Library Policies

H. Raymond Danforth Library

New England College



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INTRODUCTION

The H. Raymond Danforth Library, located at the heart of the campus, is an inviting space in which to conduct academic research, relax with a good book or even to socialize (within reason!). It provides a creative and supportive learning environment while fulfilling a library's traditional task of building a well-rounded collection of resources. It prides itself on enthusiastically supporting the college's mission of engaged and critical learning by helping to create a student body equipped with the information literacy skills that are needed to succeed in modern society, as well as maintaining a close working relationship with the College's faculty, which allows for coordination on assignments and instruction.

In addition to the formal classroom instruction they receive, students enjoy opportunities for special workshops and individualized attention relating to their academic endeavors. The Danforth Library is open almost 100 hours a week, and has reference staff available to assist with research questions, class projects and information evaluation. It is also home to a thirty-seat computer lab, several comfortable reading rooms, quiet study space and a formal instruction area.

A full complement of both print and electronic resources is available through the library. More than 100,000 volumes and 300 print periodical subscriptions can be found in the library's two floors of open stacks. Access to more than 15,000 periodical titles, full-text databases, and a number of reference sources is provided through the library webpage. Further resources provided at the webpage include subject-specific Internet resources, as well as assignment specific topics designed by the librarians to aid students, faculty and staff with their research needs.

New England College is a member of the New Hampshire College and University Council (NHCUC), which supports an active interlibrary loan program with the fourteen

participating institutions. The NHCUC members also allow students and faculty common borrowing privileges at each institution's library and access to their combined holdings of more than five million volumes.

The library is also a member of GMILCS, Inc., a consortium of public and academic libraries in southern New Hampshire. The consortium allows NEC students with a current ID to check out materials from any of its members, including the public libraries of Amherst, Bedford, Derry, Goffstown, Hooksett, Manchester, Merrimack, Milford, and Salem, New Hampshire, as well as Southern New Hampshire University and the New Hampshire Institute of Art.

As a participating member in the OCLC worldwide network of libraries, New England College students have access to shared cataloging and interlibrary loans for library collections throughout the world.

MISSION STATEMENT

It is the goal of the H. Raymond Danforth Library to support the vision and educational mission of New England College. The library provides a creative and supportive learning environment (both physically and virtually) equipped with a range of resources in order to fulfill the research and information needs of students, faculty and staff. The library strongly supports the development of information skills, enabling students to become critical thinkers and lifelong learners.

In addition, the library staff strives to adhere to the principles of the profession that are outlined by the American Library Association. The Danforth Library agrees with such documents as the ALA Code of Ethics (pg.4), the Library Bill of Rights (pg.5), and the Freedom to Read Statement (pg.26). These guidelines promote the tenants of tolerance, open access, and equitable services that are in line with the mission and teachings of the library and the college.

ALA CODE OF ETHICS

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We recognize and respect intellectual property rights.
- V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of **co-**workers, and by fostering the aspirations of potential members of the profession.

Adopted June 28, 1995, by the ALA Council

Available at: http://www.ala.org/ala/oif/statementspols/codeofethics/codeethics.htm

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; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

PUBLIC SERVICE INFORMATION

The public service area of the library consists of circulation, reserve, interlibrary loan

(ILL), and reference services. It is the goal of all public service functions to provide access to

library materials for NEC students, faculty, staff and community patrons. Reference, Internet,

and ILL services provide further access to information sources outside Danforth Library. All

patrons will be treated with respect and all requests for information will be taken seriously.

Library Staff

The library will maintain a staff adequate in size and qualification to offer generous open hours

and excellent performance of services.

Library Hours

Regular hours: Sunday; Noon to 10 p.m.

Monday through Thursday; 7:30 a.m. to Midnight

Friday; 7:30 a.m. to 8 p.m. Saturday; 10 a.m. to 5 p.m.

Hours can change depending on holidays and semester breaks. The most recent updates to those

hours will be posted in the library, and on the library website.

Library Collections

The Main Collection

This collection consists of our circulating materials located on the first and second floor of the

library.

The Reference Collection

This collection consists of non-circulating materials that are located on the first of the library.

Newspapers and periodicals, while not part of the reference collection, are also non-circulating.

The Online Database Collection

In addition to the print periodical collection, the Danforth Library subscribes to over forty online databases which give students access to journal articles and other scholarly material. These databases can be accessed at the physical library, and members of the NEC community have the

option of off-campus access with their NEC ID numbers.

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The New England Room Collection

This collection consists of non-circulating materials covering three collections: The Adams Shakespeare Collection, Special Collection for Rare books and The New Hampshireiana Collection.

Styles Bridges Collection

The Styles Bridges Collection was moved from the NEC library to the N.H. State Archives in December of 1989. Please refer any inquires to the N.H. State Archives in Concord, N.H.

