



# **Policy Manual**

**Published by the William A. Egan Library**

## **Mission Statement**

Egan Library supports scholarship, research, and creative activities at the University of Alaska Southeast by providing relevant, diverse, and well-maintained collections, by helping individuals evaluate and efficiently use those resources, and by creating a welcoming environment for all.

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## **Philosophy**

### **1.1 Library Bill of Rights**

The Egan Library follows the American Library Association's Library Bill of Rights which affirms that all libraries are forums for information and ideas, and that basic policies should guide their services. For more info go to ALA's [Library Bill of Rights](#)

### **1.2 Intellectual Freedom Statement**

Egan Library supports ALA who actively advocates in defense of the rights of library users to read, seek information, and speak freely as guaranteed by the First Amendment. A publicly supported library provides free and equal access to information for all people of that community. We enjoy this basic right in our democratic society. It is a core value of the library profession. For more info to go ALA's [Intellectual Freedom Statement](#)

### **1.3 Freedom to Read Statement**

Egan Library agrees with ALA that the freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read. For more info to go ALA's [Freedom to Read Statement](#)

## **Public Service**

### **2.1 Patron Right to Privacy**

The law of the State of Alaska regarding the confidentiality of library records (AS09.25.140) reads as follows:

- (a) Except as provided in (b) of this section, the names, addresses or other personal identifying information of people who have used materials made available to the public by a library shall be kept confidential, except upon court order, and are not subject to inspection under AS90.25.110 or AS90.25.120. This section applies to libraries operated by the state, a municipality or a public school including the University of Alaska.

(b) Records of a public elementary or secondary school library identifying a minor child shall be made available on request to a parent or guardian of that child.

To conform to the law, the Egan Library Staff will adhere to the following with NO EXCEPTIONS.

1) Patron registration data and information regarding items checked out to the patron are confidential and will not be given out to anyone, including parents, guardians, spouses, college administrators, or uniformed law enforcement officers, without court order.

2) Patrons requesting information about their own records may be given that information if:

- a) They present their library card, or
- b) Are able to produce current picture I.D., or
- c) Library staff can positively identify them.

3) No patron or account information will be given over the phone unless the Staff is certain that confidentiality is assured.

4) Parents will not be given their children's account information, except for the purpose of retrieving overdue materials for which the parent has accepted financial responsibility before the item(s) became overdue.

A child's address and phone number will not be given out to anyone, including a parent or guardian. A parent may request verification of registration by giving Staff the address.

This policy defines "child" as anyone under 18 years of age.

The Egan Library is supportive of children having library cards and also recognizes the parent's need to supervise their reading. Parents who object to not having full access to their child's records have several options.

## **2.2 Registration**

UAS students/staff/faculty as well as members of the public are eligible for a library card with full borrowing privileges and should register in person at the Egan Library. An existing account created at any Juneau area library or at one of our JLC partner libraries can be used. UAS eLearning student may register for a card online ([http://www.uas.alaska.edu/library/services/circulation-info/de\\_reg.html](http://www.uas.alaska.edu/library/services/circulation-info/de_reg.html)).

A borrower's card issued by any of the Capital City Libraries for Joint Library Consortium Libraries may be used at any of the other member libraries (see p. 5 for list of participating libraries).

Any permanent resident of the state of Alaska who presents an Alaska Driver's License or other acceptable form of identification showing permanent mailing address is eligible to register as a borrower through our Alaska Reciprocal Borrower Program. This type of registration allows for checkout of five items at a time.

A person under 18 years of age may have parent or guardian sign a parental responsibility card in lieu of other identification.

A visitor may be offered a TEMPORARY registration with limited borrowing privileges if the visitor has a valid local mailing address and presents adequate picture identification showing permanent out-of-state address. Local residents who are unable to present acceptable identification or proof of mailing address may receive temporary registration with limited borrowing privileges of two items only.

*Lost or stolen cards* should have the barcode cancelled as soon as possible to prevent unauthorized use. This may be done by phone. (907-796-6300). There is a \$2 charge to replace a lost card.

## 2.3 Circulation

### Joint Library Catalog/Consortium

In June 2013, the Egan Library as part of the Capital City Libraries (CCL) merged library catalogs with the Joint Library Consortium (JLC). Egan Library users may now borrow materials from any of the libraries listed below. There over 1 million items in our combined library catalog. Library cards issued at any of these libraries can be used at the Egan Library.

Alaska State Library	Anchorage Museum (non-circulating)
Anchorage Public Library	ARLIS
Juneau Public Libraries	Sealaska Heritage Institute (non-circulating)
UAA/APU Consortium Library	UAA Homer Library
UAA Kenai Library	UAA Kodiak Library
UAA Mat-Su Library	UAS Egan Library
Valdez Consortium Library	Mat-Su Library Network
Palmer Public Library	Wasilla Public Library
Sutton Public Library	Talkeetna Public Library
Petersburg Public Library	Kenai Community Library
Sitka Public Library	Soldotna Public Library
Haines Borough Public Library	Seward Community Library & Museum

### Checkout Times

Most circulating books may be checked out for 28 days. Media items (DVDS, Videos, CDs) and circulating magazines may be checked out for seven days. Equipment and Reserve items (laptops, graphing calculators, textbooks) vary from 2 hours to 14 days. UAS faculty members and eligible affiliates (UA faculty and staff of ACRC cooperating partner agencies) have an extended loan period of 120 days for Egan Library circulating books. Items may be borrowed from any library in the Joint Library Consortium (JLC, see list above) and may be returned to any participating library regardless of where the item was borrowed.

## **Renewals**

Materials may be renewed a total of two times. For books, this means two additional 28-day periods and for media items, two additional seven-day periods. Materials must be brought back to the library for the second renewal. Items may not be renewed if another borrower has requested them.

## **Checkout Limit**

A total of 40 items may be checked out from the JLC libraries at one time. Only 10 media items or magazines may be checked out at one time.

