

Salem State University

Library Use Policies

Updated 5/3/10

Access to Online Resources

Salem State University Library online resources are available on all Internet connected campus computers in and outside of the library.

Off-Campus Access to Online Resources:

Students should use their Salem State wireless network (also known as VPN) username and password to log into databases, periodicals, and ebooks from home. The student username is the same as the student ID number. If you don't know your password, please see the Student Wireless Network Password Reset page at <https://www.salemstate.edu/6710.php>.

Faculty and staff should use their Salem State network (SSCAD) username and password to log into databases, periodicals, and ebooks from home. The faculty/staff username is the same as the email username. The password can be reset by logging into Navigator, then into the Employee Home page, then into "Change Email/Network Password" under the Profile and Identity section, for the Faculty/Staff Active Directory (SSCAD) Password Reset page.

Note: All password resets may be done on and off-campus and do not require access to the Salem State wireless network.

Remote access to Salem State University Library databases is restricted to members of the college community, i.e. current students, faculty, and staff. Restrictions are due to licensing or subscription agreements.

Additional passwords are required for access to a few databases. Directions to the password page may be given out in person only to those who show a current, valid SSC ClipperCard. Password information cannot be given out over the phone or by email.

Contact:

Nancy George
Electronic Resources Librarian
978-542-7182
ngeorge@salemstate.edu

Animals

The only animals allowed in the Library are animals assisting patrons with disabilities.. Other animals or pets are not permitted in the Library.

Archives

The archives staff is currently located at 57 Loring Avenue. Office hours are 8:30am-4:00pm. Patrons are advised to call prior to visiting, to make sure that staff will be available to help them.

Contact:

Susan Edwards
College Archivist
978-542-6781

sedwards@salemstate.edu

<http://www.noblenet.org/ssu/archive/index.html>.

Behavior Guidelines

Salem State Library strives to maintain an environment that is conducive to study and research, in support of the University as a learning community. Salem State Library expects all library users to observe the guidelines for behavior established in the Salem State University Student Conduct Code and herein. Generally, patrons are expected to act in ways that are socially appropriate to a learning environment. Inappropriate behavior encompasses any activity that interferes with another library user's ability to use resources, collections, or services, or violates another person's civil rights, or jeopardizes the safety or well-being of others.

Inappropriate behavior includes: loud talking or music playing; cell phone use; offensive language; verbal or physical harassment; inappropriate physical contact; inappropriate use of computers or technology; smoking; use of illegal substances; drinking alcohol; vandalism; disorderly conduct; lack of personal hygiene; or any other behavior that does not comply with established guidelines.

Please mute cell phones and beepers before entering the Library. Please use designated cell phone areas (booth, stairwell) for calls. Please keep music at a level "for your ears only."

Salem State University Library adheres to established University policies regarding the possession and use of alcohol, drugs, and weapons.

Please keep your personal belongings with you at all times, in the interest of the safety and security of all. Library staff members are not responsible for your property. Unattended belongings will be forwarded to Campus Police, for security reasons.

Please treat library property, including computers or other technology and equipment, books, journals, and furniture, with respect. All of the following constitute acts of vandalism: tearing out pages, writing on Library property, damaging Library property, or spilling food or drink. People who willfully commit vandalism will be required to pay repair or replacement costs and may be prosecuted. Parents can be held liable for damage done by children under age 18.

Disruptive persons will be asked to cease their behavior and may be asked to leave the Library. Staff will call Campus Police, as needed, to intervene and/or to escort disruptive patrons out of the facility.

Bicycles, Skateboards, and Roller Skates

Bicycles are not allowed in the Library. You may leave bicycles in the bicycle rack located outside of the Library.

The use of skateboards and roller skates is not permitted in the Library. All skateboards and skates must be carried while in the Library.

Borrowing Privileges

Who May Borrow

Members of the Salem State College community include:

Day Students	<i>Must have current, valid ClipperCard</i>
Continuing Ed.	<i>Must have current, valid ClipperCard</i>
Graduate Students	<i>Must have current, valid ClipperCard</i>
Faculty/Staff	<i>Must have Faculty/Staff ClipperCard or be in SSC phone book</i>
Faculty Emeritus	<i>Must complete a Faculty Emeritus form</i>
Faculty Proxy	<i>Faculty member must complete Proxy Form</i>
Alumni	<i>Must have Alumni Card, or be listed in Alumni Directory, or verified by calling Alumni Affairs Office at 978-542-7530</i>
Thesis Students	<i>Students, not currently enrolled, but working on thesis, must have letter from advisor or department requesting privileges</i>
Special Friend	<i>As requested by administration</i>
Library Specific	<i>Summer Reading Programs (Reading Clinic)</i>
Interlibrary Loan	<i>Requested by ILL staff</i>

Salem State University enjoys reciprocal borrowing privileges with the following consortiums. Reciprocal borrowing means that patrons/students of the following consortiums are granted regular public borrowing privileges (10 items, 21 days, 1 renewal) at the Salem State Library. Salem State students are granted borrowing privileges at libraries in these consortiums. Note that Salem State patrons cannot use their Salem State card at NOBLE public libraries; they must use a public library card instead. They can obtain a generic NOBLE public card at Salem State University Library Circulation.