Address: Secretary of the State's Office of Records and Archives

71 Fruit Street

Concord, NH 03301

(603) 27192236 (last known number of office)

The Maps Collection

This collection is non-circulating. It is located on the second floor of the library and housed in horizontal files.

The Archives Collection

This collection is located on the downstairs floor of the library. These materials pertain to New England College and are non-circulating.

CIRCULATION POLICIES & INFORMATION

The Circulation Department is the main desk at the front of the library. The main goal of the department is to be able to locate any item in the library's collection at any given time. The functions of circulation include checking books in and out as well as the tracking and billing of overdue books. The Circulation Librarian aids in the development and implementation of policies and procedures designed to achieve the smooth operation of this department. The Circulation department is also responsible for all Reserve functions.

Circulation of Library Materials

Normal Loan Period: The normal loan period is two weeks for students/ community patrons/NEC staff and four weeks for faculty. There is no limit to the number of books an individual may borrow.

The following items circulate for the normal loan period:

Books

Audio Cassettes

CDs

NH Documents

Three-day loans: Video Tapes/DVDs

In-Library Use Only: Reserve materials are checked out for use in the library only, unless otherwise indicated.

Materials that do not circulate outside the library are:

Newspapers USGS (in cases upstairs) Special Collections Reference Materials Archive Material

Periodicals

Overdue Books: The Danforth Library does not charge fines for overdue books. In the case of overdue items, the Circulation Librarian will send out notices reminding the patron to return their items as soon as possible. After a grace period, the patron will be billed for the replacement cost of each overdue item.

Lost Items: Patrons will be charged the replacement cost of any item not returned to the library by the end of the semester in which it is due.

The replacement charge will be refunded for any item returned to the library; however, the book must be in the same condition in which it was lent.

Holds: A patron may request to put an item that is currently checked out on hold. This will enable the patron to be notified when the item becomes available. There may be an occasion where there is a waiting list for a particular item.

Renewals: Items may be renewed providing the item has not been requested by another patron. This may be done in person, by phone, or by email.

Damage Policy

Damage to Library Materials

If any book is returned in damaged/irreparable condition, the library will charge the patron for the cost of its replacement. This also applies to Interlibrary Loan/Consortium books lent from participating libraries. The assessment of the material's condition will be at the librarian's discretion.

Mutilation of Library Materials

The library will assess a fine of \$20.00 for anyone found mutilating library material. If the item is irretrievably damaged, the replacement cost of the item will also be included.

Borrowing Privileges

Borrowing privileges are extended to the New England College community (students, faculty and staff), NHCUC Consortium students and patrons from GMILCS consortium libraries, and include the use of all materials and electronic resources in the library. New England College also extends borrowing privileges to the residents of Henniker and nearby towns, including Antrim, Bradford, Contoocook, Deering, Hillsboro, Hopkinton, Warner and Weare.

Registration of Patrons

New England College Community: the library extends full services to all NEC students, faculty, staff and alumnae, as well as Sodexho employees, LINEC students, Friends of the Library, and Professors emeritus.

Community Patrons: residents of local towns may use the library and may borrow materials after proper registration. The towns include Antrim, Bradford, Contoocook, Deering, Henniker, Hillsboro, Hopkinton, Warner and Weare.

GMILCS Consortium: borrowing privileges are extended to consortium members which includes the public libraries of Amherst, Bedford, Derry, Goffstown, Hooksett, Manchester, Merrimack, Milford, and Salem, New Hampshire, as well as Southern New Hampshire University and the New Hampshire Institute of Art.

NHCUC Consortium Students: students from colleges in the New Hampshire College and University Consortium (NHCUC) may borrow materials after showing their student ID and being properly registered. Member colleges are Colby- Sawyer, Daniel Webster, Dartmouth, Franklin Pierce, Keene State, Plymouth State, Rivier, Southern New Hampshire University, St. Anselm, and the University of New Hampshire (UNH). The students must be entered into the computer and issued a library card or have a barcode put on their ID.

Issuing Library Cards

This function is reserved for trained staff. All community patrons will be charged a \$2 fee for cards, and should be prepared to provide contact information for library notices on the patron registration form. The registration fee is waived for Sodexho employees, NEC alumnae, LINEC students, Friends of the Library, Professors emeritus, consortium students and GMILCS members.

PRIVACY, CONFIDENTIALITY & DISCLOSURE POLICIES

The H. Raymond Danforth Library supports and protects the privacy of all those who use the library and its resources. Information with regard to borrower's registration, requests for information, materials and loan transactions shall be respected. The library has adopted the *ALA Code of Ethics* as a guideline (see pg.4).