## **Library Cards**

Library cards are issued to UAS Students and Alaska residents with a photo ID, and may be used at all JLC Libraries. UAS students/staff/faculty may use their Whale Card ID as a library card (requires activation at Egan Library). The first library card is free; replacement cards cost \$2.00. A limited use card is available to non-residents. Faculty borrowing privileges may also be extended to visiting faculty from other UA campuses (ie UAF SFOS @ Lena Point) and staff of ACRC cooperating partners (U.S. Fish and Wildlife Service, the U.S. Forest Service Pacific Northwest Research Station, the U.S. Forest Service Alaska Region) with valid school/government issued ID. Library cards do not grant access to Egan Library online resources. Access to these resources requires current UAS affiliation and a valid UA username and password.

## **2.4 Summary of Fines and Fees**

### **Fines**

Overdue fines apply to all items (effective July 1<sup>st</sup>, 2016) in addition to existing standard replacement charges and processing fees for lost or damaged items.

- Fines accrue at \$.25 (twenty-five cents) per day, per overdue item for all items excluding reserve materials, interlibrary loan items and media items (CD , DVD and VHS ). The maximum overdue fine per item is \$10.00.
- Interlibrary loan items will accrue fines at \$.50 (fifty cents) per day, per overdue item. The maximum fine per item is \$10.00.
- Media (CD, DVD, VHS) accrue fines at \$1 (one dollar) per day, per overdue item. The maximum fine per item is \$10.00.
- Reserve fines accrue at \$1.00 (one dollar) per hour based on the length of check-out. The maximum fine is \$20.00 per reserve item.
- Reserve fines for Checkout laptops accrue at \$5.00 (five dollars) per day late. The maximum fine is \$50.00 per daily reserve item.
- Fines may be paid with cash, check, or credit card.
- Accounts with balances of \$10.00 or more will be blocked from borrowing all library materials until the balance is less than \$10.00. Additionally, outstanding balances will result in a hold being placed on student accounts preventing registration and transcript requests until the balance has been paid.

### Processing/Acquisition Fees

A \$5 fee will be included in addition to the maximum overdue fine and the replacement costs for items that need to be re-acquired by the Egan Library. If item(s) is returned prior to being withdrawn from the collection, the replacement cost will be forgiven but the processing fee and overdue fines will remain.

## 2.5 Standard Replacement Costs

### Lost Materials

A reminder notice is emailed 1-3 days before an Egan Library item is due and an overdue notice is emailed when an Egan Library item is 4 weeks overdue. The next notice is a mailed and emailed Past Due/Bill Notice for the replacement cost of items that are more than 60 days overdue. Charges for items owned by other JLC libraries must be settled with owning library. Replacement costs for Reserve materials and miscellaneous equipment will vary; replacement costs for all other Egan Library materials are as follows:

Atlases	\$100.00	DVDs & Video Cassettes	\$70.00
Audio Cassettes	\$20.00	Interlibrary Loan Materials	\$55.00
Books (General Collection)	\$55.00	Keys	\$40.00
Books (Juvenile Collection)	\$20.00	laptop	\$500.00
Books (Southeast AK Children's Collection)	\$35.00	Magazines	\$5.00
Books (Oversize & Reference)	\$100.00	Thesis	\$55.00
CDs (Music or Reference)	\$30.00	Checkout equipment	\$ varies

## 2.6 Reference

Trained staff offers assistance in finding information in our library collections or on the Web during service hours. Please stop by the reference desk or call us at (907) 796-6502 or toll-free at 1- 877-796-6502 or e-mail at [egan.library@uas.alaska.edu](mailto:egan.library@uas.alaska.edu).

Reference service provides information directly to individual inquirers on a one-to-one basis. The Reference Desk is the basic point of access for all patrons regardless of location. The reference transaction will be managed as a practical, private conversation between the librarian and the individual seeking information. Respect for the inquirer and his/her right to privacy will be maintained during the interview. The goal of the interview is to find out exactly what is needed and to locate sources which answer that need. If a reference inquiry cannot be answered within a single shift, the staff person on duty may share the inquiry with other reference staff who will continue to work on the question. As the Egan Library is an academic library the goals of the reference transaction are to both find the information that the patron needs and to teach the patron to find information independently. Staff will emphasize the teaching aspect of the reference transaction whenever possible.

Service priorities during any shift are set by the reference staff member on duty, who will use professional judgment regarding urgency and extent of assistance required. In-person service

normally has priority over telephone or chat service. Return calls on pending telephone questions are made as soon as possible, normally within the same day, and the caller is advised when callback may be expected.

Referrals may be made by reference staff to other libraries, government agencies, and other appropriate sources of information when resources within the local facility are exhausted. Interlibrary Loan is an integral part of reference service. Its use is encouraged if items the user wants are not held by JLC Libraries. Further details are available in Policy 3.8 Interlibrary Loan.

Children's reference questions are handled with the same attention as adult questions; however, students doing assigned school projects or research papers, may be asked to come into the library in order to see materials to help define their project. Helping students learn to find information independently is assumed to be as important as providing specific information.

Medical, legal, and IRS/tax questions will be answered only by stating author, title, publisher and date of source, followed by exact reading of relevant passages. No summaries or opinions or advice other than referrals to other sources can be given on medical, legal or IRS/tax questions. For genealogical research, patrons need to be aware of practical limitations in resources, staff time, and expertise available.

Databases on a wide variety of topics are offered for use in the library. Many are also available outside of the library by either residents of the state of Alaska (Digital Pipeline collections) or by UAS affiliates. Reference staff will show patrons how to use these resources on an individual basis and are also available to present structured instruction for groups. A complete listing of all current database offerings is available on the library's web page at <http://www.uas.alaska.edu/library> by clicking on the Databases by Title link. Call the library at 796-6502 or toll free at 877-796-6502 for more information.

## **2.7 Interlibrary Loan**

Purpose:

The Interlibrary Loan (ILL) Service is a resource sharing activity which enables patrons to access materials which the Egan Library does not own. Most libraries, particularly those with smaller collections, rely on ILL to meet some of their patrons' needs. The primary purpose of the Egan Library's ILL service is to support the educational and research needs of UAS students, faculty and staff.

ILL Standards/Guidelines: The American Library Association (ALA) provides national interlibrary loan guidelines (National Interlibrary Loan Code for the U.S., 1993) which, in addition to individual library policies, set the framework for service delivery. Copyright Law and CONTU Guidelines (which interpret copyright compliance with respect to Library photocopying) are also adhered to by the Egan Library's ILL Service.