NOBLE College System: *Students & Faculty; upon presentation of current, valid, barcoded ClipperCard*

- Bunker Hill Community College
- Endicott College
- Gordon College
- Merrimack College
- Middlesex Community College
- Montserrat College of Art
- North Shore Community College
- Northern Essex Community College

NOBLE Public System: *Upon presentation of public library card, may borrow up to 10 items for 21 days, 1 renewal, **NO** OTHER FORM OF ID ACCEPTED*

- Beverly Public Library
- Danvers Public Library (Peabody Institute)
- Everett Public Library
- Gloucester Public Library (Sawyer Library)
- Lynn Public Library
- Lynnfield Public Library
- Marblehead Public Library (Abbot Library)
- Melrose Public Library
- Peabody Public Library (Peabody Institute)
- Reading Public Library
- Revere Public Library
- Salem Public Library
- Saugus Public Library
- Stoneham Public Library
- Swampscott Public Library
- Wakefield Public Library (Beebe Library)
- Winthrop Public Library
- *also:* Massachusetts Board of Library Commissioners (ILL only)
- *also:* Phillips Academy, Andover (ILL only)

NECCUM (Northeast Consortium of Colleges and Universities in Massachusetts): *Students & Faculty; upon presentation of their current, valid, barcoded ID*

- Endicott College
- Gordon College
- Marian Court College
- Merrimack College
- Middlesex Community College
- Montserrat College of Art
- North Shore Community College
- Northern Essex Community College
- UMASS - Lowell

MCCLPHEI (Massachusetts Commonwealth Consortium of Public Higher Education Institutions): *Students & Faculty; with their current, valid, barcoded ID*

- Berkshire Community College
- Bridgewater State College
- Bristol Community College
- Bunker Hill Community College
- Cape Cod Community College
- Fitchburg State College
- Framingham State College
- Greenfield Community College
- Holyoke Community College
- Massachusetts Bay Community College
- Massachusetts College of Art
- Massachusetts College of Liberal Arts
- Massachusetts Maritime Academy
- Massasoit Community College
- Middlesex Community College
- Mt. Wachusett Community College
- North Adams State College
- Northern Essex Community College
- Quinsigamond Community College
- Roxbury Community College
- Springfield Technical Community College
- Westfield State College
- UMASS - Amherst
- UMASS - Boston
- UMASS - Dartmouth
- UMASS - Lowell
- UMASS - Worcester

Salem State University Library also grants borrowing privileges to some schools not affiliated in any way with Salem State University Library. Salem State students may not have borrowing privileges at these schools. Please check with the library in question.

- Gordon-Conwell Seminary

Generic Library Card

NOBLE has provided each library with generic library cards. These cards are honored by all NOBLE affiliated libraries. Because each library has its own borrowing rules, it may be necessary to issue Salem State University patrons a generic card.

Denial of Borrowing Privileges

Salem State University Library respects the delinquency statuses maintained automatically by the NOBLE system. Patrons may be denied borrowing privileges under any of the following circumstances:

- owes long overdue billed materials.
- owes long overdue ILL materials or fines.
- owes fines of \$50.01 or over.
- at the request of other consortium libraries.

Cameras and Monitor

Cameras are focused on every point of exit in the library. The monitor is located in Circulation, and allows Circulation staff to view potential problems.

Children

Children 12 and under must be accompanied by an adult (a person aged 18 or over) in the Library. Parents or caregivers must remain in close physical proximity to their children. Parents or caregivers are responsible for monitoring the activities and regulating the behavior of their children so that they do not disturb other Library users. Children unattended by an adult may be asked to leave the Library; Campus Police may be notified.

Unaccompanied middle and high school students working on school assignments or other research may use the Library, providing they do so in an orderly manner. Unaccompanied middle and high school students who are disruptive or who are not working on school assignments may be asked to leave the library.

