Fayetteville Technical Community College
Paul H. Thompson Library
Services and Collection Development Handbook

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Proponents: Director of Library Services, Associate Vice President for Academic Support

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Fayetteville Technical Community College (FTCC)
Paul H. Thompson Library
Services and Collection Development Handbook

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Fayetteville Technical Community College Mission Statement

Serve our community as a learning - centered institution to build a globally competitive workforce supporting economic development".

Approved by the FTCC Board of Trustees: February 16, 2009
Last Reaffirmed: September 24, 2018

Institutional Goals

- o Respond to student and community needs through measurable goals.
- o Establish a culture of quality customer service.
- o Ensure fiscal responsibility, accountability, and financial stability.
- o Focus on workforce preparedness to support economic development.

Campus Profile

- FTCC is a public, state-supported, two-year, comprehensive community college serving Fayetteville and Cumberland County, North Carolina
- Established in 1961 as the Fayetteville Area Industrial Education Center, FTCC includes a 150-acre Fayetteville campus, a 10-acre Spring Lake campus, a location in the Bragg Training and Education Center (BTEC) on Fort Bragg, and various outlying educational centers.
- FTCC has 16,000 curriculum students, 24,000 continuing education students, 800 full-time employees, and 600 part-time employees.
- FTCC offers 250+ associate degrees, diplomas, and certificates

Paul H. Thompson Library Purpose Statement

To provide learning-centered educational support services to on-campus and distance education students through printed media, reference services, and web-based technologies.

Revised 07/08
Reaffirmed 10/17

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

Association of College & Research Libraries (ACRL)

Intellectual

Freedom Committee

Intellectual Freedom Principles
For Academic Libraries

1. The general principles set forth in the *Library Bill of Rights* form an indispensable framework for building collections, services, and policies that serve the entire academic community.
2. The privacy of library users is and must be inviolable. Policies should be in place that maintain confidentiality of library borrowing records and of other information relating to personal use of library information and services.
3. The development of library collections in support of an institution's instruction and research programs should transcend the personal values of the selector. In the interests of research and learning, it is essential that collections contain materials representing a variety of perspectives on subjects that have the potential to be considered controversial.
4. Preservation and replacement efforts should ensure that balance in library materials is maintained and that controversial materials are not removed from the collections through theft, loss, mutilation, or normal wear and tear. There should be alertness to efforts by special interest groups to bias a collection though systematic theft or mutilation.
5. Licensing agreements should be consistent with the *Library Bill of Rights*, and should maximize access.
6. Open and unfiltered access to the Internet should be conveniently available to the academic community in a college or university library. Content filtering devices and content-based restrictions are a contradiction of the academic library mission to further research and learning through exposure to the broadest possible range of ideas and information. Such restrictions are a fundamental violation of intellectual freedom in academic libraries.
7. Freedom of information and of creative expression should be reflected in library exhibits and in all relevant library policy documents.
8. Library meeting rooms, research carrels, exhibit spaces, and other facilities should be available to the academic community regardless of research being pursued or subject being discussed. Any restrictions made necessary because of limited availability of space should be based on need, as reflected in library policy, rather than on content of research or discussion.
9. Whenever possible, library services should be available without charge in order to encourage inquiry. Where charges are necessary, a free or low-cost alternative (e.g., downloading to disc rather than printing) should be available when possible.

10. A service philosophy should be promoted that affords equal access to information for all in the academic community with no discrimination on the basis of race, age, values, gender, sexual orientation, gender identity, cultural or ethnic background, physical, sensory, cognitive or learning disability, economic status, religious beliefs, or views.
11. A procedure ensuring due process should be in place to deal with requests by those within and outside the academic community for removal or addition of library resources, exhibits, or services.
12. It is recommended that this statement of principle be endorsed by appropriate institutional governing bodies, including the faculty senate or similar instrument of faculty governance.

Approved by ACRL Board of Directors: June 29, 1999 and adopted July 12, 2000, by the ALA Council; amended on July 1, 2014.

PUBLIC AND REFERENCE SERVICES

The Paul H. Thompson Library is committed to providing current and comprehensive resources and skillful services to meet the informational needs of the FTCC community. The goal of Library staff members is to satisfy every request in a prompt, professional and courteous manner. Librarians are properly credentialed and qualified to support each campus. Meetings and training sessions are used to keep the entire staff aware of and familiar with any changes or new resources available in the library. A suggestion box allows anonymity when students make requests or voice a grievance.

The Paul H. Thompson Library provides students and faculty at the FTCC Spring Lake Campus with instructional support, direct access to FTCC print and electronic resources. The Spring Lake Library maintains 15 computer stations, a laptop, wireless internet access, textbook reserve exclusively for FTCC students and library staff support including a librarian assigned for FTCC students. Free Public Library cards are available to FTCC students who do not live in Cumberland County. Hours of operation are Monday – Wednesday from 9:00 a.m. to 6:00 p.m., Thursday 9:00 AM – 7:00 PM, Friday Closed, Saturday from 10:00 – 6:00 PM. For more information, visit the library or call FTCC Liaison Michele Locklear at 910.497.3650 Ext. 1463.

Reference is more than just answering questions. At each location, students have access to a wide variety of spaces to study, conduct research, read, or meet in small and large groups to collaborate on projects. Students have access to computers/printing/copying/fax at all locations. Scanning capability and additional laptops are available for checkout for use within the Paul H. Thompson Library reference room and at the Spring Lake Campus branch library.