Key ALA National ILL Code Guidelines adhered to by the Egan Library:

- The Egan Library supplies materials as freely as it requests them.
- Patrons may submit requests for all types of materials. Lending policies determine what can be borrowed.



- All incoming and outgoing ILL requests are processed in a timely fashion.
- The Egan Library accepts responsibility for items requested once they have left the supplier.
- The Egan Library respects due dates and lending restrictions and is responsible for any lost or overdue items charges incurred.
- Staff submits complete and verified citations, whenever possible, to the lending libraries
- Copyright notices and ILL photocopy records comply with copyright law.

Further Conditions of ILL Service:

- ILL Service will be provided for current UAS affiliates at no charge to them.
- Although ILL materials are generally exchanged between libraries, the Egan Library sometimes requests that the material be sent directly to e-learning students and returned by them to the lending library.
- At this time, there is no limit on the number of requests a patron can submit. Patrons may be asked to prioritize a large number of requests.
- The Egan Library charges other libraries \$15 for materials loaned through ILL in order to offset rising costs of software licensing and shipping.
- Staff reserves the right to restrict a patron's use of interlibrary loan should requested items consistently not be picked up, be returned late, be damaged or lost.

## 2.8 Conference and Study Rooms

### Guidelines for Use Egan 210 and Egan 211

- Conference rooms are primarily intended for class and meeting use.
- Rooms can be scheduled for meetings at the Circulation Desk.
- These rooms have priority use for UAS student study on a first-come, first-served basis when not scheduled for meetings.
- During evenings and weekends, these rooms are locked. Please see the Circulation Desk for access.

### Study rooms Overview

The Egan Library has 7 study rooms available (5 on the main level and 2 on the lower level). All rooms have a blackboard, data port (for internet or voice with audio-conveners), power outlets and seating for 4 chairs at a table. Rooms 212 and 213 have wall-mounted HDTVs and DVD players. Rooms on the main level have windows (inoperable).

- UAS Students have priority use for study rooms.
- Rooms 106, 107, 213, 215, 216 are available on a first-come, first-served basis to all users (though students have priority).
- Rooms 212, 214 [can be reserved](#) by UAS students/staff/faculty only (a valid @uas.alaska.edu email required).
- During busy times, preference may be given to students requiring the DVD workstations and to students using audio conveners to attend distance classes.

- Individuals may be asked to leave the room if a group needs a study space and all other rooms are in use.
- When using the DVD workstations, please be mindful of noise. We suggest using headphones or keeping the volume low.
- Headphones, cables, audio conveners, and remotes are available for checkout at the Circulation Desk.
- If the library suspects misuse of the reservation system we have the right to cancel reservations.

The following activities are not given priority use of the study rooms: Gaming, recreational DVD viewing (use video carrels), sleeping.

### **Guidelines for Use Reserved Study Rooms Egan 212 and Egan 214**

- These rooms have priority use for UAS students and for those with a reservation.
- **If the room is empty please check availability and/or make a reservation from any computer or at the circulation desk. Reservations will be given priority.**
- Individuals may be asked to leave the room if a group needs a study space and all other rooms are in use.
- Students/staff/faculty may reserve a room up to one week in advance online (use link or QR code below) or at the Circulation Desk for up to three hours per day.
- Please be mindful of noise when using these rooms. When using media equipment we suggest using headphones or keeping the volume low. Headphones are available for checkout at the Circulation Desk.
- Remotes and cables for hooking your laptop to the HDTV (212 only) are available at the Circulation Desk.
- Small food items and covered beverages ARE allowed, please clean up after yourself.

**Reserve a study room online,**

<http://uas.alaska.libcal.com/booking/studyrooms>

### **General Guidelines for General Study Room Use**

- UAS Students have priority use for study rooms.
- Rooms are available on a first-come, first-served basis.
- During busy times, preference may be given to a group of students over a single student.
- Small food items and covered beverages ARE allowed, please clean up after yourself.

## **2.9 Bulletin Boards, Exhibits and Displays**

### **Bulletin Boards - UAS Campus-wide Policy**

Poster policy: All on-campus posters must include contact information, a name (first name, university issued email or department), and an expiration date (or date of event). Posters may only be placed inside buildings and in places designated for such posters. Posters which announce activities to be held at the University or of special interest to the university community shall be posted. Limited space will be allocated for off-campus advertisements and the designated areas identified. Posters are limited in size to 14"x22" before needed additional approval by Activities Office. Posting and removal are the responsibility of the contact person or department.

On-campus posters with appropriate contact info may be posted on the following bulletin board areas without prior approval. They must be limited to one per bulletin board and must be taken down within two weeks of posting or within 2 days of the event ending. Student Housing and the REC Center control their own bulletin boards. Postings may be left in the Activities office to be delivered to those sites and they will be posted at the discretion of the management. The hanging of banners must be site approved by St Activities before placement. Chalking is not allowed. Student Election materials must follow the USUAS-JC guidelines and be in compliance with this policy.

Off campus posters must get stamped approval from the St Activities Office, 128 Mourant. This date stamp must be present on all posters to remain on Public area bulletin boards. Political and campaign posters are not allowed unless event specific.

Staples and thumbtacks should not be used, pushpins or tape only. No self-adhesive stickers, labels or signs are allowed. Unauthorized locations include exterior walls, building entries, outside columns, walls along stairs, glass entry and exit doors, fences, trashcans or bathroom stalls, without prior approval. There can be no unofficial usage of the university logo in advertising. There can be no usage of alcohol logos or mastheads.

Violations of the poster policy will result in the posters being removed and discarded. It would be polite to use the contact information and inform the owners as to why it is being removed. Posters that abide by the policy should not be written on, removed, destroyed, made unreadable. If it is suspected that this has happened to a poster, the UAS Judicial Officer should be contacted. If you have a problem with the content you should use the contact information to inform the owner of the poster your concerns. St Activities will hire a bulletin board monitor and be checking for compliance twice weekly.