Computer Labs

Computers are available for student use in the following locations: Academic Computing (North Campus), Meier Hall 210, Sullivan Building 109C; Academic Computing (South Campus), Harrington Building 100; Central Campus Rm. 129. Students requesting Navigator or email accounts should go to Meier Hall Rm. 210 or the IT department at Central Campus, Rm. 127. Computer lab hours are posted online at <http://www.salemstate.edu/usersupport/US-labs.php>. Salem State University Library does not have any managerial responsibility for any of the computer labs listed here.

Computers and Printers

Library computers are designated for scholarly research. Salem State students and faculty have priority over other library users at all times. Recreational activity, such as playing video games or using social networking sites, is not a priority use for Library computers. Library staff may ask for a ClipperCard to verify College affiliation. Salem State patrons who cannot gain access to a computer because someone is using it for non-priority purposes should go to Circulation and ask to speak with a supervisor. People who are using computers for non-academic uses may be asked to relinquish them.

Inappropriate use of computers or technology includes: gambling; unauthorized use of computers for financial gain; disrupting the NOBLENNet or SalemNet networks; distributing media containing viruses; illegal uses of licensed databases; accessing materials or sites that may be prohibited by state or federal law; hacking; transmitting or displaying blatantly offensive visual or textual materials which constitute potential sources of sexual harassment of other people in the Library.

Printers for publicly accessible computers are located at the Circulation Desk. Printing costs \$0.10 per page for black-and-white, or \$0.20 per page for color. Students must use their ClipperCards to print, in compliance with the College's one-card initiative. Community patrons who wish to print should consult with Circulation staff to make arrangements. Patrons are responsible for all pages they print. Patrons are advised to use Print Preview to make sure that they print desired information.

Confidentiality

In support of the University's policy on confidentiality, the NOBLE Confidentiality Policy, FERPA regulations, and the ALA Library Bill of Rights, all Library transactions are considered confidential. We DO NOT discuss with anyone, other than Circulation staff, information about any materials checked out by any patrons. In other words, we cannot tell any patron, student, or faculty, who has specific material checked out, including Course Reserve material. If a patron comes to the desk, presents his or her ClipperCard, and asks what materials they themselves have checked out, we can look up their record and tell them. We cannot tell them what anyone else has checked out.

Copiers

Three photocopiers and one microfilm/fiche copier are located in the Current Periodical area on the main (2nd) floor of the library. Copies are \$0.15 each with cash or a ClipperCard. The microfilm/fiche copiers cost \$0.10 each with cash, or they can also send print jobs to the printer at Circulation, where they can be paid for with a ClipperCard.

Faculty members and their proxy holders have courtesy use of the copiers and printers with a faculty ClipperCard or proxy card. A copier card and print cards are located in the binder at the Circulation Desk for faculty to sign out. These copy machines should be primarily used to facilitate faculty research (e.g. copying journal articles) and not for class handouts.

Copier Refunds

In the event of copier malfunction, every effort will be made to complete the job for the patron, using the Circulation ClipperCard if necessary. Refunds will not be given for operator error.

Education Resources

A significant number of books from the Education Resources collection are shelved on the main floor of the library as a unit. They have the designation "Educ. Res." preceding call numbers in the online catalog. These books can be checked out at the Circulation Desk. Some Psychology tests and education tests are located in Library Reserves at Circulation. The tests can be checked out by faculty or students with their valid ClipperCard. They can be checked out for 7 days, with no renewals.

Contacts:

Margaret Andrews
Education Resource Librarian
978-542-6780
mandrews@salemstate.edu
Rukmal Harvey
978-542-6767
rharvey@salemstate.edu

Emergency Closings

If the University closes due to poor weather conditions or other emergency conditions, the Library will be closed. If the Library should close, a message will be left on the voicemail for the Hour line at 978-542-6808. If you are scheduled to report to work during bad weather call the Hours line. If there is a message saying that the Library is closed, do not go to work. The Library will reopen when the University reopens for business. If the college announces a delayed opening it means you should report to work at 11am. Occasionally, the University will close for day classes but reopen for night classes; in those cases, the Library will be open reduced hours 5pm-10pm or hours approved by University administration. University closures are announced on:

Radio: WEFX AM1230, WRKO AM680, WBZ AM1030, WMWM FM91.7

Television: Channel 4 WBZ, Channel 5 WCVB, Channel 7 WHDH, Channel 56 WLVI

Salem State University Web Page: <http://www.salemstate.edu/>

University closures may also be announced over the University (not NOBLE) email system.