Library Hours/Contact Info
Paul H. Thompson Library hours are Monday – Thursday 7:45 AM – 9:00 PM, Friday 7:45 AM – 7:00 PM, last seven Saturdays of each semester 11:00 AM – 3:00 PM. Contact information for the library via phone is 910-678-8247 / 0080 and via email: library@faytechcc.edu.

FTCC Archive
The mission of the FTCC Archive is to identify, collect, and preserve institutional records of historical significance that document the growth and development of Fayetteville Technical Community College. In fulfillment of this mission, the Paul H. Thompson Library provides students, faculty, staff, and other interests with physical and digital archival materials that demonstrate how FTCC has changed over time, and how that history intersects with major local events and trends. Collections in the archive include: College Catalogs, Scrapbooks, Yearbooks and Photographs. Requests to view physical documents or to provide the library with information about digitized items are both made by completing the Archive Request form located on the library homepage and/or the Contact Us form located on the FTCC Archive webpage.

Library Orientations

Skilled Librarians on staff at the Paul H. Thompson Library support and encourage successful library instruction programs for the benefit of FTCC's student body. This instruction is delivered in a face-to-face setting and is presented on or off campus. Students have the option to acquire more comprehensive information and instruction by using the Book-a-Librarian service of up to 45 minutes of individual instruction by appointment or impromptu sessions of 15 minutes based on availability of staff.

General Library instruction sessions are designed to give students a structured overview of library resources and services. Upon request, these general presentations are tailored to meet specialized needs pertaining to class assignments.
Scheduling of orientations is done in person, via phone or e-mail. A staff member scheduling an orientation will check the scheduling calendar at the circulation desk to verify an opening. The following information should be obtained from the instructor:

      A.   Course & number of students

      B.   Time(s) & day(s)

      C.   Resources to be covered, as well as any special needs

Distance Education Services

The Paul H. Thompson Library is committed to serving distance education students. The library provides the following remote services via the library webpage at:
https://www.faytechcc.edu/campus-life/library/

1.   The *Start Your Research!* search toolbar available on the library homepage allows on-campus and distance education students accessibility to the library catalog, databases and electronic journals with the ease of one search.

2.   Online "Student Tutorials" are available for access under the *Ask a Librarian* section of the library webpage. The tutorials introduce library users to a vast selection of resources available to on-campus and distance education students.

3.   Internet access to the Automated Catalog for our book and serial holdings is available. The Automated Catalog includes information about the books, audiovisual materials, and periodicals that the Paul H. Thompson Library owns, as well as the holdings of 57 other community college libraries in the Community College Libraries in North Carolina (CCLINC) consortium. The catalog provides the status of each item and indicates whether it is checked out or on the shelf. Students with a valid library barcode have the ability to place a "hold" on an item in the catalog. The library should

receive the "held" material(s) within one week. Students are able to check on the status of holds or of his/her account in general via the web version of the catalog.

4.   Remote access to electronic bibliographic databases for journal, magazine, newspaper, and reference texts is available. Many of these databases provide full-text articles from journals and magazines. Databases are available from the NC LIVE collection, as well as our subscriptions to the Biography Resource Center, the Health Reference Center Academic, and EBSCO and Gale Cengage databases. Students have access to many of these resources with a password, which are obtainable via email, phone, or in person.

5.   Electronic reference service is available to FTCC students via the webpage, as well as in person. Questions are answered in a timely fashion during our Monday through Friday work week. Students who submit questions via email are requested to include a datatel number for verification. This service is provided to answer quick, factual questions or to assist you in developing a search strategy. We request that the questions be as specific as possible. During periods when the library is closed research assistance is available to students via the ***Ask a Librarian / Chat Now*** online reference center. Hours of availability are Mon – Fri Midnight – 8 AM & 5 PM – Midnight (no coverage 8 AM – 5 PM), Saturday 8 AM – Midnight and Sunday: 8 AM – Midnight.

6.   Materials (usually print), which are not available at the FTCC library are able to be borrowed from other libraries. Requests for items belonging to the CCLINC consortium are made via the web-based automated catalog. Other books or photocopies of periodical articles are requested by downloading the Interlibrary Loan Request form from the link on the library webpage and submitting the completed form via email to library@faytechcc.edu. Students requesting these materials must provide the library staff with the applicable information regarding the book or article. Materials that are borrowed are sent to the FTCC Library and will be held under the student's name. To check the status of a request call or email the library at 910-678-8247 or library@faytechcc.edu.

7.   Distance education students have access to general and specific course related library resources by clicking on the *Student Resources* link on the library homepage where librarian liaisons specialize in meeting the information needs of students in designated curricula. Students are welcome to contact any of the qualified library staff available for assistance.

Electronic Databases

The Library subscribes to electronic databases, which provide access to articles from periodicals, many in full-text. These databases are accessible through the library's website under the Electronic *Databases* section of the library homepage. Off- campus users who need assistance obtaining passwords should contact the library by telephone at 910-678-8247 or by email at library@faytechcc.edu. Be sure to include name and verifiable class enrollment.

Remote access is a privilege for FTCC students, and cannot be shared with others. The Database passwords will change each semester.

