

JAMES WHITE LIBRARY RESOURCES DEVELOPMENT POLICY

PART C. SPECIFIC GUIDELINES

3. INFORMATION SERVICES DEPARTMENT

1-0 MISSION STATEMENT

The mission of the Department of Information Services is to provide and/or make accessible current, relevant, and useful information for academic research. The services include the provision of materials not available in James White Library through interlibrary relationships or document delivery to patrons who are eligible for such services. The Department provides assistance, instruction, and interpretation in the use of the library and its services.

2-0 RESOURCES DEVELOPMENT GOALS

- 2-0-1 To provide reference sources in print and electronic formats to support the curricular offerings of the university.
- 2-0-2 To develop a broad reference collection that fills the basic information needs of the clientele and considers the unique characteristics of the university.
- 2-0-3 To maintain a current and relevant reference collection that reflects national and international issues.
- 2-0-4 To provide adequate and up-to-date facilities for accessing electronic reference resources and for document delivery.
- 2-0-5 To help preserve information for historical research by sending superseded reference materials to the stacks.
- 2-0-6 To keep a browsing career collection with provisions for short-term check out for most of its items.

3-0 DEFINITIONS

3-0-1 Clientele

3-0-1-1 The primary clientele are Andrews University students, faculty, and staff.

3-0-1-2 The secondary clientele are the continuing education programs and

affiliated schools.

3-0-1-3 Assistance is provided to the worldwide Seventh-day Adventist community when they are unable to find resources in their regions.

3-0-1-4 The Department extends its services to the local community including Andrews Academy and Ruth Murdoch Elementary School as a supplement to the library services in their respective areas.

3-0-1-5 Other researchers and users are welcome to use the resources in the Department as long as their use of the resources does not interfere with the needs of the primary clientele.

3-0-2 Collection Levels

3-0-2-2 B Level - Research Level

Provide reference resources to support the doctoral program of the School of Education. The Seminary Library will support the reference needs of the Seminary doctoral program.

3-0-2-3 C Level - Advanced Study Level

Provide reference resources in the graduate level for those subject areas which do not have special libraries/collections.

3-0-2-4 D Level - Initial Study Level

Provide reference resources in the major subject areas where the University offers undergraduate degrees.

3-0-2-5 E Level - Basic Level

Provide reference resources to meet the general information needs of the clientele.

4-0 SPECIFICATIONS

4-0-1 Location of Resources

4-0-1-1 A majority of the printed reference sources are kept in the reference stacks. A few titles which are in high demand or are in need of security are kept behind the reference desk.

- 4-0-1-2 Microforms, multimedia, and audiovisuals are housed in The Mary Jane Mitchell Multimedia Center.
- 4-0-1-3 Electronic materials such as CD-ROM's or floppy disks are either loaded in the reference computers or physically kept behind the reference desk. Those that come with reference or career books are in the Reserve Section.
- 4-0-1-4 Online databases are on the library's Web site.
- 4-0-1-5 Reference-related and career-related pamphlets are housed in the General Pamphlet File in The Mary Jane Mitchell Multimedia Center.

4-0-2 Responsibility for Resources Development

The final responsibility for developing the Reference and the Career Information Center collections and spending these budgets belong to the Head of the Department of Information Services.

The collection of online databases and Web links falls under the responsibility of the Database Manager (currently the Reference Librarian) in consultation with the other professional librarians in the Information Services Department and in coordination with the Systems Librarian. Proprietary databases which have to be paid for are subject to the approval of the Library Director who is in charge of the electronic resources budget.

Input may be received from other librarians, faculty, and students. Resources which fit the collection from other budgets may be housed in the reference area.

4-0-3 Nature and Level of Programs

4-0-3-1 Reference

- Aside from providing a basic university reference collection suited for our size and population, the reference collection supports the academic and professional programs offered by the university from the undergraduate to the doctoral levels. Current information is made available in the arts, sciences, humanities, social sciences, and technology.
- The Department collects referencesources minimally in fields where special subject collections exist such as Architecture, Music, and Seminary.

4-0-3-2 The Career Information Center

- The Career Information Center is a browsing collection that offers basic information about careers, occupations, and vocations.
- The Center provides aids in career planning and decision making. It also gives helpful information on hunting for, changing, and leaving a job.
- It supplies educational and financial information needed to pursue post-high school education.