Faculty Proxy Cards

A Faculty Proxy card is a second card issued in a faculty member's name. The card would be used by graduate/research assistants or any other designee. Items checked out on this card would receive faculty due dates (5/1, 12/1). The card could be used to request Interlibrary Loan material in the faculty's name, however the materials would receive the usual ILL due dates. The faculty member agrees to be responsible for all items checked out on this card. Faculty members are asked to

inform Circulation if they wish to have borrowing privileges on the card rescinded for any reason (i.e. student no longer works for them). Faculty Proxy cards are valid for one semester. The card may be used again, but a new form must be filled out if the proxy holder has changed.

Hold

Hold is a request placed in the system on behalf of patrons for material they wish to borrow. Holds can be placed for material that is currently checked out and needs to be set aside for the patron at their preferred pickup location when it is returned. Holds can also be placed on material that is available and needs to be pulled from the shelf and set aside for the patron or sent to the patron's desired pickup location. Holds are placed in two ways: by staff in our records management system, or by patrons requesting materials in the web catalog. *For further detail, see the NOBLE web page at: <http://www.noblenet.org/help/pininfo.html>.*

Patrons may ask to have Library material held for them at the Circulation Desk. These items are placed on the Hold Shelf. Books are held for seven (7) days; serials are held for twenty-four (24) hours. The Hold Shelf is updated on a daily basis. Books will be returned to the stacks on the eighth day, serials will be returned to the second floor for reshelving after 24 hours. Please note that personal items (such as letters, homework, or tests) will NOT be placed on the Hold Shelf or held at the Circulation Desk under any circumstances.

Hours

During the Fall and Spring Semesters, the Salem State College Library is open 90 hours per week. Those hours are as follows:

Sunday	2 pm-11 pm
Mon-Thursday	8 am-midnight
Friday	8 am-5 pm
Saturday	9 am-5 pm

Hours vary for holidays and Summer Semester. See the annual Library Hours flyer for details, or see the Library web page at

<http://www.salemstate.edu/library/information/hours.htm> . Changes to hours are recorded on the hours line at 978-542-6808.

Instructional Services and Classrooms

Faculty can request formal instructional sessions for their classes from a professional librarian. The instructional classroom may be reserved only by Library Administration or by the librarians who use it for instructional purposes. Contact information is available from the Instructional Services link on the Library's home page, at <http://www.salemstate.edu/library/infolit/>.

Interlibrary Loan

Interlibrary Loan (ILL) is a service that enables patrons to access materials not located at Salem State University Library. Books, journal articles, audio, and video materials may be requested through ILL. Interlibrary Loan services are available to members of the Salem State University community upon presentation of their ClipperCard. Interlibrary Loan is not available to public library patrons or students from other colleges. These patrons must request this service from their home library. Members of the NOBLE consortium may utilize the patron-initiated hold function to place their own holds on materials from the NOBLE catalog. This function allows for the choice of pick-up point for materials. In that instance non-Salem State University patrons are permitted to pick up and check-out materials at Salem State College.

To request materials patrons must fill out the appropriate form for a book or journal article. Paper forms are located at the Circulation Desk. Patrons should leave completed forms in the basket located by the forms. Periodically, to ensure confidentiality, completed forms should be moved from the basket on top of the counter to ILL. Patrons may also request materials online at <http://salemstate.edu/library/information/illreq.htm> or through the NOBLE catalog at <http://catalog.noblenet.org/> by using their ClipperCard barcode and NOBLE PIN. NOBLE PINS are available at the Circulation Desk. To insure prompt processing, ILL forms should be filled out as completely as possible. Patrons should make every effort to include where they found the citation for their request on the "Verified In" line on the ILL form. Examples of sources would be: the database used to locate citation, bibliography of a book, another online catalog, etc. It generally takes up to two weeks for an item to arrive. Most arrive sooner, but arrival time cannot be guaranteed.

When ILL materials arrive, patrons are notified by phone, email, or postcard that their materials are in and can be picked up at the Circulation Desk. All ILL materials are shelved alphabetically by the patron's last name. Patrons may keep photocopied articles.

In most cases there is no charge associated with Interlibrary Loan. In the few cases that there is a charge, this charge is generated by the lending library, not Salem State University Library. Currently there is no charge for faculty and faculty proxy holders. Students are responsible for charges on any material they order. A line on the ILL request forms asks patrons how much they are willing to pay for material. If this section is filled in with an amount, and the amount stated is equal to or greater than the fee assessed by the lending library, ILL staff will proceed with the transaction. If an amount is not indicated on the loan form, or if the charges exceed the amount indicated by the patron, ILL staff will contact the requester before proceeding with the transaction. The patron is expected to pay for the material at the time of receipt. If the material is not picked up, the requester is still responsible for any charges. Patrons who do not pay for materials that they have agreed to will have their grades and transcripts held until payment is received. *Payment for Interlibrary Loan materials MUST be in the form of a check or money order. NO cash will be accepted.* Checks must be made out to the lending library. This

information will be relayed to the patron by phone, email, or postcard. This payment information will also be noted on a purple form attached to the ILL form, allowing Circulation staff to remind the patron of payment requirements at the time of pick up.