The following databases are available through on campus and remote access:

Database Name	Description
NC LIVE	North Carolina Libraries for Virtual Education (NC LIVE) is the premier statewide database. It offers online access to complete articles from over 23,400 newspapers, journals, magazines, and encyclopedias. NC LIVE has over 203,000 electronic books.
Opposing Viewpoints In Context	Opposing Viewpoints Resource Center draws on the acclaimed social issues series published by Greenhaven Press and other sources, to provide a one-stop source for information on social issues. Access viewpoint articles, topic overviews, statistics, primary documents, links to websites, and full-text magazine and newspaper articles.
SIRS Researcher	Features thousands of relevant full-text articles and analysis on today's hottest and most controversial social, scientific, health, historic, economic, political, and global issues. Users are able to search by subject or keyword, or choose from a list of leading "Pro vs. Con" issues.
Issues & Controversies	Issues & Controversies provides factual, in-depth, and objective information on the most prominent and hotly debated issues of the day. Full-text articles offer factual analysis and clear explanations on opposing points of view. Includes *Today's Science*.

Database Name	Description
CQ Researcher	CQ Researcher provides award winning in-depth coverage of the most important issues of the day. Reports are written by experienced journalists, footnoted and professionally fact-checked.
Health Reference Center Academic	Offers a thorough and balanced overview of up-to-date information on the complete range of health care topics. It provides 2500 full-text periodicals, reference books, pamphlets, and hundreds of videos demonstrating medical procedures and live surgeries.
Gale Databases	A series (History, Health, Literature, and Science) of robust online databases that include complete full-text articles of printed reference sets published by Salem Press, and serve as an integral part of the library's print collection. Published by Gale Cengage, these databases include complete full-text articles identical to the print reference sets in the physical library. The availability of this resource in an electronic format is especially helpful to remote users. Series titles include but are not limited to: **Biography in Context, World History Collection**, **Literature Resource Center**, **Litfinder, Opposing Viewpoints in Context, and Global Issues in Context.**
Truven/IBM Micromedex	**Medication, Disease and Toxicology management.** Evidence based clinical resources to support informed diagnosis and treatment decisions. Unbiased, referenced Clinical Decision Support (CDS) for medication, toxicology, disease, and alternative medicine.
Stat !Ref Nursing	A medical database with 35 well known texts distributed by the National Library Alliance. All texts contain full-image and information written in full-text in the most recent editions available. All texts are cross-searchable. Also included is Anatomy.TV, with medically accurate and detailed 3D graphic rendering of human anatomy.

Database Name	Description
Gale Interactive: Human Anatomy	Gale Interactive: Human Anatomy is a suite of 3D interactive models and activities designed to support the study of human anatomy. Intuitive controls allow the user to zoom, rotate and peel away layers of anatomical structures. This product also allows the user to view these structures in a 360 degree rotation. Call the reference desk at 910-678-0080 for a username and password for use off campus. Users must ask a member of the library staff for login off-campus assistance.
Westlaw	This database allows users to access cases, regulations, and other legal material at both the federal and state levels. Remote access available by faculty request.

Library Webpage

The library webpage's URL is: https://www.faytechcc.edu/campus-life/library/

Links to other web sites are updated as often as needed.

The library home page is composed of seven sections to provide online accessibility to library information and resources.

1. **Office Information**
   Provides the Paul H. Thompson Library mailing address, phone number, hours of operation and library email address.

2. **Start Your Research! toolbar**
   The one-stop toolbar for searching all but a few of the library resources with a single search. Allows on-campus and distance education students accessibility to the library catalog, databases and electronic journals with the ease of one search.

3. **Electronic Databases**
   Provides information and a list of links to all web-based databases.

4. **Looking for more research option?**

Informs students about how to search individual library resource including:
- Find a Book
- FTCC Archive
    - Archive Request
- Interlibrary Loan
- NC LIVE
- Renew a Book
- Student Resources

5. **Ask A Librarian**

    Provides a service to answer quick, factual questions or to assist in search strategy. Remote access database passwords are obtainable through this service with name and verifiable class information. Learn about the Campus Libraries and Spring Lake Campus, get Copyright Information, and student tutorials and research assistance during periods when the library is closed.

6. **Citation, Paper Format & Writing**

    A central location for resources and links to citation building, writing lab, dictionaries, news, maps and atlases, statistics and community & state information.

7. **College related information**

    Links to College resources available to on-campus and distance education learners. Blackboard log-in, Bookstore, Campus maps, college contact information, blog, career coach, Password reset and more.

Notary Services

Notary Services are available for FTCC students, staff, and faculty Monday – Friday from 8:00 AM – 4:00 PM. Please bring your UNSIGNED document & identification and a student or staff identification card.

Children in the Library
Due to the safety and security of children, they are not to be left unattended. Please consult FTCC's Student Handbook under Attendance Policy for further guidance regarding this policy.

Eating in the Library

Eating in the library is allowed in the ground floor lobby, the second floor rotunda and the breakroom (LRC127A) inside the Student Learning Commons.

COMPUTER USAGE GUIDELINES

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
P.O. BOX 35236   FAYETTEVILLE, NORTH CAROLINA
PHONE (910) 678-8400   PHONE (910) 484-6600

1. General Use Guidelines

All library patrons are responsible for using the Library's Internet resources in an ethical and lawful manner and in accordance with the Management Information Services (MIS) General Use Guidelines.