### **Exhibits and Displays Policy**

1. Exhibit space in the public areas of the Library is primarily for Library use as part of its public service mission, which is to provide library materials and services in a collection to serve a diverse group of users, to complement classroom instruction, and to stimulate independent study and cultural awareness. Space may be made available to non-UAS affiliated groups

but preference will be given to UAS affiliated groups. The Library's exhibit space consists of floor space on its three levels on which temporary shelves or flats can be placed for items to be displayed. Egan Library houses a display case on its main (second) floor, which is the joint property of Egan Library and the UAS Math/Science Faculty. Because of its specialized purpose, it is not included as an exhibit location in this policy.

2. The Regional Library Director is responsible for the administration of this policy. Upon application to the Director and on a space-available basis, designated exhibit space can be made available to UAS-affiliated organizations engaged in educational, recreational, cultural, intellectual or charitable activities, or to non-UAS affiliated organizations when the exhibit is consistent with the Library's mission statement.
3. Exhibits may include materials from the collections as well as non-UAS source materials determined by the Library to be appropriate to the Library's mission. Exhibits should provide visually engaging and aesthetically pleasing displays on high-interest topics which can be appreciated by a wide audience of all age levels. Exhibits are not intended as a public forum or as advertising space.
4. The provision of display space does not constitute Library or University of Alaska Southeast endorsement of the beliefs or viewpoints advocated by the exhibit, or of the organization responsible for the exhibit.
5. Conditions for the use of exhibit space:
  - a. Space: the Director will determine the location of the exhibit, taking into consideration the preference of the requesting organization. Use of the space cannot present an immediate demonstrated threat to the public health or safety or interfere with the Library's utility as a teaching, research and study location.
  - b. Scheduling: scheduling and assignment of display space will be at the discretion of the Director, taking into consideration the preference of the requesting organization.
  - c. Quality: exhibit materials must be of a professional quality. Failure to meet this stipulation may result in removal of the exhibit at the direction of the Director.
  - d. Identification: each exhibit not provided by the Library must include a clearly visible sign which states the name of the organization, the name of a contact person, and a contact telephone number.
  - e. Publicity: exhibits provided by entities outside the library may not be publicized in a manner which suggests Library or "UAS sponsorship or affiliation.
  - f. Endorsement: each exhibit space provided to a non-Library entity will prominently feature a statement to the effect that the provision of exhibit space for public use does not constitute Library or University of Alaska Southeast endorsement of the

beliefs or viewpoints presented by the exhibit or of the organization responsible for the display. The Library will provide to the organization the text for this disclaimer.

- g. Security: the Library cannot guarantee the safety or security of an exhibit and does not take responsibility or assume liability for materials in an exhibit. The Library will require the exhibiting organization to sign the Application to Use Exhibit Space identifying at least three officers or contacts of the organization and releasing the Library from responsibility.
- h. Prohibitions:
  - i. sale of items: exhibits from non-UAS affiliated organizations cannot contain materials for resale. Information on obtaining items in the exhibit may be displayed.
  - ii. content: exhibits may not contain any of the following: explosives, biologically or chemically hazardous material, apparatus which produces noise, firearms, perishables, or speech that is not constitutionally protected.
  - iii. subject: exhibits may not contain obscenity or pornography
  - iv. purpose: exhibits will not be approved if the Library Director determines the purpose or effect will be:
    - a. illegal,
    - b. the promotion of political candidates or issues or campaigns,
    - c. religious proselytizing
    - d. of a commercial nature, or
    - e. solely for promotion of a particular organization
- i. Quantity: organizations may have only one exhibit on display at a time in the Library. Future display space may be requested following the removal of the exhibiting organization's current exhibit.
- j. Library-related materials: in keeping with the spirit of the Library's provision of these exhibit spaces, exhibiting organizations are asked to include library-related materials in displays whenever possible.
- k. Violations: the Library retains the right to deny space to any user whose use or planned use of the space does not comply with these conditions. Violation of these conditions may result in removal of the exhibit at the direction of the Director and/or denial of future access to the Library exhibit spaces.
- l. Liability: the scheduling organization will hold the University of Alaska, its employees, officers, agents, and Board of Regents harmless in case of unavailability of the facilities. The scheduling organization will indemnify, defend, and save harmless, the University of Alaska, its employees, officers, agents and Board of

Regents, against any and all claims of any loss, damage, or injury to person, or property resulting directly or indirectly from any accident, occurring in, upon or about the premises of the University of Alaska as a result of the acts, connection with their operations, use or occupancy, of the premises.

6. Conditions for set up and removal of exhibit:

- a. Set up and removal: the exhibiting organization is responsible for setting up and removing the exhibit at a time and in a manner specified by the Director. Set up and removal must be accomplished during the Library's operating hours. All materials for mounting the exhibit must be furnished by the exhibiting organization. All such materials, and all the contents of the exhibit and removed within the time period specified on the Application.

The Library cannot provide assistance in mounting or removing the display.

- b. Adherence to University regulations: During set up, exhibit and removal, the requesting organization members and expected visitors must abide by University regulations. These include, but are not limited to:
  - i. No message phone or copying service is available
  - ii. Smoking is not allowed in University buildings
  - iii. Alcoholic beverages are not allowed in the buildings or on University property.
  - iv. Children shall be supervised at all times while on University property.
  - v. The scheduling organization will protect University property from damage or mistreatment, and is responsible for the condition in which the building is left. In the event University property is damaged or stolen the organization will be held liable and charged for the cost of repairs or replacement.

7. Reconsideration: patrons concerned about material in exhibit spaces are welcome to discuss those concerns with the Director. Patrons who wish to Library to reconsider the material in an exhibit space will be given Request for Reconsideration forms and informed of the reconsideration procedure.

- a. The Library will respond to a Request for Reconsideration within ten working days of receipt in the office of the Director. The Director will use appropriate expedited means to communicate a reconsideration decision to the requesting patron. The exhibit being challenged will remain in place during the reconsideration process.
- b. The decision of the Director will be final.

## 2.10 Events in the Library

The large open seating area on the first floor of the Egan Library offers an appealing location for public events. The basic configuration consists of 175 chairs, a stage, and a podium. With the sponsorship of a UAS faculty or staff member, we are pleased to accommodate activities complementary to our academic support mission. Lectures, scholastic award ceremonies, art exhibits and conferences are examples of mission-compatible events.