Some ILL materials may be classified as In Library Use Only. Examples of materials that may have this restriction include microfilm, microfiche, fragile, historically valuable, or rare materials. *These materials cannot be taken out of the Library.* Patrons may take the materials to another part of the Library, but must return the materials to the Circulation Desk prior to leaving the building. While the item is in use, the ILL form must remain on the ILL shelf, holding the place for the return of the material. A patron may choose to use these materials over several visits before the item is due.

In the event that a patron has lost an item from another library, the Interlibrary Loan staff will contact the owning library for an invoice stating the replacement cost plus any fees or penalties. The patron will be responsible for remitting a check or money order payable to the owning library to the ILL office. Failure to pay for lost items will result in grades and transcripts being held. Once a patron pays for a lost item, no refunds can be given, even if the item is later found.

Interlibrary Loan Staff Contacts:

Martha-Jane Moreland, Interlibrary Loan Coordinator
(978) 542-6501

moreland@noblenet.org

Becky Le Mon, Interlibrary Loan Assistant, borrowing
(978) 542-7081

lemon@noblenet.org

Doreen Hill, Interlibrary Loan Assistant, lending
(978) 542-7116

hill@noblenet.org

Loan Periods

The following are most of our due dates:

Student	+ 3 weeks from the current date (may be renewed twice)
Faculty	5/1 or 12/1 of the current year, depending on the current date (may be renewed five times)
Public Patron	+ 3 weeks from the current date (may be renewed once)

Reserve Items (instructor-determined)

- + 2 hours In Library Use Only
- + 24 hours
- + 7 days

Museum Passes varies according to subscription

Audio + 3 weeks (may be renewed twice)

Video

For Salem State Faculty or Staff only + 1 week

All other patrons + 2 hours In Library Use Only
Software varies by item
+ 2 hours In Library Use Only
+ 3 weeks (may be renewed twice)

The following materials DO NOT circulate: Reference materials, Serials. Rare exceptions are made with the permission of professional staff in Reference or Serials or the Circulation Supervisor ONLY. If permission is granted for an exception, staff will use a Circulating Reference Materials Form to record the transaction.

Lost and Found / Unattended Belongings

Unattended personal belongings – such as keys, eyeglasses, notebooks, gloves, hats – may be forwarded to Lost and Found at Circulation. Most unclaimed items will remain in Lost and Found until the end of the semester, after which they will be discarded. Any valuable items (jewelry, purse, money, credit cards, etc.) will be held in the Circulation office for 24 hours, after which they will be turned over to the Campus Police. Every effort will be made to contact the owner of any lost ClipperCards using the information in our records. If the owner cannot be notified within 24 hours, the ClipperCard will be turned in to the ClipperCard Office.

Material Types

Audio Materials. Audio materials are shelved at Circulation. Audios circulate for 3 weeks and may be renewed two additional times, unless a hold has been placed on the item.

Software. All Library software items may be used by faculty, staff, students, or members of the public. Software should be properly scanned in order to leave the Circulation Desk. Some software is marked as Reference material or for In Library Use Only. These items circulate like Reserve items, for 2 hours in the Library. All other software circulates like books, for three weeks with two renewals.

Tests. Psychology tests and education tests are located in storage. They can only be checked out with the permission of professional staff. There are also some Education Resource psychology tests and education tests located in Library Reserves at Circulation. These tests can be checked out by faculty or students. They can be checked out for 7 days, with no renewals.

Videos

- Salem State University faculty and staff members upon presentation of a Salem State University ClipperCard may borrow videos for 1 week, with one renewal allowed. Faculty and staff members have no limit to the number of videos they may borrow, unless they have outstanding overdue items. We