4-0-4 Formats Collected

Print
Microform
Audiovisual
Multimedia
Electronic

Other formats will be considered as the method of information access changes.

4-0-5 Continuations and Standing Orders

The collection relies heavily on standing orders for continuous updating.

4-0-6 Electronic Access

Electronic access to reference resources is provided in the most acceptable and currently used formats that are of maximum benefit to the patron. The resources should be easily accessible in the library as well as by remote access. Since it is this Department's task to provide reference assistance and instruction to the patrons, this department must be informed and consulted prior to making any changes in electronic access.

4-0-7 Donations

Donations are subject to the library's general policy on gifts and donations.

4-0-8 Duplicate and Multiple Copies

Duplicate copies are kept to a minimum and are made available when there is significant patron demand. Duplication of basic reference sources may occur in the

reference areas of the special collections (Music, Seminary, and Architecture) and the general Reference Collection.

4-0-9 Priorities and Limitations

4-0-9-1 Reference

- Priority is given to the academic needs of the university.
- Titles that are for entertainment, hobbies, private businesses, or genealogy are not acquired.
- Limited resources are provided for materials that are readily available in other libraries on the campus or in the community.
- There are financial limitations to acquiring everything that our primary clientele needs but efforts will be made to provide access to materials for academic research through other means such as interlibrary loan, document delivery, and referrals to nearby libraries.

4-0-9-2 Career Information Center

The Center does not collect the following materials.

- Biographies of successful people in the various occupations or vocations. These may be in the General Reading collection or in the Stacks.
- Printed reviewers and preparation guides for standardized examinations like the GRE, SAT, ACT, NCLEX, etc. These are in The Mary Jane Mitchell Multimedia Center.
- Handbooks, textbooks, and monographs that pertain to the study or practice of a profession or occupation. These are in the Stacks.
- Career-oriented periodicals. These are in the Periodicals Department.
- Comprehensive business information such as those dealing with companies. This is in the business section of the Reference Collection.

4-0-10 Networking, sharing, cooperation

James White Library is a member of appropriate local, regional, national and/or international organizations. The university is a part of the worldwide educational system of the Seventh-day Adventist Church. These organizations provide means for developing and sharing collections and maintaining other forms of interlibrary relations such as referrals, interlibrary loans, etc.

4-0-11 Off-Campus Services

Current and relevant means of reaching out to off-campus students will be provided in the best possible way.

5-0 SELECTION CRITERIA

Selection of reference sources is based on the following criteria: listed in standard bibliographic sources, support for the university's curricular offering and research needs, reputation of author and/or publisher, availability of funds, scarcity of materials on the subject, contemporary significance, timeliness or permanence, format.

5-0-2 Languages

The majority of the resources are in the English language, with some standard sources in major languages such as German, French, and Spanish. Bi-lingual dictionaries represent as many languages as possible due to the multi-cultural and international nature of the clientele.

5-0-3 Geographical, Cultural

The collection has a heavy emphasis on U.S. and North America with a balanced view of the rest of the world. It will avoid bias and prejudice of other cultures and other sociopolitical issues.

5-0-4 Recency

Attempts will be made to keep standard reference titles and highly recommended titles recent. The Reference Collection may contain older materials for historical purposes and as dictated by usage and needs.

The Career Information Center as a current browsing collection covers the last 10 years.

5-0-5 Periodicals

The Information Services Department has interfiling leaves or pocket parts that come periodically to update certain reference titles.

5-0-6 Indexes

Indexes to various resources such as books, periodicals, etc. are made available.

5-0-7 Types of Materials Collected

Almanacs

Dictionaries and encyclopedias, general and special

Handbooks in basic fields of knowledge

Directories of people and institutions

Atlases and gazetteers

Statistical sources

Indexes covering materials owned or available elsewhere

Bibliographies

Biographical sources

Selected legal materials

College catalogs

6-0 DE-SELECTION CRITERIA

6-0-1 De-selection of reference sources is done by the Head of Information Services.

6-0-2 De-selection criteria for reference materials are as follows: usage, demand, age, subject duplication, physical condition, obsolete format, number of copies, and lack of enduring value. Career materials are deselected when superseded by the same or similar titles and/or over 10 years.

6-0-3 Some superseded titles which are considered still useful are transferred from the Reference Collection or the Career Information Center to the Stacks.

7-0 MATERIALS REVIEW

James White Library has a materials review procedure for challenged materials.

REFERENCES

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