The UAS Egan Library's primary function is a research and study facility. In order to maintain quiet study areas for students, we limit the number and type of activities taking place in the building during our regular service hours while classes are in session. Between semesters and on Friday and Saturday evenings we may host events of a broader scope, including concerts and Community Day activities. Library service hours and semester breaks are posted online at <http://www.uas.alaska.edu/library/hours.html> **Events are not permitted during service hours for the weeks of midterms and finals.**

If you would like to schedule an event in the Library, please complete the Reservation Request form below and/or contact Beatrice Franklin at (907) 796-6249 (fax) or [bsfranklin@uas.alaska.edu](mailto:bsfranklin@uas.alaska.edu).

<http://www.uas.alaska.edu/library/pdfs/ReservationRequest.pdf>

## 2.11 Group or Class Visits

The Egan Library welcomes local K-12 school groups to tour and gain access to university collections as space and staff time allow. Teachers wanting to bring their students to request an educational trip to the library should request class visits at least one week in advance.. Requests should include school, teacher in charge, educational objective(s), number and grade level of students and the day and time desired. The Library will respond to the request by phone or email to the respective principal's office with written confirmation following. Should the Egan Library not be able to honor the request, reason(s) will be given and alternate times suggested. Requests may be made by phone: 907-796-6502 or by email at: [egan.library@uas.alaska.edu](mailto:egan.library@uas.alaska.edu)

When staffing is available, the Egan staff will be happy to aid the teacher in meeting the educational objectives of the trip and will work directly with the concerned teacher to do so. Tours may only be on week days and between 9:00am-4:00pm. We must limit visits to only one school tour per day. Tours will be scheduled in the order received on a first come, first served basis.

## 2.12 Unaccompanied Children or Pets on Campus - UAS Campus-wide Policy

The University of Alaska is a diverse environment of classrooms, offices, laboratories, recreation and other common areas. Visitors to campus are generally welcome and encouraged. However, appropriate precautions and limitations on visitation are necessary to protect health and safety and

to maintain productivity and regulatory compliance. Safety is a primary concern when considering the presence of children on campus. The majority of our facilities are not designed for occupancy by children. Serious injuries can and have occurred to children on university campuses. Therefore, we have instituted guidelines to ensure the safety of our young visitors. For details see: [Children and Pets on Campus Guidelines](#)

## 2.13 Proctored Exams

Adjacent to the Learning Center on the lower level of the Egan Library is a room called The Testing Center. This is a large, quiet room in which students and members of the community can have exams administered under direct supervision. The space is monitored by Learning Center proctors and security cameras at all times during business hours. For more information call the Learning Center at 907-796-6348 or visit [The Testing Center website](#). Egan Library staff will not proctor exams.

## 2.14 Services to Persons with Disabilities

Egan Library offers ten terminals dedicated for student use and an additional ten terminals also open to students and the public. All machines have a Windows operating system, Internet access, and an Accessibility Package. This accessibility package includes:

- Screen Reader - A screen reader (WIN + U will read screen to you)
- Visual – The ability to alter the screen resolution, text size and color, cursor size and blink rate, a screen magnifier, setting of screen contrast and color schemes
- Volume (with headphones plugged in) – ability to adjust the volume, set sounds for certain tasks or notifications, and a narrator
- Mouse – set options on click speed, click lock, pointer speed, size and color, and more.
- Keyboard options – change keyboard layout, sticky keys, toggle keys, move mouse using keypad, on-screen keyboard

For more information about the Egan Library's services to persons with disabilities please see:

[Guide to Assistive Technology – Special Features of Egan Library Collections](#)

3.18 (a) [Commonly Asked Questions about Service Animals in Places of Business](#)  
from the U.S. Department of Justice

## 2.15 Library Technology

### Computers

- The Egan Library offers 23 PC workstations.
  - 12 Student Workstations that have a full suite of academic software
  - 4 Timed Internet Workstations (1 hour sessions, requires login with library card/student ID#/or guest pass),
  - 4 Express Internet Workstations (15 mins, no login)
  - 3 Library Search Stations (catalog and library e-resources only).



- The Learning Center and Writing Center (located on the lower level of the library) offer additional Student Workstations as well as computer based test proctoring.
- PC laptops are available for 24 hour checkout for UAS students/staff/faculty

## **Internet Use and Safety**

Egan Library computers are primarily intended for research and educational purposes. The Internet, online Library catalogs, article databases, full-text resources, ebooks, and government publications are available to all library users on all public computers in the library. The following guidelines apply to use of all computers at the library.

1. Priority is given to members of the UAS community.
2. To ensure equitable access to computers, time limits are posted and enforced.
3. Tampering with the computers or preventing others from using them is not allowed.
4. Viewing pornography and other webpages found to be harassing, disruptive, or offensive to others is not allowed. Patrons viewing such materials will be asked to leave the premises.
5. Laptops and other personal computing devices are welcome in the library. Users may connect personal equipment to the wireless network or to ports designated for such use. Users may not unplug any library equipment or cables for any reason. Use of personal equipment must not pose a safety hazard for others (e.g., stretching power cords across walkways).

Use of library computers is subject to applicable Egan Library policies, including the library Rules of Conduct

### **Wi-Fi**

- Egan Library provides open Wi-Fi access, access to networked printers for authenticated UAS users and access to licensed software for current UAS students.
- You can access the network from anywhere on campus using the UAS wireless intranet.
- All campus classroom buildings, cafeteria, housing, and the library have wireless connectivity which is Wi-Fi (802.11b) compliant.
- Most wireless computers will detect our network automatically. If yours does not, please stop by the Reference Desk or IT Helpdesk (Whitehead Building) for further assistance!

## Software

- Student Workstations are equipped with the standard academic build which includes Microsoft Office 2010, Adobe Acrobat and Adobe Creative Suite 4 (including Photoshop).
- Other course specific software including SPSS, R and more is available using a virtual desktop client, inquire at the Reference desk or refer to the PDF file called "**SPSS Statistics –how to launch**" that will show up on the students desktop after log on.

