



Asa H. Gordon Library

Savannah State University

Circulation Department

POLICIES AND PROCEDURES MANUAL

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I. POLICIES & PROCEDURES

A. BORROWER'S REGISTRATION:

1. A valid SSU or other official picture ID card (i.e. state ID, driver's license, or government issued) and the institution ID number may be used to check out library materials. All SSU borrowers must be either in or added to the library's Voyager System patron database. Students, faculty, and staff patron records are found using their name. All patron records are checked to verify institution ID number, expiration date, address, e-mail, and telephone number.
2. Patrons with overdue or lost materials are **BLOCKED** and may not charge out any items until their account has been cleared. Materials may be returned in the "book drop" at the library's circulation desk, in the book drop located outside of the Asa Gordon Library Building, and in the book drop located near the Howard Jordan Business Building parking lot.
3. The library does not charge a daily fine for overdue materials (including Study Room Keys and Headphone Sets). All fees for materials overdue and declared lost must be paid in full in order for students to register, receive grades, borrow library/AV materials, and graduate. All books at least **56 days overdue** will be considered LOST. The replacement cost of lost materials along with a \$15.00 processing fee will be input into Banner for students. **This replacement cost for materials will be credited back to the students' account if the materials are returned. The \$15.00 processing fee is not refundable. Students pay all fines and fees at the Bursar's Office except for Study Room Keys and headphones. Fees for Keys and Headphones** must be paid directly to the library's Administrative Office by money order or cash. Once the student has cleared his or her BLOCK for a lost key or headphone, their borrowing privileges for books and other materials is restored, but the privilege to charge out study rooms or headphones is revoked for a minimum of 30 days. Students with temporary suspensions are identified by a Pop-Up Note in the Voyager Circulation module and may be blocked from charging any library materials. In addition, faculty and staff also pay for lost materials and **the charge is the replacement cost of the item(s) along with a \$15.00 non-refundable processing fee per item.**
4. All SSU faculty may place materials (library owned or personal copies) on course reserve in the Circulation Department for use by students each semester.

Course Reserve materials remain in the library and can be used for 2-hour usage. Contact Mr. Adam Cottle for additional assistance at (912) 358-4322. Current year periodicals, bound periodicals, microfilm, and microfiche, and reference materials cannot be placed on reserve, and do not circulate.

B. THE SSU LIBRARY HAS TWO CATEGORIES OF USERS:

1. “Undergraduate Students”/”Graduate Students” are people currently enrolled at SSU in an undergraduate or graduate program of study, as defined by the SSU Registrar’s Office.
2. Enrolled Undergraduates/Graduate students can:
 - Borrow up to 30 items
 - Check-out books for 28 days
 - Renew materials 2 times for 28 days each time
 - Undergraduate/graduate students cannot check out current or bound periodicals
3. “SSU faculty” are people holding a current faculty appointment as full or part-time faculty as defined by the Office of Human Resources. Visiting, Adjunct, or temporary faculty, and researchers, also have borrowing privileges.
4. Faculty can:
 - Borrow an unlimited number of items
 - Check-out books for 28 days with 2 renewals
 - Check-out special materials with permission from the Dean or a reference librarian for a 7-day loan with no renewals.
5. “SSU Staff” are people holding a current appointment as full-time or part-time staff at SSU, as defined by the Office of Human Resources. Staff can:
 - Borrow up to 50 items
 - Check-out books for 28 days with 2 renewals

All materials should be renewed on-line to avoid becoming overdue. It is not necessary to come to the library to renew books. If a book is not renewed before it becomes one day overdue, then the renew option becomes unavailable.

C. AUDIO VISUAL CIRCULATION: VIDEOS, DVDS, CDS, AND AUDIO TAPES

1. Circulation policies are as follows:

- Patrons must have a current SSU or official picture ID.
- Only **seven** A/V items can be charged out at a time.
- Videos may not be copied without the permission of the copyright holder.
- Videos on reserves must be viewed in the library.
- All AV items should be returned to the library's Circulation Desk.
- Patrons are responsible for any damages to materials.
- AV items circulate for 7 days to students without renewals, and 7 days to Faculty and staff, with one 7-day renewal.
- AV items are **considered LOST** when they become **30 days overdue**.