- expect that faculty and staff members will return videos on time, or upon request if possible, so that they will be available for a colleague's use.
- Salem State University students, students of affiliated colleges, and NOBLE public patrons may check out one video for 2 hours, in-house use only, upon presentation of a valid Salem State ClipperCard, valid identification from an affiliated college, or valid public library card. Students and patrons from public libraries may not renew videos.
 - Headphones will be provided for use with the Library's TV/VCR/DVD players.
 - Salem State University videos do not circulate via Interlibrary Loan.
 - Salem State University faculty members may request videos be held for them by filling out a booking form or calling the Circulation Desk where a staff member will handle the request.
 - Library staff can place a hold on a video and notify the requesting patron when it is returned.
 - Faculty may place any number of videos on Reserve. All Salem State videos on Reserve will circulate for 2 hours, in-house use only. At the end of one year, faculty members are required to review relevance of keeping videos on Reserve. Other Salem State University faculty or staff members may borrow videos on Reserve only with explicit permission of the reserving faculty. Circulation staff will contact the reserving faculty member.
 - The Library adheres to the ALA Code of Ethics that advocates confidentiality of all circulation records. This means that we will not divulge the name of another patron who may have the video checked out.

Museum Passes

The Library has several different museum passes which can be signed out. In order to borrow a pass, patrons must present a current, valid Salem State University ClipperCard or library card. Students are limited to two passes at any one time. Faculty members may reserve passes in advance for classroom use, by calling the Circulation Desk. The Library has passes to the following museums:

- *Museum of Fine Arts*: Library receives a book of passes each year, containing one dated pass for each day of the year. Each pass grants two people admission at a discounted rate of \$5.00 each and will be collected by the Museum.
- *Peabody Essex Museum*: Library has one reusable pass; it admits two people and is due back in 48 hours. Salem State College faculty, staff, and students may also use their current Salem State University ClipperCard for free admission.

Overdues, Fines & Lost Materials

Long Overdues. Material becomes long overdue after it has been overdue for 35 days. At this point the patron is sent a bill notice, with a copy of the Massachusetts state law regarding overdue library material, and is blocked in our records management system. The block prevents the student from being able to register for

classes or to obtain grades or transcripts. We make every effort to remove all blocks within 24 hours after all materials have been returned.

Fines. Currently Salem State University Library does not charge fines.

Payment for Lost Materials. Patrons who lose SSC Library materials must pay the replacement cost as indicated on their bill or as noted on their patron record. Most books have a replacement cost of \$45.00, but some books and other media have other costs as shown on the bill or record.

- Payment for lost materials is non-refundable, even if the item is later found.
- Please pay cash or make checks or money orders payable to: **Salem State University Library**.

PIN Numbers

From the NOBLE Web Page: If you are a registered borrower of a NOBLE library, you can:

- View a list of items you have checked out
- Renew the items you have checked out
- View your outstanding fines
- Request items (place holds)
- View a list of items you have on hold
- Cancel your holds

To access your account, you will need to type in library card barcode number and a Personal Identification Number (PIN). To obtain a PIN, you must present identification at a NOBLE member library.

You will be able to change your Personal Identification Number at any time. You will be required to enter the old PIN. If you lose your PIN, you will need to present identification at a NOBLE library to obtain a new one. PIN's can be up to 40 characters in length and may contain lowercase letters, numbers, or a combination of both. PIN numbers will not be given out over the phone.

Reserves: Course, Library, and E-Reserves

Course Reserves and Library Reserves are located behind the Circulation Desk. Students must present a ClipperCard in order to borrow items from Reserves. Students may check out up to two Reserve items at any one time. All Reserve items must conform to U.S. Title 17 Copyright Law.

Looking up Reserves: Patrons can look up Reserves on the Reserves Web Page at: <http://www.salemstate.edu/library/creserve/listcourse.htm> , where they are arranged by professor, by course number, and by department.

Patrons needing additional assistance should check with the Circulation Desk. Reserve folders are filed in numerical order. Reserve books are generally filed in alphabetical order by title. Note that some items are listed under the name

“LIBRARY;” these items are located on a shelf for Library Reserves, separate from the regular Course Reserves.

Placing an item on Reserve: In order for any item to be placed on Reserve, it must be accompanied by a complete and accurate Reserve Request Form. Blank Reserve Request Forms are available at the Circulation Desk, and may be duplicated. Alternatively, complete the top portion of the form and attach a list, reading list, or syllabus of the materials. Incomplete forms will be returned to the instructor, and may delay the processing of the materials. Faculty may also email Reserve Request Forms to Circulation by completing an online form at <http://www.salemstate.edu/library/creserve/formadd.html>.

Professors may submit Course Reserve material for the duration of the semester in which the course is offered. Please indicate on the Reserve Request Form the semester(s) when items will be used. Items will be removed from Reserve and returned to the faculty member at the end of the time indicated. The faculty member will be notified on a yearly basis if they wish to keep items marked as “Permanent” on Reserve. Please note that Library-owned videos may not be placed on Permanent Reserve.