### Checkout Equipment

- 6 Nook Touch eReaders (check availability)
- Graphing calculators
- Digital Projector
- MP3 players
- Headphones and microphone/headphone headsets
- Digital Adapters (HDMI, mini display port>VGA, iPhone/iPad/iPod 30 pin>HDMI)
- Digital cameras and Flip HD Video cameras
- Photo Slide Projector and tripod screens
- Teleconference conveners (for use in study/conference rooms)
- Typewriter power cords (for use with electric typewriters in study/conference rooms)
- Portable DVD-RW drives (USB)

## Print, Scan, Copy

### Print

The library printer (Egan Customer Queue) is located on the main level (2nd floor) near the Reference Desk.

At the present time black and white printing is free for students and members of the public. Please help us conserve paper and print cartridges! Observe our Printing Guidelines posted at workstations and around the library. To control costs and make adequate resources available to students, library staff reserves the right to limit the size and number of printing jobs requested by members of the public who have no current affiliation with the university.

We welcome donations from members of the public to cover the cost of printing especially large documents (~20 pages or more).

- Default Printer is **Egan Customer Queue** (double sided) Black & White only.
- **Single-Sided Printing:** From printer dialog box, choose "Preferences," then for the "Print on both sides" option, select "No"
- Printing from laptops via Wi-Fi is supported only for users on the UAS authenticated network, instructions [here](#) or see Printing in the Library Guide (available at the Reference Desk).

- Color Printing is currently only available for students/staff/faculty and requires a WhaleCard to use WhalePrint release stations at Media Services located on the lower level (1st floor ) of the library.
- **Color Printing = \$0.25 per 8.5" x 11" side**
- Microfilm Printing and Microfilm Scanning to PDF is on the main level.

### **Scan**

Several scanning options are available. There is a public access scanner/copier near the Circulation Desk. A second scanner (supports color scanning) is located in the main level in the Microfilm Section. Scanning options (multiple pages, double-sided, color) may vary, depending on workstation features. Both of these workstations support scan to email only.

### **Copy**

A Black & White Copier is located on the main level by the Circulation Desk (\$.10 per page).

## **2.16 Photocopying and Copyright**

A photocopier is available to make copies at 10¢ per page, and the copier accepts both coins and bills. Copy cards may be purchased at the Circulation Desk for \$5, \$10, or \$20.

The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or other reproductions of copyrighted material; the person using Egan Library equipment is liable for any infringement. For more information about copyright law, the rights of copyright owners, and the right of fair use to make limited copies for purposes such as teaching, research, and study at the University of Alaska Southeast, visit: <http://www.alaska.edu/active/copyright-issues/>

## **2.17 Public Printing**

At the present time, printing from public workstations is free for students and members of the public. However, printers and print cartridges are paid for out of student fees, while paper supplies and technical maintenance are funded from the library's budget. The privilege of having free printing can be maintained only if users cooperate by limiting their printing to single copies of research-related materials or documents. The library cannot afford to be a printing service for multiple copies of documents – a public photocopier is available for making more than one copy of any document, article, or website at a cost of 10¢ per page.

Please help us conserve paper and print cartridges! Observe our Printing Guidelines posted at the public workstations and various places around the library. To control costs and make adequate resources available to students, library staff reserves the right to limit the size and number of printing jobs requested by members of the public who have no current affiliation with the university.

We welcome donations from members of the public to cover the cost of printing especially large documents (~20 pages or more).

## **2.18 Public Faxing**

Egan Library does not provide fax services for library users. There is a fax machine provided by Student Services for student use Monday through Friday, 8 am - 5 pm, closed on weekends. The fax machine is located on the lower floor of the Mourant Building, Room 128. The charge is 25 cents per page if within the U.S. and International faxes cost \$1 per page. For more information call 796-6528.

## **2.19 Typewriter Use**

Egan library has one electronic typewriter available for use by all library patrons.

1. The power cord for the machine must be checked out at the Circulation Desk with a current library card before use.
2. Due to noise issues, use of the typewriter may be restricted to a study or conference room.
3. If none of these rooms are unavailable, please see the Reference Desk for assistance in use of typewriter.
4. Please see the Reference or Circulation Desks if you have questions.

## **Conduct**

### **3.1 Rules of Conduct**

Egan Library supports scholarship, research, and creative activities at the University of Alaska Southeast by providing relevant, diverse, and well-maintained collections, by helping individuals evaluate and efficiently use those resources, and by creating a welcoming environment for all. In order to create a welcoming environment for all patrons, Egan Library prohibits the following behaviors:

1. Loud, disruptive, or attention-getting behavior which unreasonably interferes with or creates a hostile or offensive learning or working environment
2. Obstructing or disrupting teaching, research, administration, or other activities authorized by the University
3. Using foul or abusive language or intimidating staff or other patrons
4. Tampering or playing with library equipment such as computer terminals, public typewriters, photocopiers
5. Consuming food and beverages, except beverages in covered containers, within the library's public areas

6. Smoking inside buildings
7. Being under the influence of alcoholic beverages or controlled substances on property owned or controlled by the University or exhibiting any condition that causes disorientation such that there is possible damage or harm to oneself or others
8. Disturbing other patrons or deterring others from coming near due to strong odors
9. Possessing dangerous weapons (firearm, knife, club, etc.)
10. Sexually harassing library staff or patrons; this includes harassment by watching sexually explicit materials on computer or TV screens within view of other patrons or printing such materials
11. Watching graphically violent materials on computer or TV screens within view of other patrons
12. Entering Staff areas without authorization
13. Soliciting money or other gratuity from another person
14. Actively soliciting signatures on petitions or actively approaching patrons for political or religious recruitment without first making arrangements with the Library Director
15. Entering the library with bare feet or without a shirt
16. Failing to comply with the directions of law enforcement officers or University officials acting in the performance of their duties
17. Failing to identify themselves to University officials, including library staff, when requested

### **3.1 (a) Noise**

Loud, disruptive, or attention-getting behavior which unreasonably interferes with or creates a hostile or offensive learning or working environment are prohibited in the Egan Library. This includes but is not limited to: loud conversations, talking on cell phones, watching videos or listening to music. At times, the sound coming from ones headphones may be disruptive to others and you may be asked to lower the volume.