2. Student Computer Use
The Library has 30 desktop workstations, 27 laptops, 4 wall mounted interactive computers and 4 mobile computers, 2 wall mounted non-interactive computers and 4 express terminals all networked to a laser printer. Word processing, Blackboard and Internet access are available from each type of computer workstation.

I.   Desktop Computers
Twenty-six desktop computers are available in the main library on the second floor with an additional 4 located in the Student Learning Commons on the ground floor. Students are required to have current student identification as determined by a colored sticker identifying the student is enrolled in the current semester (i.e. SP19). Students are required to leave their student ID card with library staff at the circulation desk at which time the student will be assigned to a computer. Exceptions will be made for students who do not have a current enrollment sticker on their student ID but will be reminded they should obtain the current sticker at the cashier's office in the Tony Rand Center or the Public Safety & Security Office in the General Classroom building.

II.   Express Computer Terminals
Four express computer terminals are available in the library for visitors to the College, prospective students of FTCC, students from affiliated colleges, and or students who have forgotten/misplaced their ID's temporarily. Three terminals are located in the main library on the second floor and one is located in the Student Learning Commons on the ground floor. It is the intention that these terminals be used for quick printing of class room related materials, a quick check of email, or a quick referral to Blackboard.

III.   Laptops
All library patrons must have a library barcode affixed to their student ID which allow for the checkout of laptops. All patrons will complete and sign a contract at the time of checkout agreeing to the terms set forth in the contract. Patrons checking out a laptop acknowledge their awareness that laptops are for use only in the area of the library (LRC127) and the main library upstairs and are not to be removed from the room where they were checked out. Patrons must also leave a form of government ID with library

staff which include: a driver's license, military active duty or dependent identification are acceptable. Exceptions will be made for High School students that do not have either of these forms of identification. In lieu of a driver's license or military identification high school students will be allowed to leave their school ID with current student status. At the time a laptop is returned for check-in the contract is null and void and will be shredded daily and the student will be given back their government ID.

IV.   Computer Accessories

Computer accessories include: wireless keyboards, wireless mouse, headphones, mouse with wire, whiteboard markers and erasures, noise dampening head muffs, and laptop power cords. Computer accessories are available for check out for <u>in library use only</u> and will be returned prior to leaving the library.

3. Guidelines for Study Rooms

Two rooms are available in the main library on the second floor each with a capacity of eight (8) people. Two study rooms with a capacity of two (2) each are available in the Student Learning Commons on the ground floor. Students will provide a student ID to library staff at which time they will be assigned a study room. Students will retrieve their student ID when they are done using the room. Study room use is limited to two hours at a time. If rooms are available and nobody is waiting, students are welcome to stay longer.

Note: Study Rooms are not sound proof.

4. Guidelines for printing/copies/scanner/fax

The library has a black and white printer/copier/scanner/fax machine located on each floor with the capability to print on both sides and save scanned documents to an external hard-drive (flash-drive).

5. Borrowing Materials

I.   Students
Books

A.   Circulating Books:

Upon presentation of an FTCC ID card with a valid current semester sticker, books are checked out to students for a two week period of time.

These books are able to be renewed, if they are not on hold, by:

1. Logging onto the Library Catalog
2. Presenting the material at the Circulation Desk with a valid Student ID.

3. Calling the Circulation Desk during operating hours: 910-678-8247

After a nine (9) day grace period, fines on overdue books are charged. The 10th day is $1.00 and accrues at .10 cents a day, up to a $10.00 maximum per book. Payment must be made for lost and damaged books. A student's grades are held and he/she is not allowed to register for the next semester, receive their diploma or transcripts until the charge has been cleared at the Library.

B.   Reference Books

Reference books are available for in library use. If reference materials are needed for a class presentation, the instructor will make arrangements with a librarian before materials are removed from the library. Reference books are not renewable.

C.   Reserve Books

Upon presentation of an FTCC ID card with a valid current semester sticker, reserve materials are available to students for check out for varying checkout periods. In-House Reserves are available for a 1-hour period. We also have 3-day reserves and 7-day reserves that students are able to take home. Fines of $1.00 per day per item are charged for overdue items. Payment must be made for lost or overdue materials. A student's grades are held and he/she is not allowed to register for the next semester until any charge has been cleared at the library. Reserve Books are not renewable.

NON-BOOK MATERIALS

A.   Periodicals

Back issues of periodicals are available for check out from the Library by Faculty members for a 7 day check out period. The most recent twelve months of Journals and magazines are kept and the last seven days of newspapers. Current issues do not circulate.

B.   Audio Visual Material

Audio Visual materials are available for check out by students for a 7 day checkout period with $1.00 per day fines for overdue materials, no grace period.

II.   Faculty and Administration Circulation Guidelines

BOOKS

A.   Circulating Books

Books are checked out to faculty and administration members for three months and are able to be renewed at the end of the three month period by either:

1. Logging onto the Library Catalog
2. Presenting the material at the Circulation Desk with a valid ID.
3. Calling the Circulation Desk during operating hours: 910-678-8247

Materials will be recalled after 14 days if needed by another patron. Faculty and administration are not charged fines, but they are required to pay for lost and damaged materials.

B.   Reference Books

Instructors are able to check out Reference materials for short periods of time based on their stated needs at the time of check out. Reference books are not renewable.

C.   Reserve Books

Reserve books are available for check from the Library by instructors as long as the length of time does not interfere with student use of these materials. Reserve books are not renewable.