Information about individual users will not be given to any requester unless law enforcement officials present current legal documents requesting user information to supervisory library staff.

In the event that such a request is made, the Library Director, Campus Safety and/or College administrative staff will be notified immediately.

Patron Privacy

Library Staff and student workers may **NOT** release specific patron information such as:

- Personal information; i.e. address, phone number or email.
- Materials that are checked out to a patron.
- The name of a patron that has a particular item checked out.
- Identify a patron that has an item out or describe them in any identifiable manner.

Library Staff and student workers **MAY** release the following information:

- The due date of an item
- If there is a waiting list for the item

Law Enforcement Requests

Employees of the library are prohibited by New Hampshire state law (Revised Statutes online, Chapter 201-D, Section 201-D:11) from releasing any information regarding a patron's library account or other personal identifying information. Library records may be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

USA Patriot Act

(Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism)

This Act, passed by Congress on October 25, 2001, broadly expands law enforcement's surveillance and investigative powers. The provisions affecting library confidentiality are in Section 215, "Access to Records Under Foreign Intelligence Security Act" (FISA).

These Provisions:

- Allow an FBI agent to obtain a search warrant for "any tangible thing," which can include books, records, papers, floppy disks, data tapes, and computers with hard drives.
- Permit the FBI to compel production of library circulation records, Internet use records, and registration information stored in any medium.
- Do not require the agent to demonstrate "probable cause," the existence of specific facts to support the belief that a crime has been committed or that the items sought are evidence of a crime. Instead, the agent only needs to claim that he believes that the records he wants may be related to an ongoing investigation related to terrorism or intelligence activities, a very low legal standard.
- State libraries or librarians served with a search warrant issued under FISA rules may not disclose, under of penalty of law, the existence of the warrant or the fact that records were produced as a result of the warrant. A patron cannot be told that his or her records were given to the FBI or that he or she is the subject of an FBI investigation.
- Override state library confidentiality laws protecting library records.

Requests for user information must be by a law enforcement agent or officer who has obtained a court order, subpoena, search warrant or National Security Letter. It is lawful to refer the agent or officer to the library director or supervisor in charge of the library. **Library staff does not need to respond immediately to any request, except in the event that a search warrant is served.**

Staff Response to Request for User Information:

- Staff should immediately refer the officer or agent to the library director or supervisor in charge of the library. If the library director is not available, contact the Vice President for Academic Affairs (VPAA) and/or Campus Safety who will assist in verifying law enforcement credentials.
- Staff should immediately ask for identification if approached by an agent or law enforcement officer, and then record the information (name, title, agency, badge number.) Check the date on any documents presented by law enforcement officers for currency, and record the date and name of the agency issuing the document.
- The library director or supervisory staff should attempt to verify the information with the local FBI office or the police department.
- If the agent or officer does not have a court order compelling access to library records, the library director or supervisory staff will present Danforth Library's Policy on User

Privacy, and the State of New Hampshire's law pertaining to confidentiality of library records. (Without a court order, neither the FBI nor local law enforcement has the authority to compel cooperation, other than the name and address of the person speaking to the agent or officer.) In conformity with professional ethics, library staff will not respond to informal requests for confidential information.

For further information regarding the Patriot Act please see: *USA Patriot Act Information* available at: http://www.fincen.gov/pa_main.html

USA PATRIOT Act and Intellectual Freedom available at:

http://www.ala.org/ala/oif/ifissues/usapatriotact.htm

Response to Requests for User Information by Type of Court Order:

Subpoena	Does not require an immediate response. Inform the officer that the library will respond to the subpoena within the time allotted and in conformity with the law. Immediately refer the subpoena to the library director or vice president for academic affairs.
Search Warrant	May be executed immediately. Check that the warrant has been issued by a local or federal court in NH, and is current (not expired.) The warrant will identify the premises to be searched and the items or records to be produced under the warrant.
FISA Court Search Warrant (Foreign Intelligence Surveillance	The procedure is the same as for a standard search warrant, however a warrant issued by a FISA court also contains a "gag order." That means that no information about the warrant or the
Act)	items/records seized can be disclosed, including to library patrons whose records are the subject of the search warrant. Staff is permitted to inform the library director and those staff members needed to produce the records.
National Security Letter (FBI)	Although these are not court orders, institutions are instructed by law to comply. The National Security Letter (NSL) section of the USA Patriot Act contains a gag provision that prohibits anyone who receives an NSL from "disclos[ing] to any person that the [FBI] has sought or obtained access to information or records." Staff is permitted to inform the library director and those staff members needed to produce the records.

RESERVE SERVICES

The reserve shelves are behind the main circulation desk. In order to ensure access to certain materials by students, books, articles or media are put on reserve by professors when there are many students who must use limited copies of a book, article, CD, video etc. Material is arranged on the shelves according to the professor's last name. Reserve materials generally do not circulate outside of the library, unless otherwise specified. Students must leave their NEC ID card, driver's license or other important item such as car keys as collateral, while using reserve materials in the library.