### **3.1 (b) Food and Drink in the Library**

Food is not permitted in most public areas of the Egan Library. Snack food is currently only permitted in the study rooms. Snack food should not be overly messy

or smelly. Covered drinks are allowed in the library. Exceptions to the library's food and drink policy exist for some public events held in the library.

### **3.1 (c) Smoking; use of alcohol or controlled substances**

Smoking is not permitted in the Egan Library. Being under the influence of alcoholic beverages or controlled substances on property owned or controlled by the University or exhibiting any condition that causes disorientation such that there is possible damage or harm to oneself or others is not allowed in the Egan Library.

### **3.1 (d) Watching violent or sexually explicit materials in public**

Sexually harassing library staff or patrons is not permitted in the Egan Library; this includes harassment by watching sexually explicit materials on computer or TV screens within view of other patrons or printing such materials. Watching graphically violent materials on computer or TV screens within view of other patrons is also prohibited. Students needing to view images of a graphically violent or sexual nature as a part of their academic work may make alternate arrangements with the Reference Librarian on duty.

### **3.1 (e) Odor**

The Egan Library strives to ensure the comfort and safety of our employees and visitors by encouraging an environment free from smoke, fragrances, or unpleasant smells. These odors are distracting and may trigger allergic reactions or create health problems for sensitive individuals. This policy is meant to cover noticeable odors from any source, including foods, personal items, perfumes, and grooming.

### **3.1 (f) Use of cell phones in the library**

Sound travels in the library. In order to avoid disturbing those around you, cell phone calls are restricted to the Spikes area outside the library entrance.

### **3.1 (g) Possession of dangerous weapons in the library**

Possessing dangerous weapons (firearm, knife, club, etc.) is not allowed in the Egan Library.

### **3.1 (h) Solicitation (petitions, money, proselytizing)**

Soliciting money or other gratuity from another person is not permitted in the Egan Library. Actively soliciting signatures on petitions or actively approaching patrons for political or religious recruitment is not allowed without first making arrangements with the Library Director.

**Failure to comply with these Rules of Conduct is grounds for request to leave the building.**

### **3.2 Enforcement of Rules of Conduct—Leave and Stay Away Orders**

The Library Director and senior library staff may prohibit the use of the library facility by any person who willfully or persistently violates any rule or regulation prescribed for the operation of the facility or whose physical condition or actions are deemed dangerous, or substantially interferes with the rights of others to use the library.

First time and minor conduct violations are addressed by library staff as a warning to the patron and issuance of a copy of the Rules of Conduct with the rule in violation highlighted and the patron informed that repeat violations may result in prohibition from the library facility/services. Library staff will make an effort to identify the patron by name or at least by description of problematic behavior and physical description and share this with all library staff and select university administrators for the purpose of monitoring repeat violations.

Major conduct violations (under the influence and disoriented, disruptive, hostile or sexually harassing behaviors, entering staff areas) will not receive a warning prior to enforcement. Library staff will inform the patron they are in violation of library Rules of Conduct, that their actions will result in an Order to Leave and Stay Away from the Egan Library facility for a period of 30 days, and ask them to leave the premises. If they refuse to leave, staff will call the Juneau Police Department. After the patron has left the building, a 30 day Leave and Stay Away Order will be drafted with that day's date, with the intent of being issued when the patron returns to the library. If time allows and it is not an emergency, staff may draft, date and issue the Leave and Stay Away Order at the time of the incident.

An Order to Leave and Stay Away from Premises may be prepared in advance by the Library Director after repeated incidents have established a pattern of behavior that warrants issuance of the order. Staff may serve these letters in the absence of the Library Director, either when the patron next returns to the library or when another incident occurs.

Serious incidents may happen when the Library Director or designee is not on site and when there has not been opportunity for a letter to be prepared in advance. In cases when the police or emergency services must be summoned to remove someone from the facilities, the senior staff person on duty is authorized to issue a Leave and Stay Away Order, subject to review by the Library Director.

Only the Library Director or designee may restrict access to the library for a period exceeding 30 days. The Library Director will institute a patron appeal process from this decision (see section 3.4a Appeals). When any serious incident occurs, or an individual is asked to leave the library, the senior staff member on duty shall prepare an Incident Report for the Library Director by the end of that person's next working day. An Order to Leave and Stay Away from Premises may:

- prohibit entry to the William A. Egan Library,

- be effective for a specific, designated time (30 days or up to 1 year) and,
- be effective “until revoked in writing by the Library Director.” A meeting with the Library Director or designee will be required to develop a satisfactory plan for the patron’s future compliance with library conduct rules.

Those served an Order to Leave and Stay Away from Premises may appeal to the Library Director or Vice Chancellor for Administration to restore their full library privilege after a designated period and after demonstrating that the behavior that caused the initial prohibition will not be repeated.

### **3.2 a. Appeal Process**

A person who has been issued an Order *equaling 30 days or fewer* may appeal the decision to the Library Director. The appeal process is not applicable to any criminal charge(s), which are resolved through the appropriate court system. Your written request shall set forth your reasons for reconsideration of the Order. This request should include contact information for returning a decision. A decision will be reached within seven (7) days of receipt of request. *The length of this Order shall remain as stated in this document unless the Library Director issues a written determination altering the terms of this document.* Written appeals should be mailed to: Library Director, UAS Egan Library, 11120 Glacier Ave. Juneau, AK 99801.

A person who has been issued an Order *equaling more than 30 days* may appeal the decision to the Vice Chancellor for Administration. The appeal process is not applicable to any criminal charge(s), which are resolved through the appropriate court system. The Order must be appealed in writing and received within seven (7) business days of the date the Order is served. Written appeals should be mailed to: Health and Safety Manager, University of Alaska Facilities Services, 11120 Glacier Ave. Juneau, AK 99801.

Failure to file a timely appeal shall be considered a waiver of the right to appeal.

Written appeals should include:

- Appellant’s contact information: address, telephone number and email address.
- Date of issuance of the Order.
- Any information appellant wishes to be considered.
- Whether or not a hearing is requested.