NON-BOOK MATERIALS

A.   Periodicals
Back issues of periodicals are available for check out from the Library by Faculty members for a 7 day check out period. Current issues do not circulate.

B.   Audio Visual Materials
Audio Visual materials are available for check out by Faculty and Staff for a 7 day checkout period.

III   Staff Circulation Guidelines

Books

A.   Circulating Books

Staff members check out books for a three month period of time. Staff are not charged fines. They must, however, pay for lost and damaged materials. There is the potential for the recall of materials after 14 days if needed by another patron.

B.   Reference and Reserve Materials

The policies that govern the use of these materials by staff members are the same as those for students.

NON-BOOK MATERIALS

A.   Periodicals

The guidelines that govern the use of these materials by staff members are the same as those for students.

B.   Audiovisual Materials

The guidelines that govern the use of these materials by staff members are the same as those for students.

C.   Trustees (Non-student)

The Paul H. Thompson Library allows Members of the Board of Trustees to use its collection and the services of the reference staff. The collection is tailored to meet the needs of FTCC students, and their interests must be kept in mind at all times.

D.   Alumni (Non-student)

FTCC Alumni are able to check out books for a 2 week period and a 9 day grace period. He/she must present a current year FTCC Alumni ID card for documentation.

INTERLIBRARY LOAN GUIDELINES

I.   General

The FTCC Library lends to any library in the country that has followed standard procedures for its request. Loans do not include AV materials, reference books, funeral service books, reserve materials, 7 day loans, or collections of short stories and novellas. New books have a 3 month waiting period before being lent. Literature is loaned upon approval. Although most materials we borrow are gratis, the patron is responsible for any charges levied by the lending library. In order to provide acceptable service, the library limits the number of interlibrary loan requests processed to 4 requests per individual per week. Members of the military are included in these guidelines.

II.   Community College Libraries in North Carolina

The FTCC Library will request book and photocopy interlibrary loans for faculty, staff, alumni, and students. Loan periods are set by the borrowing library. It is

expected that the borrowing library will shorten extended borrowing times (Faculty/Staff) to a 3-week checkout in consideration of the lending library. The potential exists for adjustments to standard loan periods to be made for special items such as AV media, etc. Procedures are in accordance with Community College Libraries in North Carolina (CCLINC) Interlibrary Loan Policies & Hold Procedures.

III.   Online Computer Library Center

The Paul h. Thompson Library is a selective user of Online Computer Library Center (OCLC) as both a lender and borrower. In this status, the library has access to abbreviated records (all formats) in the entire OCLC database. Holdings are available for both North Carolina members and members in the Southeastern United States through SOLINE capabilities. This cooperative arrangement is coordinated through the State Library of North Carolina and LYRASIS. As a selective user, the FTCC library will handle interlibrary transactions through OCLC when possible, rather than through conventional mail methods.

IV.   Books

CCLINC books requested from other CCLINC libraries are loaned for a period determined by the borrowing library. Please consult the CCLINC ILL DIRECTORY for further guidance. This applies to all faculty, staff, and students. Books requested through OCLC are loaned for a 5-week period. Renewals and length of renewals are at the discretion the Library Assistant for Technical Services, who oversees all interlibrary loan activities. Decisions are based on current or possible demand by FTCC patrons. There are no charges for the loan of books. Reference and reserve books are not lent. New books have a 3-month waiting period before being lent.

V.   Periodicals

Photocopies of articles are provided free of charge to all libraries. This guideline is subject to change. Each photocopy is stamped with a copyright warning-NOTICE: This material may be protected by copyright law (Title 17, U.S. code).

VI.   Rush Requests

Rush requests will be handled within a 24-hour period. These requests are made via phone call, OCLC, fax, or through conventional mail. On occasion, the library will allow the hand-carrying of ALA forms for rush requests on loans. The

FTCC library supplies fax copies at no charge to those libraries needing a rush request.

6. Color Printer Guidelines
Available in LRC127

a. The material being copied must support the student's academic course of study.

b. A user will be able to print up to five (5) color prints a day.

c. The user will be cautioned to check the documents for errors prior to printing.

d. A library staff member will assist with color printing at the circulation desk.

7. Library use for Continuing Education Students

I. <u>Computer Use</u>

Continuing Education students have access to library computers. Computer labs are also available for their use in the Neil Currie building. All curriculum and Continuing Education students must have a FTCC student ID card with the current semester sticker.

II. <u>Checking Out Materials</u>

Continuing Education students are required to present a current FTCC student identification card with a valid semester sticker to receive a library barcode. This barcode will be placed on the back of the student ID for use in checking out library materials.

Collection Development Guidelines

Introduction

Providing access to materials is the key component of the Fayetteville Technical Community College Paul H. Thompson Library's mission. Access is obtained through acquiring a core library collection of print and electronic resources on site and making additional resources available through inter-library loan networking with other North Carolina Community College libraries, other North Carolina libraries, consortia, and available online networks and resources. As new technologies are created and implemented to provide instruction more creatively to a student population not only attending classes in the traditional classroom, but at a distance from the campus, the library collection will support that instruction with materials available by means of new technologies in addition to traditional print resources.