Types of Materials Reserved

Professors may place materials on reserve for use in the library by filling out the Reserve Material Request form indicating any and all specifications and conditions for their reserve items. Professors MUST be the person placing items on Reserve, and must fill out the requisite forms for each resource. Students/proxies cannot perform this duty.

Only materials owned by the library or the instructor may be placed on reserve. No interlibrary loan materials should be used in accordance with copyright laws.

No home taped videos may be put on reserve. Any questions about this policy should be directed to the Library Director.

If photocopies of copyright-protected articles or parts of books are desired on reserve, written permission of the copyright holder must be obtained. Such photocopies may be made only from material owned by the library or the professor, unless permission is granted expressly for such use from the copyright holder.

*** It is the responsibility of the **Faculty Member** to comply with copyright laws. They should check with the Library Director if there are any questions or concerns. For more information, please see the next section on Copyright Policy.

COPYRIGHT POLICY

The H. Raymond Danforth Library supports the Copyright Policy established by the College. The guidelines for copying listed below are only a summary highlighting specific library issues. For more information on copyright please visit the United States Copyright Office available at: http://www.copyright.gov/

Guidelines for Copying

"Fair use" and infringement are not defined easily. There is no established acceptable number of pages, lines or words that may safely be used without permission. Obtaining permission from the copyright owner before using copyrighted material is the safest course of action. However, the guidelines listed below have been considered 'Fair Use" of materials by most universities.

- **Permitted copying:** It is generally considered fair use for faculty members to copy items for the purpose of filling in missing information or bringing materials up to date. The dispute does continue as to permissible copying, especially for classroom use. Copying should be limited.
- **Single Copies**: For teaching purposes, including class preparation and scholarly research, a faculty member may make a single copy of a chapter from a book (not to exceed 10% of the book), an article from a periodical or newspaper, a short story, essay or poem, and a diagram, graph or picture in any of those works.
- **Multiple Copies**: Faculty members may, for a one-time only distribution, make multiple copies providing no more than one per student is created, includes notice of copyright, is discerning and restrained in choosing poetry, prose and illustrations and collects no charges from the student beyond the actual cost of the copies.
- **Repetitive Copies:** The justification for "Fair Use" is highly diminished when photocopying occurs on a repetitive basis for continued use for successive terms.

INTERLIBRARY LOAN (ILL) POLICIES & INFORMATION

Interlibrary loans are available for materials not owned by the Danforth Library, with the exception of textbooks, or any items deemed inappropriate by the librarians. Patrons may request an interlibrary loan for books or articles that the library does not own. The ILL Librarian will attempt to borrow the book or article from another library in the state or region. This service is reserved for NEC students, faculty, and staff. There must be an indication of compliance with the Copyright Law (Title 17 U.S. Code) where required.

The library will not accept requests from patrons who have overdue ILL material.

Definition

An Interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request.

Purpose

The purpose of interlibrary loan is to make available alternate sources of borrowing for library material not available in the home libraries and conversely to loan to other libraries which have need of items not in their inventory.

Conditions of Service

The conditions of this service are set by the New Hampshire Interlibrary Loan Code: NELINET Interlibrary Loan Agreement; the National Interlibrary Loan Code, 1980; the International Lending Principles and Guidelines for Procedure (1978); OCLC-ILL Code. Any item may be requested for borrowing. However, it is the prerogative of the lending library to refuse to release any item it is unwilling to loan.

Most libraries will not ordinarily lend the following types of materials:

- Reference material
- Rare or valuable material, including manuscripts or unique material that would be difficult or impossible to replace
- Bulky or fragile items that are difficult or impossible to ship
- Material in high demand at the lending library.
- Material with circulation restrictions
- Materials that are easily damaged i.e. videos and audiocassettes

Materials that cannot be borrowed include:

- Materials for classes, reserves, or other group use
- Articles of one page or less

Patron's Responsibilities

No more than five requests at a time (per week) should be submitted. An interlibrary loan-borrowing request may be submitted in writing on the appropriate forms with complete bibliographic information at the library or online from the library website. The source of where the information was found must be included. If possible, the patron should be referred to a reference librarian before filling out their request.

Lost/Damaged Books

If a book is lent to New England College students, staff, or faculty from another institution and is returned in poor condition, the patron will be charged for the cost of its replacement. This decision will be made at the discretion of the Interlibrary Loan librarian.

If a book is lent to New England College students, staff or faculty and is lost, the patron will also be charged the cost of its replacement.

