
PREFACE

The Academic Library Manager's Forms, Policies, and Procedures Handbook compiles the work and wisdom of my academic library colleagues from across the country. Inside these pages, you'll find over 600 proven and well-written forms, policies, and procedures on topics in more than 300 different areas. These can serve as inspirations, benchmarks, or reaffirmations for your institution. I hope that you, like me, will find many that have the perfect wording for trouble spots in your policies or manuals, as well as wonderful forms you really need. If you do, you can easily download the complete text or form from the companion CD-ROM (found on the inside back cover) to adapt for your own use.

Academic libraries have unique needs. While public libraries have only a few user categories, college and university libraries may serve administration, family members, faculty, alumni, undergraduates, graduate students, faculty, high school students, and community members. Effective library service may require variations in policy and procedure for many of these user groups.

I encourage you to compare your policy manual with the table of contents to identify areas in which you do not yet have policies. For example, when I visited a library recently, we discussed what to do with disruptive patrons. I asked, "What is your policy statement?" Much to my dismay, my colleague responded, "We don't need anything for that. Everyone knows what a disruptive patron is." From painful experience, I know that if a disruptive patron says, "Show me in writing that I am breaking the rules," the staff member had better be able to do so, or the institution won't have a leg to stand on. Anything that the library strives to do (or not do) is better served by a well-written and approved guideline.

I have tried to cover all the areas a library manager or dean faces. In compiling this guide, I read thousands of documents from two-year colleges, four-year liberal arts colleges, large universities and colleges, and research universities. I believe that the examples included will speak to most policy committees and directors/deans. Several unusual policies are also included because they are so creative that they can serve as a model for many libraries. I must thank all the contributing librarians for their willingness to share what works for them. Without these schools, there would be no book.

ORGANIZATION

The Academic Library Manager's Forms, Policies, and Procedures Handbook with CD-ROM is divided into 12 parts, each relating to a major function of the academic library.

- Part I, "Administrative Policies and Guidelines," includes materials that address administrative concerns, such as mission and vision statements, goals and objectives, gifts and donations, friends of the library, personnel, and library conduct guidelines.
- Part II, "Facilities and Equipment," highlights policies for library exhibits, displays, and notices; special-use rooms; equipment, furniture, and supplies; security and emergencies; and tours.
- Part III, "Collection Development," covers administrative guidelines for collection development, collecting guidelines for print and nonprint resources, preservation, collection of faculty-authored materials, deselection and weeding, and binding.
- Part IV, "Traditional Reference Service," focuses on administrative concerns for reference services, the reference collection, and service guidelines, including special services such as distance learning and telephone reference.
- Part V, "Virtual Reference Service," recognizes the importance of virtual reference with administrative and service guidelines specific to this area.

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- Part VI, "Circulation," addresses the complex world of circulation with exemplary policies covering access, borrowing eligibility status, general circulation guidelines, loans, requests, renewals, reserves, and reproducing materials.
- Part VII, "Government Documents," explores the specific concerns of government document collections with policies for administration, collection development, reference and circulation, and providing internal revenue forms.
- Part VIII, "Legal and Ethical Concerns," provides guidance in establishing or updating your policies on copyright, privacy, and the Librarian's Code of Ethics.
- Part IX, "Information Literacy and Library Instruction," contains guidelines on library instruction in all areas of information literacy, including student involvement in information literacy.
- Part X, "Interlibrary Loan and Document Delivery," discusses requesting material, eligibility requirements, charges and fees, special services for faculty and staff, and borrowing guidelines for interlibrary loans, as well as document delivery.
- Part XI, "Internet and Electronic Resources," presents guidelines for the library Web site, subscription databases, and customer use of the Internet and other electronic resources.
- Part XII, "University Repositories," offers guidelines for managing and developing collections of materials produced by academic faculty, administration, and students.

The accompanying CD-ROM contains all of the policies, forms, and procedures in this book, along with some exclusive content. These documents can be downloaded into Microsoft Word and altered to fit your library's requirements, or even used as is. The electronic documents are a vital time-saver for managers updating a manual or creating a set of policies from scratch. Even if you don't want to download the text, the ideas in each section are invaluable. Take the time to thumb through the table of contents and index. I believe you will find many areas that you want to explore further. Take it. Use it. Make your work easier and your policies more responsive to your library's unique needs.