For the students’ benefit please be sure that the citation on the Reserve Request Form is identical to that on the course syllabus; items will be placed on Reserve under the titles given on the Reserve Request Form. Circulation staff and student employees regret that they cannot complete Reserve Request Forms for the instructor.

Library Owned Books: Instructors may supply the Library with a list of titles and call numbers they want on Reserve, or they may submit the books themselves. Circulation staff will retrieve items from the Library collection if a list is provided. If the requested material is unavailable, the instructor will be notified as soon as possible. If an instructor would like the Salem State Library to purchase a book or books to be placed on Reserve, this should be done at least 6 weeks prior to the beginning of the semester that the materials would be used. Orders can be placed by filling out a book order slip and returning it to the Acquisitions Librarian.

Personal Copies: Personal copies of books and journals may be placed on Reserve. They should be listed as such on a Reserve Request Form. We caution that some amount of wear and tear should be expected when an item is on Reserve. The Library does not accept responsibility for damage to or loss of personal materials.

Photocopied Material: Circulation staff will not make photocopies of articles to be placed on Reserve. Photocopies must be provided by the instructor. If a large portion of a periodical volume or issue owned by the Library is needed, the entire volume or issue can be placed on Reserve. Please consult with the Circulation Supervisor if you wish to place an entire volume owned by the Library on Reserve. The Library reserves the right to refuse any photocopies deemed to be in violation of Title 17. Photocopies of entire books are considered to be in violation of Copyright

Law and will not be accepted.

Multiple Copy Restrictions: Instructors may place up to five copies of an item on Reserve. This restriction applies to books, journals, photocopies, and any combination thereof. Please consult the Circulation Supervisor if you have any questions.

Course Reserve Loan Periods: There are three loan periods available for Course Reserve materials: 2-hours, 24-hours, 7-days. Please indicate which loan period you prefer on the Reserve Request Form.

Timeliness of Submissions: Materials are processed by Circulation staff in the order in which they are received. To ensure that materials are available for students when needed and to avoid delays in processing, the Circulation Department requests that items to be placed on Reserve be submitted as early as possible. Instructors are requested to submit a copy of the course syllabus with the initial Reserve Request Form for each course. Processing of Reserve material will take a minimum of one business day, with a maximum of five business days during peak periods (e.g. the start of a semester). Materials will not be available for circulation until they have been processed.

Restrictions on Reserve Materials: Interlibrary Loan materials and books borrowed from other libraries will not be placed on Reserve. Because every effort is made to keep Reference materials available in the Reference area, these materials are not normally placed on Course Reserve. Please contact the Circulation Supervisor if you have any questions regarding such material.

Removing items from Reserve: You may request at any time that material be removed from Reserve. Because items need to be de-accessioned from our system, 24-hour notification is necessary whenever you remove items from Reserve. All items will be returned to the Library stacks or instructor at the end of the semester indicated on the Reserve Request Form unless prior arrangements are made with the Circulation Department. Faculty may also email a Reserve Removal Form to Circulation by completing an online form at <http://www.salemstate.edu/library/creserve/formremove.html>.

Other Reserve Information: Printouts of current Course Reserve listings are available upon request.

Electronic Reserves

The Salem State University Library has implemented an Electronic Reserves (E-Reserves) system in order to facilitate the posting of articles and other materials to WebCT. The library will scan and digitize materials and convert them to a PDF file. Items can then be returned via diskette or CD-ROM. Materials that can be scanned and placed on E-Reserves include but are not limited to journal articles, book chapters, class notes, syllabi, and exams. Items on E-Reserves will be available only to those students currently enrolled in the class.

Submission Guidelines and Copyright:

If materials have not been used in a prior semester, it may fall under provisions for [Fair Use](http://www.copyright.gov/fls/fl102.html) (see <http://www.copyright.gov/fls/fl102.html>). If materials have been used before, faculty will be required to show proof of copyright compliance.

Note: permission must be obtained before any item is digitized. For full copyright information and services please contact the [Copyright Clearance Center](http://www.copyright.com/) at <http://www.copyright.com/>.

Materials to be digitized along with the completed request form may be dropped off at the Library Circulation Desk, or sent via campus mail. The items will be scanned, digitized and converted to a PDF format, and emailed back or copied to disk or CD-ROM. Full citation information including author(s), editor(s), title, and source of publication must be included on a cover page. Submissions with incomplete information will be returned to the instructor and may delay the processing of materials.

A letter will be sent near the end of the semester alerting faculty to the upcoming copyright expiration date. Items must be removed at the end of the semester unless further permission is given. Short-term access to materials may be granted to students who require more time to finish the course.

