College Library Annual Report is created in Microsoft Word with embedded Excel spreadsheets for graphs, pie charts and tables.

ORGANIZATION

The annual report consists of eight sections.

Annual Report, cont.

1. Overview
    o – Year in Review
    o – Major Changes & Improvements
    o – Scheduled Holidays & Closures
2. Library Use
    o – Library Attendance
    o – Circulation & Resource Use

- o – Patron Checkouts/Renewals
- o – Collection Activity (by Call Number)
- o – Research Databases (use by Vendor)
- o – Interlibrary Loan: Lending/Borrowing
3. Collection Information
   - o – Collection Changes & Holdings by Call Number
   - o – Acquisitions & Donations
   - o – Periodicals
   - o – Research Databases & e-books
4. Budget
   - o – Material & Staff Expenditures

5. Staffing
   - o – Library Staff FTE
   - o – Staff Professional Development
   - o – Meetings & Conferences
6. Information Literacy (Library Instruction)
   - o – CCBC Library & Research Instruction
   - o – VIU Library & Research Instruction
7. Surveys
   - o – CCBC Student Survey
   - o – VIU Student Survey
   - o – Faculty Surveys
8. Assessment
   - o – Previous Annual Report Priorities
   - o – Current Annual Report Priorities