New England College does not charge fines for Interlibrary Loan materials that are borrowed from or lent to other institutions. However, if the book is not returned within a reasonable amount of time, the patron will be charged for the cost of its replacement until it is returned.

Directions to submit an ILL request online

The forms for ILL requests are located online at the library website. Depending on what type of material you are requesting, select the form that says "Request an Article" or "Request a Book." After its submission, the request will be processed by the Interlibrary Loan librarian, and the patron will be notified as soon as it arrives.

REFERENCE & INFORMATION LITERACY

Reference

Reference librarians are available for help over seventy hours per week. The services provided include individual help with research and information needs as well as formal instructional classes. Reference Service will be provided for all patrons during designated reference hours. The provision and development of reference service will be guided by the following goals:

- To promote and encourage effective and independent use of the library by facilitating
 access to and evaluation of information included in the library collections, as well as
 worldwide electronic information resources.
- To support the Institution's instructional program through library instruction, guidance, and assistance with research and general information needs.
- To support the Institution's administrative functions through the provision of information whenever possible.
- To evaluate the effectiveness of reference activities in respect to improving, developing, and creating services.

The needs of library users must always be taken seriously and treated with the utmost respect. Under no circumstances should there be any discussion of an individual or group of users, or of any transactions between users and reference librarians outside of a professional context. Librarian should be familiar with the American Library Association *Code of Ethics*, June 28, 1995 (see pg.4).

Individual assistance is the primary responsibility of those on desk duty. This should be reflected in the attitude and behavior of staff. Staff members should appear alert, interested, and willing to help. They should ascertain user needs through skillful use of the reference interview and never be judgmental regarding a request. Courtesy, patience, sensitivity, and tact are important in all interactions with library users. Staff members should be aware of library users who appear to need assistance and offer them help.

Reference librarians will use their own best judgment in dealing with unusual or demanding requests. It is the policy of the department to consider every request carefully and try to fulfill requests to the fullest extent possible, taking into account constraints of staffing, time, and funding. The best interest of the most number of students is the final determination.

Legal and medical question will be dealt with by helping the user find appropriate sources of information but never by interpreting information or giving advice.

Information Literacy

The ability to access, evaluate, and synthesize information is essential for every student and is necessary to complete assignments and conduct research at any level. The New England College Library endorses the *Information Literacy Competency Standards* as set down by the Association of College and Research Libraries (ACRL) which describe five areas which students must master in order to be considered information literate:

Standard One

The information literature student determines the nature and extent of the information needed.

Standard Two

The information literate student accesses needed information effectively and efficiently.

Standard Three

The information literate student evaluates information and its sources critically and incorporates selected information into his or her knowledge base and value system.

Standard Four

The information literate student, individually or as a member of a group, uses information effectively to accomplish a specific purpose.

Standard Five

The information literate student understands many of the economic, legal and social issues surrounding the use of information and uses information ethically and legally.

These five standards for information literacy are the goals behind all formal and informal library instruction at the H. Raymond Danforth Library.

Library Instruction

Individual instruction is available on demand at the reference desk during all scheduled hours, and formal instruction classes are provided for all subjects and levels at the request of teaching faculty. Informal workshops are available by appointment on a variety of topics throughout the semester. In addition to the ACRL Information Literacy Standards, instruction sessions will be designed and taught with the following objectives in mind:

- Coordination of formal library instruction to students; including instruction in basic library skills and then building on those skills with more sophisticated training as student's advance in their academic career.
- Promotion of the importance of faculty participation and approval of formal library instruction programs.
- Integration of information literacy skills and library instruction with the General Education curriculum at New England College.

- Formulation and implementation of methods for assessment and evaluation of the overall library instruction program, as well as its individual components.
- Inclusion of any new skills and technologies that may be developed in the future that would benefit the student population.

Formal library instruction for classes can be requested by emailing the Associate Library Director for Instructional Services, or by using the request form located on the library's website. Appointments for individual reference consultations can be set up by contacting the Reference Department.

DISTANCE EDUCATION & OFF-CAMPUS ACCESS POLICIES

The H. Raymond Danforth Library gives equal consideration and support to the college's off-campus students as it does to those in residence, and adheres to the *ACRL Standards for Distance Learning*, which state that:

- Students/faculty of distance learning classes are entitled to equal access.
- Students/faculty have a right to be able to directly access librarians and other library staff.
- Distance services must have as much time and fiscal consideration as on-campus services.
- The administration of the college must support these distance services.
- The library must provide and maintain the appropriate technological tools to ensure students can perform their work.

The library also supports the adjunct faculty and lecturers that serve this population as they would on-campus faculty.

The library staff strives to instruct off-campus students in information literacy and self-sufficiency by creating internet tutorials, videos and being available by phone and e-mail to provide reference services. Library databases may be accessed off campus with a valid college ID number. Additionally, books and articles may be requested by using the Interlibrary Loan forms on the library website.