Materials acquired by the Paul H. Thompson Library should provide students, faculty and staff with a wide range of educational materials on all levels of difficulty and in a variety of formats, with diversity of appeal, allowing for presentation of many points of view. The objective of the Library is to make available to faculty and students a collection of materials that will enrich and support the curriculum and meet the needs of the students and faculty served by the college. This basic principle will determine such fundamentals as type, format, quantity, and scope of resources to be acquired. In general the resource needs of the college will reflect one or more of the following:

- Curriculum support
- General information
- General or special professional growth
- Cultural enrichment
- Extracurricular interests

Purpose of the Guidelines

The purpose of the Collection Development Guidelines is to guide the selection, de-selection and disposition of materials and equipment acquired by the Paul H. Thompson Library and to inform FTCC students, faculty, and staff as well as other community members using the collection about the principles upon which these selections are made.

Intellectual Property and Procedures for Complaints

The Council of the American Library Association has affirmed, in the Library Bill of Rights, the duty of each library to provide its public with materials representing various viewpoints on contemporary problems and issues. Furthermore, libraries are responsible for selecting materials for interest, information and enlightenment without regard to the social, political or religious views of the authors. The FTCC Library is in agreement with this position.

In an effort to provide materials representing diverse sources of information and the widest possible range of ideas and viewpoints, the potential exists for library materials acquired by the libraries to be considered controversial by certain groups or individuals. The acquisition or use of any item does not imply approval or endorsement of the content.

If a member of our student body or a faculty/staff member wishes to challenge an item in the FTCC collection, a written and signed statement explaining why the material should not be in the library must be given to the Director of Library Services for review. The findings of the review and decision will be sent to the President and patron. The final decision regarding the withdrawal of materials resides with the President of Fayetteville Technical Community College.

Copyright Compliance

The libraries comply with the Copyright Law of the United States. Library services including reserve materials procedures, interlibrary loan, photocopying, and acquisition procedures, must comply with the U.S. copyright principles.

Responsibility for Acquisition

The Director of Library Services at the FTCC Paul H. Thompson Library oversees professional librarians and requests faculty input to maintain a quality and comprehensive collection.   Faculty make arrangements with librarians to review the library's collection via email and are provided with a Faculty Recommendations for Addition to Library's Collection (FTCC Form F-22) available on the college Faculty/Staff Forms webpage. Library staff also provide bibliographic aid to faculty and staff. Upon their request, bibliographic reports are run to determine the need for additional library materials to support new curricula or classes being added and/or in preparation of an

accreditation visit. Anyone within the user community has the option to recommend purchase of library materials. The Library reserves the right to make all final decisions on purchases; however, every recommendation will be given consideration. The Director of Library Services first bases all purchase decisions on actual user requests made by FTCC students, library staff, or community patrons, those requests from FTCC faculty are particularly valued and generally filled.

Faculty input for the library collection is sought:

- o By request using the [Faculty Recommendations for Addition to Library's Collection](#) form (FTCC Form F-22) and submitted to the library@faytechcc.edu email
- o In person at the circulation and reference desks
- o As a response to email and phone requests by the librarians
- o From notations made during reference interactions with faculty either at a service point or online through (from the library website) for materials either held in the Paul H. Thompson Library or requested through interlibrary loan.

Collection Evaluation

I. General Selection Criteria

1. Importance/relevance to the curriculum
2. General reference and research needs
3. Contribution to breadth or depth of the collection
4. Selection for review in relevant review media
5. Patron needs, including requirements of special population
6. Faculty recommendation
7. Value/cost/quality
8. Timeliness of information
9. Depth of coverage and adequacy of scope
10. Authoritativeness and accuracy
11. Appropriateness of format
12. Special features
13. Physical space requirements

14. Maintenance costs

II.   Criteria for specific types of resources

Keeping in mind the needs of the students and faculty at the college, the library staff attempts to provide an impartial well-balanced collection. The same impartiality will apply to those religious and sexual materials that are needed to support community college programs.

III.   Audiovisuals/videos/audios/slides/DVDs

FTCC libraries use the following criteria to select these formats:

- o   Curricular support
- o   Technical quality
- o   Cost effectiveness
- o   Copyright/licensing
- o   Format

IV.   Books

The library attempts to select those fiction and non-fiction works of lasting importance in hardback. Popular fiction, including best sellers and novelization of movies typically have short-lived popularity and will, when purchased, be selected in paperback.

Emphasis on acquiring new or current titles is made, although significant retrospective titles are acquired if they reflect the curriculum. Single copies of books are purchased unless a topic is deemed very popular, in which case the library will consider purchasing multiple copies. Books in alternate formats, such as electronic books or e-books are acquired under the same criteria as print books. The library does not generally acquire textbooks. They will be purchased only when they provide a good, general introduction to a topic or when no other general book is available for purchase. Faculty have the option to place their own textbook copies on reserve for student's use, if they wish.

For each field in the curricula, the library will contain a collection of books concerning:

- o the subject as a whole
- o narrower divisions of the subject where courses are offered
- o other important divisions of the subject.

V.   Electronic Resources

- o ***Statement of Purpose***

  Fayetteville Technical Community College Paul H. Thompson Library collects electronic resources to support the educational and instructional needs of its students, faculty, and staff. For the purpose of library collection development, "electronic resources" are defined as resources that require computer access. Examples include, but are not limited to: Periodical indexes, reference databases, Adobe Acrobat PDF documents, and multimedia files. Data is generally considered to be accessible via the Internet, particularly the World Wide Web, online services, or CD-ROM.