Upon receipt of a timely appeal, the Health and Safety Manager will gather all appropriate information for consideration and forward on to the Vice Chancellor for Administration. Whether to hold a hearing is within the Vice Chancellor for Administration’s discretion. In the event that a hearing is held, the Vice Chancellor for Administration or designee will conduct a hearing as soon as possible.



At the hearing, the appellant will be given an opportunity to present or dispute relevant information. Library personnel or other witnesses will also be given an opportunity to present information on the events leading to the Order. The Vice Chancellor for Administration or designee, after final consultation with the Library Director, will sustain, rescind or modify the Order to Leave and Stay Away From Premises. A written decision will be mailed to the address provided in the written appeal.

If an appeal is filed, the restrictions set forth in the Order will remain in effect until the appeal process is completed. If the Order is sustained, after the one (1) year ban period, the appellant will need to meet with the Egan Library Director in person in order to have their library privileges restored. This meeting is to insure that the appellant is fully capable of upholding the Egan Library's Rules of Conduct. To set up a meeting call (907)796-6467, or write Library Director, UAS Egan Library, 11120 Glacier Ave. Juneau, AK 99801.

If the subject of the Order returns before this direction is cancelled in writing, he or she will be subject to arrest under the Code of the City, CBJ 42.15.015.

## **Collection Development**

### **4.1 Collection Development Policy Summary**

The following sections are excerpts from the library's full Collection Development Policy.  
General Selection Policy

Library materials will be acquired in accordance with the following priorities, ranked in descending order of importance:

1. Materials capable of supporting basic undergraduate and graduate instruction in areas in which courses are offered. Emphasis at the undergraduate level is on materials supporting general liberal arts core requirements and degree programs. At the graduate level, emphasis is on materials supporting advanced studies in areas in which graduate degrees are offered.

While recognizing that teaching is enhanced by active scholarship, the Library supports research interests of faculty where they relate directly to classroom instruction. Egan Library supports more specialized faculty research interests through its extensive interlibrary loan program and database searching.

Librarians actively seek faculty input on materials supporting academic programs. Librarian participation on the Faculty Senate and Curriculum Committee facilitates timely response to curriculum and program changes that might have an impact on resource needs. The Librarian liaisons to academic departments are an additional source of information about changing programs and faculty interests.

General reference materials including dictionaries, encyclopedias, indexes and bibliographies, are selectively acquired to support the reference needs of library users

within a wide range of subject areas with the primary focus being curricular support. These materials are increasingly acquired in electronic format or in a print plus electronic package when available and cost-effective.

2. Materials selectively chosen which provide basic information and can support fundamental inquiries for a specific liberal arts subject field, but which are less closely related to the existing curriculum.
3. Materials which stimulate independent study in the general liberal arts and cultural awareness.
4. Materials which provide current information on topics in higher education directly related to University programs (i.e. assessment, faculty development, evaluation, etc.).

Special considerations applicable to the majority of library acquisitions include:

1. The permanent or timely value of the material.
2. The authoritativeness of the material and/or its author or edition.
3. The usefulness of the material with respect to other materials already in the collection or readily available from other Juneau or Alaska collections.
4. The cost of the material in comparison with other equally useful material.
5. The format of the requested material compared with other available formats of the same material. When deciding to purchase a resource in electronic format, librarians consider the number of distance students in related programs, ease of use of the electronic format, typical use patterns for the style of the material, and faculty preference.
6. Requirements and availability of any special equipment needed to use the resource, and associated ongoing maintenance costs.
7. The availability and appropriateness of the material for another library in Juneau. Egan Library prioritizes purchasing items not otherwise available in Juneau, and may elect not to purchase materials already owned by another library even when the material directly supports the UAS curriculum.

### **Selection Responsibility**

The responsibility for selection of library materials is a joint responsibility of the faculty and the Library staff. The Technical Services Librarian coordinates the overall collection development and management program as delegated by the Library Director.

Since it is the faculty who are most directly involved with the teaching programs of the University, it is important that they have a major role in selecting materials supporting these programs. Faculty

is encouraged to participate in several ways. All librarians work in a liaison role with a faculty group and thereby encourage faculty to make recommendations for purchase. Faculty is also encouraged to participate in the evaluation of online resources available on trial basis. The Library disseminates Choice magazine reviews to interested faculty. The Acquisitions FAQ on the library web site instructs faculty and other interested parties in methods for making recommendations. A recommendation form is available on the web site which anyone may use to submit a recommendation electronically.

All Library faculty participate in the selection process and strive to achieve balanced coverage in subject areas related to the curriculum. Requests for material purchases from students and other library users will be given serious consideration. Recommendations which fall outside of the criteria may be referred to another Juneau library if the request would fit that library's collection profile.

While Egan Library views the development of the collection as a team effort involving faculty, students and staff, the ultimate responsibility for collection development directions and policy decisions, including the adequacy and quality of selection, rests with the Library Director.

### **Gifts**

The Egan Library accepts gifts that meet the general collection development parameters and criteria and provided there are no restrictions attached to their disposition or location. To be accepted, gift materials must be in good condition and unmarked. No inventory listing will be provided.

Because Egan Library is defined as a "party of interest" by the courts and the IRS, the Library cannot be involved in the appraisal of gifts for purposes of tax deductions for donors. The appropriate collection development librarian will inform Endowment and Plant Asset Accounting of gifts if the donor indicates the total value is \$5000 or more.

Every attempt will be made to recycle unneeded materials to other libraries or to agencies such as Better World Books, a non-profit organization which benefits literacy projects in developing countries. However, Egan Library reserves the right to keep or dispose of any gift materials, based upon collection needs and policy as outlined in this document.

Egan Library is pleased to accept donations of funds which can be used to establish subscriptions for titles which meet the criteria set forth in the Serials Policy Statement, but does not accept gift subscriptions.

Egan Library will occasionally refuse a donation before our evaluation if the materials are in particularly poor condition or obviously unsuitable for our collection.

If you have questions about our collection development policy please contact our head of Technical Services, Caroline Hassler at 796-6345 or [caroline.hassler@uas.alaska.edu](mailto:caroline.hassler@uas.alaska.edu)

### **5.1 Emergencies/Building Problems**

5.1 - 5.2 Reserved for internal policies for dealing with emergencies and facilities problems