COLLECTION DEVELOPMENT & ACQUISITIONS POLICIES

Collection Development

The H. Raymond Danforth Library strives to meet the research and information needs of the New England College community. The Library is committed to the purchase of information resources in all formats in support of the academic curriculum, the professional concerns of faculty and staff and, as appropriate, recreational needs of the College community.

Funding

The Library will distribute acquisitions fairly among the disciplines, considering both immediate and long-term goals. The Library staff will make every effort to secure the highest possible level of funding to support excellent performance.

Ownership

All materials bought with Library funds will be the property of the Library. They will be catalogued and available for the use of the entire Library community.

Selection of Materials

The Library will select materials based on some and/or all of the following criteria:

- Lasting value of content
- Level of treatment
- Strength or weakness of present holdings in particular areas
- Favorable reviews in established review sources
- Recommendations and requests
- Availability of funding

Faculty members, as those persons most directly concerned with the teaching program of the College, are encouraged to play a major role in selecting materials in supporting the curriculum. Requests for purchase may be generated by faculty members, librarians, students and any other Library users, subject to appropriateness (see "Ordering" under Acquisitions Policy below). Final judgment on purchase rests with the Acquisitions Librarian with advice from the Director, although no request will be rejected without consultation.

Types of Materials

The Library will purchase materials in all appropriate formats to:

- Support the curriculum
- Support the scholarly needs of faculty in preparation for teaching and assist administrative and service personnel in the effective performance of their duties
- Provide information in the broader sphere of knowledge
- Serve the recreational needs of the College community (as funds permit)

Purchasing decisions will be made primarily based on content. Format will be considered as it affects cost and/or usability.

Level of Treatment

Materials acquired by the Library should have a level of maturity appropriate for student and/or professional use. Preference will be given to scholarly treatment of subject matter, although popular works are also purchased as appropriate.

Language

Preference will be given to materials in the English language. Foreign language materials will normally be restricted to items supporting those languages taught at the College.

Textbooks

Textbooks that are required for courses are not generally a part of the Library collection. Students are expected to provide their own texts. Exceptions may be made when the textbook is deemed a classic in the subject area and/or the only or best source of information on a particular topic.

Duplicate Copies

In order to make best use of limited funds, duplicate copies normally will not be purchased. Exceptions will be made if there is genuine need for heavily used materials.

Out of Print Materials

Out of print books will be sought when the item has continuing value to the Library's collection and no similar item exists.

Periodicals

As with other acquisitions, requests for periodical subscriptions will be generated by faculty, librarians, students, and other Library users. Decisions will be based on the above criteria, as well as consideration of the long-term value of the periodical and its inclusion in full-text databases, abstracting and indexing services. Back files will be available either as bound volumes or electronic databases. Factors to be considered in determining format are: amount of use, availability of space, cost, and loss of originals due to theft.

Gifts

Gifts to the Library are welcome as a source of materials and as an expression of interest in the Library. However, it must be recognized that not all gifts are suitable for permanent housing in the Library, since certain items will duplicate materials already in the collection or will be outside the scope of collection. The Library reserves the right to decline gift donations made without prior consent. All gifts become the property of the Library, with the donor relinquishing

all rights to ownership and disposition. Gifts will be evaluated according to the same criteria as purchased materials. If a gift is deemed unsuitable for the collection, the Library reserves the right to dispose of the material in an appropriate manner.

The Acquisitions Librarian is responsible for:

- Deciding which materials will or will not be added to the collection
- Deciding how to dispose of any material not added to the collection
- Issuing a statement of receipt to the donor, if requested

The Library cannot appraise gift materials for tax purposes. The donor is responsible for establishing the value of the gift. Gifts of unusual significance will be negotiated individually and, if necessary, evaluated by a third party.

Replacements

Missing items which are in exceptional demand may be replaced immediately. If there is no urgent need for a missing title, it may not be replaced, since experience has shown that many materials reported lost are in fact returned eventually. Items labeled missing in inventory will be replaced immediately only on demand. If still missing after one year, a decision will be made, based on availability and usefulness, whether or not to purchase replacement. If an item is not replaced, it will be withdrawn from the catalog as permanently lost.

Collection Maintenance

Ongoing assessment and maintenance is an important component of collection development. Upon arrival of new additions, the Library staff will evaluate previous editions and will withdraw outdated ones. The reference collection will be continually monitored for outdated material, which will be replaced or withdrawn if necessary. Individual sections of the general collection will be initially assessed and updated as necessary, then periodically reviewed and updated. Materials that have become irrelevant, outdated, unused, in poor physical condition, or superseded by new editions will be removed from the collection. Academic departments will be encouraged to participate in assessment of their collections.