- o ***Selection Criteria***

  In addition to the General Selection Criteria Section A, the following criteria will be considered in reviewing a new electronic database:
- Comprehensiveness: scope, subject coverage, time span, frequency of updates.
- Functionality: Ease of use, quick load time; if Web site, well maintained.
- Type of access, e.g. World Wide Web, local network, standalone workstation, circulation from general stacks, circulation from reserve area, etc. or other readily available means of access.
- Quality of indexing, search engine.
- Preservation, storage, and archiving of data; stability of Web-based resource.
- Anticipated number of users, based upon the specific courses that will be served.
- Special attention should be given to authority and currency.
- Electronic books are considered when they provide the most current and or cost effective format, or to support distance education courses and programs. Selections will be based on the same criteria as regular books.
- Consortium guidelines for purchase of electronic materials set by the North Carolina Community College Library Association will be considered. Materials will not be selected if the North Carolina Community College Library Association resources provide adequate coverage.

- o *Review of Electronic Resources*

  The procedure for reviewing and deciding the continuation or withdrawal of electronic resources will be based on these criteria:

- Circulation or use statistics generated from the vendor and from other data collections methods.

- Availability of a better product based on evaluation methods and criteria listed in this policy statement

- Current product becomes obsolete or cost prohibitive.

- o *Subscription Databases*

  Guidelines for the purchase of subscription electronic databases are as follows:

- Service Factors

- Ease of use

- On-screen instruction

- End results/Success of search

- Quality of indexing

- Quality of content/Text/Abstracts

- Links to other searches/topics

- Ease of printing/Downloading features

- Searching features (Keyword/Boolean)

- On-screen help/Commands

- Online thesauri/Authority/Subjects

- Response time

- Compatibility with collection/Student needs

- Usage statistics/Patterns

- Cost Factors

- Pricing

- Ownership

- Subscription/Leased product

- Back files/Cost and availability

- Remote access/College-wide/Off-site

- Concurrent number of users

- Frequency of updates

- Technical Factors

- Technical/Customer support

- Maintenance/Updates

- Storage/Back-ups
- Space factors
- Hardware needs
- Documentation/Guides
- Network reliability
- Lifespan (Longevity)/Portability
- Suitability of graphics
- Coverage Factors
- Match to collection(s)/Curriculum
- Complete coverage (Cover to cover)
- Index/Abstract/Full-text/Image or Combination Database
- Range of years

a. *Web links:*

- Site is authoritative, credible, and non-commercial (exceptions will only be made for sites of exceptional quality)
- Site supports general reference and research needs
- Preference is given to sites that are open to everyone and do not require membership or fees
- Site is intuitive and easy to navigate
- Site's purpose is clearly stated
- Information about the author, title and date of most recent update is clearly identified
- Site employs navigation buttons or links, enabling the user to locate a particular page easily
- Page is stable and does not move frequently or disappear.
- Web duplication of print resources is acceptable for free Internet resources in order to provide an additional point of access.

VI.   Government Publications

FTCC Paul H. Thompson Library is not a depository for federal or state publications. Materials selected will meet the same criteria as the general collection. Government publications from local, state, and federal agencies are generally available for free access, download, and printing from internet websites and are therefore unnecessary to add to the collection.

VII. Maps, atlases, globes

Maps are a part of the library's reference collection. Additional maps will be purchased as needed for classroom support or at the request of an instructor. Atlases are also included in the reference collection.

VIII. Microform

The library does not select titles in this format. Microforms currently in the collection are back files of periodicals and newspapers.

IX. Newspapers

see Periodicals

X. Paperbacks

Hardbound books are preferred for purchase. Fiction titles available in paperback format are purchased using:

- Major review sources
- ALA award and Best Books lists, and other major literature bibliographies
- Assignment lists distributed by FTCC faculty
- Notes made in the faculty suggestions for addition to the collection form

XI. Periodicals

Serials, journals, and newspapers are publications issued in successive parts bearing numeric or chronological designations and intended to be continued indefinitely. Serials are issued in print and electronic formats. All formats will be considered in the libraries purchase and or access decisions. Serials are acquired through subscriptions. Serials selection is made with care since they represent an expensive, long term commitment. Most often it is more cost efficient to purchase electronic access for serials instead of print subscriptions. Cooperative acquisition of electronic serials is actively pursued. Electronic serials subscriptions licensing contracts generally limit access to currently enrolled students, faculty and staff. Print and electronic titles are reviewed annually. In selecting periodicals the following additional criteria will be considered along with the Library's general selection criteria:

- o Considered a core publication for disciplines taught at FTCC
- o Supports current curriculum needs at FTCC
- o Indexing in available databases
- o Full-text is not available from two or more of the database vendors
- o Cost of the subscription
- o Scope, audience level
- o Past demand for requests through interlibrary loan
- o Provides a unique contribution to the collection

XII.   <u>Textbooks</u>

Textbooks are not selected unless recommended by faculty as exceptional resources. Exceptions are those titles that have earned a reputation as "classics" in their fields, or which are the only or best source of information on a particular topic, or for a particular user group. Their high cost, frequent revision and poor physical quality make them questionable for an academic library's permanent collection.

Collection Assessment and Maintenance

The goal of collection assessment is to evaluate the appropriateness of the library collection and to document the progress of a collection-building program. At regular intervals library liaisons undertake evaluation of the collection. This process assists librarians in making informed collection development decisions.