D. COMPUTER USE POLICY:

1. Students must log-on to the library's computers using their username and password as required by CSIT. There are two guest computers reserved in the library's lobby for visitor's usage; limited to **one hour** that do not require a SSU log-on. All patrons must be at **least 18 years old** to use guest computers.
2. The Internet is a global entity with highly diverse information content. It is the library's intent that access is limited to college age men and women and therefore restrictions are not imposed. We are not responsible for content found on the Internet.
3. As with printed information, not all sources on the Internet provide accurate up-to-date or complete information. Users should evaluate the Internet sources and consult with a reference librarian when in doubt.
4. Users may not:
 - a. Download files to drives other than designated USB flash drives.
 - b. Use the SSU library's computers to gain unauthorized access to other networks or computer systems.
 - c. Deliberately crash any library computer system.
 - d. Make any attempt to damage computer equipment or software.
 - e. Make any attempt to change software configurations and cause degradation of system performance.
 - f. Use a computer workstation for any illegal or criminal purpose.
 - g. Use the Internet to acquire, display or print pornographic materials. Patrons doing so will be required to leave the library.
 - h. Engage in any activity that is deliberately offensive, libelous, or slanderous.
 - i. Install or run software not provided by the library.

Failure to abide by these rules will result in the loss of user and borrowing

privileges in the university library.

E. OTHER LIBRARY POLICIES:

1. Any requests for the use of meeting rooms, display space, or the distribution of printed materials, or the taking of photography within the library should be cleared through the Administrative Office.
2. The library does not give away books and magazines that have been withdrawn from the collection.
3. All questions regarding the donations of books, or materials should be referred to Mr. Adam Cottle, Technical Services Librarian.
4. Monetary donations for books given in the memory of a deceased friend or loved one are gratefully accepted. A form is available at the circulation desk for this purpose.
5. Ramsey and Godot are materials designated as a special collection and do not circulate, but may be used in the library's special collections.
6. Use of cell phones is prohibited in the areas of quiet study on both the main and second floors of the library. **Cell phones may be used in the lobby area.**
7. All children under the age of **18** must be accompanied by an adult **21** years of age or older when visiting the library. Children under the age of **5** years old are not permitted beyond the library's lobby.

II. ACCESS SERVICES: PROCEDURES

A. CIRCULATION DESK SERVICES:

1. Fall and Spring semesters:

7:30 a.m. – 10:00 p.m. Monday-Thursday

7:30 a.m. – 6:00 p.m. Friday

10:00 a.m. – 5:00 p.m. Saturday

2:00 p.m. – 10:00 p.m. Sunday

Summer semester:

8:00 a.m. – 8:00 p.m. Monday – Thursday

8:00 a.m. – 5:00 p.m. Friday

Saturday – CLOSED

2:00 p.m. – 8:00 p.m. Sunday

2. The circulation desk is clean and free of all unused materials at all times.
3. All library staff working at the circulation desk must keep personal telephone use to a minimal.
4. Library users/patrons are served promptly and in a professional and courteous manner at all times.
5. Materials returned to the library are discharged as they are returned during all hours of operation. Materials that are returned from designated locations are collected *twice per day*, once in the mornings and in the afternoons.
6. All discharged materials should be placed on the appropriate shelves for re-shelving at periodic intervals-- when there are no patrons waiting for assistance.
7. The photocopy/printer are checked and serviced (for paper and toner) once in the morning, and afternoons. Library staff will assist patrons with the copier/printer as needed during library hours of operation.
8. The copy card machine is located on the first floor at the print station. Copy cards can be purchased for \$1.00. Cards contain NO CASH VALUE when they are first purchased. Patrons will need to add cash value before using the card. The copy card machines accept cash and coins, but will not make change. If assistance is needed, a Library Assistant, Reference librarian, or the secretary in the Administrative Office will assist.
9. Study rooms are available to patrons on a first-come, first-serve basis. SSU students, faculty and staff may charge out a study room for a 2-hour loan period at the circulation desk using their Institution ID number, or an official picture ID. Study rooms may be renewed. Lockers are available for check-out for an 8-hour period. Upon leaving the library, all keys (locker, study & conference rooms) must be left at the circulation desk.
10. One hour before the closing of the library, all periodicals are re-shelved, study rooms and carrels are checked, and all the tables are cleared of books and other library materials; microfilm materials are also re-filed in the appropriate locations.
11. All services at the circulation desk should end 15 minutes before the library closes. The lights are dimmed 30 minutes and 15 minutes before closing so that the patrons may be alerted to the closing hour. All materials should be checked out 30 minutes before closing. The front doors are locked 15 minutes before closing, and Public Safety should be notified prior to staff exiting.