Intellectual Freedom and Censorship

In accordance with the American Library Association's Library Bill of Rights (see pg.5) and Freedom to Read statement (see pg.26), the Library will not censor any subject or viewpoint, and will resist attempts of censorship from other sources. The Library will attempt to provide materials that offer all sides of controversial issues since exposure to differing opinions is necessary to the important educational goal of learning how to form personal opinions and make decisions.

Reconsideration Policy

It is the policy of the H. Raymond Danforth Library to take all objections to Library materials seriously. Patrons who have an objection to Library materials will be referred to the Library's Collection Development Policy. If the patron still has an objection after the Policy is reviewed then a reconsideration form must be completed (see pg.30). Once the form has been completed and returned, the formal reconsideration procedure will be activated (phone calls and voiced concerns are not cause for reconsideration action to be taken). The reconsideration form will be forwarded to the Reconsideration Committee, which will be comprised of the Library Advisory Committee and the Acquisitions Librarian.

The Reconsideration Committee will:

- Review the challenged material in entirety through reading, viewing, or listening to the material
- Review the Library selection policy criteria
- Research for reviews and recommended lists to determine recommendations for critics and experts in the field
- Meet to discuss the challenge
- Recommend to the Director on the removal, retention or replacement of challenged material
- Notify complainant of the committee's decision within a one month time frame

H. Raymond Danforth Library

Henniker, NH, 03242

Request for Reconsideration of Library Materials

Date request submitted	
Request initiated by	
Address	
City	State Zip
Telephone (home)	(office)
Author	
Title	
Publisher	Date of Publication
ON SEPARATE SHEETS, ANSWER EACH OF	F THE FOLLOWING QUESTIONS:
Do you represent yourself or an organization (ple	ease specify the organization)?
Γο what in the work do you object? (Please be sp	pecific. Cite the pages or sections.)
Did you read, view, or hear the entire work? Wha	at parts?
What do you believe is the theme of this work?	
What do you feel might be the result of exposure	to this work?
What are the judgments of this work by reviewer	s, critics, and experts in the field?
In its place, what work would you recommend th subject treated?	at would convey as valuable a picture and perspective of the
What would you like the Library to do about this	

Please send this form to: Library Director, H. Raymond Danforth Library, New England College, 98 Bridge Street,

Acquisitions Policy

Ordering

The normal ordering period is July 1-May 1, in order that purchases may be completed by June 30. Funds not actually expended by June 30 are not carried over to the following fiscal year. Some money will be available May 1-June 30 for rush orders or similar short-term requests. Orders not filled by June 30 will be held over to the following fiscal year.

Orders should be submitted on the request form through the Library website. The bibliographic information should be as complete as possible. Catalogs or brochures that describe the item could be helpful to the Acquisitions Librarian. Such catalogs or brochures will be returned upon request. Notification will be sent to the originator when the request item has been received and catalogued, or if it is unavailable.

An order should be designated "rush" only if there is a genuine need for the item by a certain date. Ordinarily orders should be placed to anticipate the time required for Library processing, as well as supplier response. Also, it should be noted that a "rush" request might not necessarily be treated as such by the supplier.

Requests for periodical subscriptions should be submitted in writing, preferably with an explanation of need, including consideration of current subscriptions in the same subject area. Any brochures describing the journal should accompany the order, and will be returned upon request. The librarian will send a written response to a subscription order.

The Freedom to Read Statement

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

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of

experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of

enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

TECHNICAL SERVICES POLICY

The Technical Services Department of the Danforth Library will provide bibliographic control of and access to materials in the Library's various collections. The Department, in cooperation with Information Technology, will be responsible for implementing and maintaining systems that enable users to access information outside of the Library's own collections.

Systems

The Technical Services Department, in cooperation with other Library and/or College departments (and, when necessary, external groups), will plan, acquire, install and administer library systems to facilitate access to materials in all formats.

Cataloging / Processing / Repair & Preservation

Cataloging of materials will meet or exceed standards as set by Library of Congress and/or other appropriate authorities, as set out in the most recent revisions of Anglo-American Cataloguing Rules, Library of Congress Subject Headings, Library of Congress Classification and other resources. All materials available for use should be accessible through the online catalog.

New acquisitions, regardless of format, will be accurately cataloged and processed in a timely fashion. Cataloging priorities for all materials will be established by urgency of need and date received. Materials that are immediately needed will be given priority.

Damaged Library materials will be repaired as needed and/or as possible. Preservation policies will be adopted as they are defined.

Database / Collection Maintenance

Maintenance of the Library's databases, including the online catalog, will be on-going. The databases will be regularly examined for errors and/or other irregularities. Database problems affecting users will be remedied as soon as possible.