Ongoing collection maintenance activities include de-selection, preservation and subscription cancellation.

Deselection: weeding, discarding, replacing, duplication

Deselection of library materials (process of removing items from the collection) is essential for the maintenance of a current, academically sound library collection. Deselection provides quality control of materials by eliminating outdated, inaccurate, duplicated, and worn out titles. Librarians are responsible for conducting an on-going deselection project. Faculty are consulted via email to obtain feedback on items in the collection that do not fall within these guidelines and additional information is required before an item is removed from the collection. Library staff also provide bibliographic aid to faculty and staff. Upon request of faculty/staff via email, bibliographic reports are run by librarians for faculty to review prior to a collection evaluation visit to ensure

adequate collections are available to support curriculums and/or in preparation of an accreditation visit. Withdrawn materials will be disposed of by means of an ongoing library books sale within the library from which the resulting funds are forwarded to the FTCC Foundation Inc. If withdrawn materials are not purchased they are offered for sale to independent book vendors at current market value. Any withdrawn materials not purchased are then offered to students at no cost, donated to other libraries, institutional departments and/or community organizations for deposit collections.

    I   <u>Evaluation Copies of Textbooks</u>

When Evaluation Copies of Textbooks (also referred to as Examination or Complimentary Copies) are no longer needed by the employee, the following options are open:

    a.   Return them to the publisher or publisher's representative at their expense, or
    b.   Check with the college library to see if they want to add the textbook to their collection, or add the textbook to the employee's departmental lending library for students, if one is maintained.

    II.   <u>Gifts</u>

The library welcomes gifts of materials that are consistent with the collection development guidelines and have no restrictions attached to their disposition. Gifts of periodicals are not accepted. Donations of gifts in kind go through the FTCC Foundation. Before FTCC accepts the gift, the donor completes a donation form and returns to the Foundation. Donor must provide description, value and sign. When the Paul H. Thompson Library confirms they want and have space, a gift delivery is planned. Acknowledgment of gifts will be provided, but no value appraisal will be supplied. Further information available at the following link: https://www.faytechcc.edu/giving/ftccs-foundation/

Relationship to Other Libraries and Library Systems

The FTCC library collaborates with other libraries in the state through interlibrary loans. The guidelines for the service are stated in the A.L.A. Interlibrary Loan Code, the CCLINC Interlibrary Loan Policies, N.C. Interlibrary Loan webpage, published by the State Library.

The library is a member of the North Carolina Community College Library Association (NCCCLA). Formal agreements are in place for the Throckmorton Library at Fort Bragg, CCLINC, Cumberland County Government, and NC LIVE provided by the N.C. State Library.

1. NC LIVE is a collaborated effort founded by the N.C. Legislature to provide access to many electronic, full-text databases. NC LIVE is available in public libraries, community college libraries, university libraries, and private college libraries in North Carolina.

2. Community College Libraries in N. C. (CCLINC) is a consortium of community college libraries in North Carolina that has a shared catalog with more than a million learning resources. Using this catalog, students are able to request materials not available at FTCC. This library cooperative is third in size among the libraries of publicly funded institutions of higher education in North Carolina.

Services and Collection Development Handbook Review

The Library Services and Collection Development Handbook was reviewed and approved by the residential faculty librarians on January 8, 2019. This document will be reviewed as needed to ensure links are current and annually in terms of the assessed information needs of Fayetteville Technical Community College students, faculty and staff and the growing profusion of electronic resources, and emerging technologies.

Disposal of Library Books

I. Surplus Library Materials

If library materials are deemed Surplus and not needed by a particular library within the NCCCLA system, then any of the following disposal methods may be used in the following order:

A. The Library may hold a local sale of de-selected book volumes (.25 cents each) in the Paul H. Thompson Library for a minimum of one month which adheres to the NCCCS (North Carolina Community College System) State Board of Community Colleges Code §1H SBCCC 400.2 (shown below)

B. The Library will check with third party vendors to determine if volumes are desirable on the used book market. If considered desirable, the item may then be purchased by the third party vendor at current market value.

C. Volumes not sold will be offered for free to on the free books shelf.

D. The library may trash/recycle damaged items which are beyond repair.

§1H SBCCC 400.2 Surplus and Irreparable Books and Book-Like Media

Books and book-like media originally purchased from State or federal funds, when they are no longer useful to an institution shall be disposed of by the institution. Book-like media include audio visual materials, CD's, electronic resources, and other learning resources of durable nature. These materials may be destroyed locally through standard recycling methods or disposed of by the institution through a local sale; disposed of through a profit-sharing arrangement with a company that resells and recycles books and book-like media; through donations to non-profit, tax-exempt organizations (including college foundations) or tax-supported agencies or institutions; or through public bid sale by the State Surplus Property Agency. Colleges shall maintain records and receipts of each sale for auditing purposes. Colleges shall use any receipts generated from the sale of surplus books and book-like media to purchase additional books and book-like media.
History Note: Authority G.S. 115D-5; 115D-31;
Eff. November 1, 2015.

VII. Book Sale Policy

Library sales may include both de-accessioned FTCC Library materials and donated items. Library materials shall be selected for de-accessioning based upon the criteria identified in the FTCC Collection Development Guidelines. Funds generated from sales are forwarded to the FTCC Foundation Inc. for the benefit of future library resources. Items which do not sell shall be disposed of according to FTCC Library Guidelines.