Note: The Salem State University Library subscribes to databases containing thousands of full text articles that can be linked in WebCT without copyright clearance. For more information, please visit the following sites:

Salem State University Library Databases:
<http://www.salemstate.edu/library/research/databases/>

Salem State College Library Periodicals Directory:
<http://www.salemstate.edu/library/research/periodicals/>

For more information on copyright and WebCT, please visit the following sites:
Salem State College's Web and Copyright policy:
http://www.salemstate.edu/policies/SSC-web_policies.php#copyright
WebCT Faculty Information: http://www.salemstate.edu/webct/faculty_info.php

Restrictions: All materials placed on E-Reserves and accessed through WebCT are solely for the non-commercial, educational use of students and faculty of Salem State College and are limited to authenticated Salem State College users with a username and password.

Items to be scanned and placed on E-Reserves are limited to one book chapter (or 1/10th of the book) and/or one article from a journal issue.

Deadlines: Professors may submit materials to be scanned for E-Reserves for the duration of the semester in which the course is offered. Materials will be scanned in

the order received and may take a minimum of one (1) day to a maximum of five (5) days after copyright clearance to process.

The Salem State University Library reserves the right to refuse any E-Reserves item deemed in violation of Title 17 of the Federal Copyright Act. Users of Salem State University Library's E-Reserves assume all risk for purposes of copyright.

Circulation Desk Contact Information:

Please feel free to speak to any staff member at the Circulation Desk. Specific contacts are listed below:

Circulation Desk 978-542-6230

Fax 978-542-6596

Jill Hennessey, Circulation Manager

978-542-6368

hennessey@noblenet.org

Jeanne Gavin, Reserves Coordinator

978-542-7907

creserve@noblenet.org

Allison Roepsch, E-Reserves Coordinator

978-542-6512

aroepsch@salemstate.edu

Resources and Services for People with Disabilities

Facility access

- There is an accessible restroom located on the main (2nd) floor.
- Adaptive Technology Room, 1st floor of Library

Special assistance. General help may be found at the Circulation desk, main floor (2nd) of the library. Please ask for any special assistance that you may need. Upon request, staff will retrieve items from shelves for you, assist with copying or printing materials, and provide other reasonable accommodation.

Special assistance with research is provided in the Reference area on the main (2nd) floor at the end of the Circulation Desk. A portion of the service desk is lowered to accommodate patrons who use wheelchairs. Professional librarians are available most of the hours that the library is open, including some weekend coverage. You may make an appointment for one-on-one, extensive research. Call 978-542-6766 to reach a reference librarian. The Salem State University Library's home page provides links to e-mail assistance and a 24/7 web chat reference.

Assistive devices in the library building

- Height adjustable workstations.
- Dell Optiplex GX620 computer running Windows XP and Microsoft Office.
- Merlin LCD – desktop video magnifier - provides 5x to 61x magnification of black/white or color pages projected on a 17" monitor.

- Epson 1670 scanner – a flatbed color image scanner usable with text, graphics, or photos.
- Kurzweil 3000 – software for text magnification.
- JAWS 7.0 – (Job Access with Speech) – screen reading software that enables access for the blind or visually impaired to online catalogs, databases, Internet sites, and Microsoft Windows applications. Complete documentation included for the novice user. Multi-lingual synthesizer reads in English, German, Italian, French, and Spanish text.
- ZOOMText 9.0 – software that enables text magnification and speech synthesis of computer displays.
- Dell Optiplex GX620 computer running Windows XP and Microsoft Office.
- Epson flatbed scanner.
- Kurzweil 3000.
- JAWS 7.0.
- ZOOMText 9.0.
- Dragon NaturallySpeaking (speech recognition software and headset)
- Merlin Enhanced Vision digital text magnifier.
- Toshiba MW 14F52 television with VCR and DVD players.

Restrooms

Accessible restrooms are located on the main floor (2nd) of the Library.

Study Rooms

The Library has two study rooms (183 & 184) available for general student use. Study rooms are available on a first-come-first-served basis. A valid ClipperCard is necessary to use the room. Group study has priority over individual use. The rooms are checked out for two hours at a time, although users can stay longer if nobody else is waiting. There is also an Adaptive Study Room on the lower level.

Telephones

- An On-Campus phone is located at the Reference Desk. Please limit all calls on this phone to 5 minutes or less.
- The phone at the Circulation Desk (978-542-6230) is the primary number for the Library. Please leave this phone free at all times for business calls.
- Cell phones should be turned off in the Library, except in the stairwells, in carrels or offices, or in the cell phone booth located across from the Circulation Desk.