Responsibility for stack integrity and maintenance will be shared with the Public Services Department. Inventories of the Library's collections will be performed on a regular basis.

The Technical Services Department will regularly evaluate its processes and procedures to determine that these policies are being consistently followed.

LIBRARY PATRON & OPERATIONAL POLICIES

It is the main goal of the H. Raymond Danforth Library to provide library materials and instruction service to the New England College community. However, the staff also hopes to make each visit to the library a pleasant one for all of its patrons. The following policies have been adopted to ensure that visitors are able to use the library in a way that is productive, comfortable and safe for all.

Emergency and Disaster Policies

will take the following steps:

The H. Raymond Danforth Library takes all emergency and disaster situations seriously, and cites the safety of all persons as a top priority.

In the event of an on-campus emergency, or a potentially threatening situation, the library staff

A call will be placed to Campus Safety at (603) 428-2323 and the dispatcher will alert Campus Safety officers to the situation. The dispatcher will also alert local police or other emergency services, if needed.

If the situation allows for it, patrons will be immediately evacuated from the building.

In the event of a natural disaster which threatens library material and resources, evacuation of persons from the building will take precedence over material recovery. Once approval for reentry to the building has been approved by emergency workers, salvage operations may begin.

Inclement Weather Policy

As previously stated, the safety of library patrons is a top priority. If the college closes the campus due to inclement weather, the library will evaluate its ability to stay open with limited staff and students. However, if they weather is severe enough that driving conditions and walkways are affected to the extent that it is no longer safe to travel, the library will close with the rest of the campus.

Services for the Handicapped

It is the policy of the H. Raymond Danforth Library to provide full access to all materials for all library users. To this end, most materials are arranged in open stacks and cabinets. In the event a library user has a handicap that prevents or hinders that person from reaching the material directly, the library staff will retrieve any and all materials for that user. The user requiring

assistance is asked to request help from a reference librarian when available, or a circulation clerk at the main desk.

There are two spaces reserved for handicapped parking. Entrance may be gained to the library when in need of assistance by using the library doorbell. Access to different floors is gained by an elevator, with signs identifying the location. A unisex handicapped restroom is located on the top floor.

Cell Phone Policy

It is the policy of the H. Danforth Library that cell phone use is restricted while in the library. As a courtesy to those studying and requiring a quiet atmosphere, those using cell phones will be asked to leave and may return only when phone is not in use.

Food and Drink Policy

The H. Raymond Danforth Library does not prohibit food or drink in the library. However, the library staff does reserve the right to request to have food removed should it cause a disturbance to the working environment of other patrons.

Computer Use Policy

The H. Raymond Danforth Library provides a thirty seat computer lab for the New England College community. Students and faculty/staff will be given priority for these machines. A limited number of computers are available for general use. These computers are located near the reference desk. Password and log on information may be obtained at the reference or circulation desk.

The computer resources are limited. Therefore, they should be used efficiently and with consideration for the needs of other users. During high peek times, students and other users who leave a computer area for more than ten minutes, may, at the discretion of the library staff, be logged off and have their personal items removed from the computer area. The library staff assumes no responsibility for such items.

Internet Policy

The internet is available on all library machines, and is considered a valuable and necessary research tool. The H. Raymond Danforth Library does not monitor internet activities of patrons, or filter content. Thus, it respectfully requests that all patrons and visitors use their best judgment when conducting research on the terminals and avoid sites that may be disturbing or offensive in nature. In addition, the Library prohibits any usage of the internet as a means of harassment or illegal activity. Anyone caught violating this policy will be subject to having their computer/internet access library privileges revoked.

Lost and Found Policy

The H. Raymond Danforth library provides a lost and found area behind the circulation desk. The Library staff will make a reasonable attempt to contact owners of items that contain identification. However, the library does not take responsibility of these items or items without identification.

Items that are not claimed will be removed, discarded or recycled at the discretion of the Circulation Librarian.

Display Policy

The H. Raymond Danforth Library has two display cases in the front entrance way of the library. The purpose of the display cases is to support thematic exhibits that reinforce the missions of the library, the college and the academic community. The library provides two bulletin boards at the circulation desk that may be used to promote events such as campus activities, trips and town events.

The library does not assume responsibility for materials left for display and reserves the right to remove items.

Library Room Policy

The H. Raymond Danforth Library is home to two general group areas; the New England Room, and the NEC Glassroom. The Glassroom is the primary instructional space of the library, and all library activities take precedence. In rare circumstances, the Glassroom can be reserved with the permission of the Library Director.

The New England College Room is available for reservation for college business and activities. All reservations should be cleared with the Library Director or appropriate staff.

Animal Policy

It is the policy of the H. Raymond Danforth Library to prohibit pets in the library. However, service animals are permitted.