B. Accessing Your Library Account:

- At the Library's homepage ([library@savannahstate.edu/](mailto:library@savannahstate.edu)) click on catalog; if you start at the University's homepage (www.savannahstate.edu); click on library and then click on catalog, at the GIL page (<http://gil.savannahstate.edu/>)

- Choose from the options at "Access My GIL Account To:"

[Get Galileo Password](#)

[Renew Books Online \(Including GE Books\)](#)

[Check My Requests](#)

- To get your PIN number for the first time, enter your Barcode or Institution ID, and Last Name, and then click [Get My PIN](#) to have it emailed.
- Use your Patron Barcode or Institution ID from the drop down menu—enter the number -- enter your PIN number (NEW) and your last name -- click "log on". Check at the circulation desk or call 912-358-4324 if you need help.
- You will need the Galileo password to access the databases when you are not on campus and to access electronic course reserves.
- Your account information will show [materials charged](#), [book renewals](#), [fines and fees](#), and [requests pending](#). Library materials can also be renewed from your account. You must exercise the renew option 1 day before books are due, otherwise the option is not available.
- If you are blocked for any reason, you will get a message that states you have "No Available Requests". If you do not have overdue library materials, you will need to check with a librarian or the circulation desk staff to determine the status of your account.

C. HOLDS AND RECALLS:

1. Requests to place library materials on hold are made at the library's Classic GIL catalog for books already *charged out*. Patrons will need to log into their account and select HOLD from the drop down menu to submit a request. The HOLD is automatically cancelled after 30 days if the book(s) has not been returned. Books placed on hold will have a shelf life hold of **7 days** for patrons to pick up. The status of the HOLDS may be monitored in the patrons' account. [It is not the library's policy at this time to do Recalls](#). Library materials may also be placed on hold for up to 48 hours if a patron is blocked, or the item needs to be returned to Technical Services for "Item not found" or other cataloging problems.

D. COURSE RESERVES--FACULTY GUIDELINES:

I. Introduction

1. Course reserves consist of supplemental instructional materials from both the Main, Re-classed and African-American Collections to support the university's teaching activities. Reserve services are available to SSU faculty (adjunct and temporary) who wish to restrict the loan period, or provide electronic access on assigned readings in order to make them available to a maximum number of students.

II. Book Reserves

1. Library owned materials may be placed on reserves in the circulation department. These items are listed through the OPAC's course reserve search which can be queried by instructor, course number, or department. To obtain reserve materials, patrons must present both the call number and appropriate identification to the circulation desk staff. Patrons should ask for assistance if they are unable to locate an item's call number.

2. Reserve materials are charged out to a patron for the appropriate loan period and the number of items which may be checked out at one time is limited.

3. Reserve materials must be returned to the circulation desk so that they can be discharged. Patrons who do not return reserve items promptly may have their accounts restricted or blocked.

III. Electronic Reserves

1. E-reserves are materials such as articles, class notes, and other items, that are available as full-text files which students can access online. With E-reserves, students can download and print reserve items from any campus, or home computer at their convenience 24/7. A password is needed to access on line E-reserves (provided by the class instructor), since copyright laws require that journal articles be password protected.

2. Reserve lists including E-reserve items are available through the GIL library catalog for the entire semester and then they are removed. All electronic material can be accessed using the Adobe Acrobat Reader.

IV. Guidelines for faculty placing materials on reserve:

1. The library follows all copyright policies as defined by Copyright Law.
2. The loan period for reserve items is two hours.
3. The library is not responsible for damage to personal materials placed on reserve.
4. The following materials may not be placed on reserve: Reference titles, current periodicals, copies of articles owned by the library and Interlibrary Loan books.
5. Copies of journal articles not owned by the library may be placed on reserve for **one semester only**.
6. No materials will be placed on reserve except by request. A request must be submitted each semester.

V. Procedures for placing materials on reserve:

1. Complete the Reserve Request Form and return to the circulation desk.
This form is available at the circulation desk or at <http://library.savannahstate.edu/circulat.htm>.
2. A full citation, including copyright information, must be clearly visible on each photocopied reserve item.
3. At the end of each semester, all library-owned materials will be returned to their previous locations. All faculty-owned materials will be returned to the faculty member.