

Library Policy

Questions regarding this policy should be directed to the Policy Administrator.

Effective Date:		Cross Reference:	2.6 Student Financial Responsibility
Policy Owner:	VP Academic	Appendices:	Appendix A: Outstanding Fines Procedure
Policy Administrator:	Director of Student Services		
Approver:	Executive Committee		
Review Schedule:	Every 4 years		

1. Policy Statement

The Library supports the learning and information needs of the Keyano College Community, including students, faculty, and staff. This policy provides guidance for ensuring the information needs of the college are met and that the library has a collection that covers the subjects delivered in the program of study with appropriate focus on other stakeholders (due to partnership and consortium responsibilities).

2. Background

Keyano College is a publicly funded, comprehensive community institution. The library supports the college's mandate: "To increase access to learning opportunities for students in the Regional Municipality of Wood Buffalo." The library shares resources throughout the province with consortium partnerships with The Alberta Library (TAL) and Networking Edmonton's On-line Services (NEOS). Resource sharing includes more than just the physical sharing of resources via inter-library loan, but also electronic resources via the Lois Hole Campus Alberta Digital Library (LHCADL) and on-site access to information services (reference / research support), collections and electronic access (where possible). The library provides resources for use / inter-library loan to its partner organizations where possible, but prioritizes college users (students, faculty and staff).

The library keeps resources current and relevant to departments, programs and college faculty. The library needs to keep faculty engaged in order to achieve the currency and relevancy of its collection.

3. Policy Objective

The purpose of this policy is to outline the library's position on supporting the college (its students, faculty and staff) and to help identify the focus of the collection in regards to selection, retention and deselection of both physical print and electronic resources. The purpose of this policy is also to detail the responsibilities the library has to its consortium partners and to detail the extent of services it provides to all its users.

4. Scope

This policy applies to all faculty, staff, and students at the College and to the library's consortium partners.

5. Definitions

5.1 Collection Development

Collection Development is material selection and acquisition, the replacement of worn or lost materials, the removal (weeding) of materials no longer needed in the collection, the planning for new collections or collection areas and how all these aspects incorporate the institutional mission and cooperative decision-making with other libraries or within library consortia.

5.2 Collection

The collection itself includes both physical / print and electronic resources. The collection is comprised of Keyano owned materials and resources that are accessed due to the college's consortium partnerships.

5.3 Acquisition & Appraisal

5.3.1 Selection

Material selection and the acquisition of new materials for the library collection. Selection criteria is based upon the requirements and needs of the college. Selection of materials can be gauged through circulation statistics of related materials and library user borrowing habits; also through consultation with different areas within the college. Library policy and collection procedure helps to dictate core principles of what the library selects.

5.3.2 Retention

Retention refers to the length of time materials need to be collected and kept in the collection. Some resources will be retained for a long-term due to their relevancy to the college and it's areas' of focus. Some materials are only relevant for short-term use and are not required for extensive retention (superseded editions, et al.). Review is required periodically and helps determine the relevancy of items within the collection. Generally, the library's retention schedule follows these designation(s), depending on relevancy:

- Current + 1year
- + 2 year
- + 5 year
- + 7 year
- ALL

5.3.3 Deselection

Materials need to be removed and weeded from the collection due to lack of relevancy (updated / new version, superseded editions), damage or because they have become lost / missing.

5.4 **NEOS**

The NEOS (Networking Edmonton's On-line Services) Library Consortium consists of 17 Canadian university, college, government, and hospital libraries with 49 sites between them. NEOS's holdings consist of books, electronic books, databases, and journals. Requests for physical materials are received through SirsiDynix Symphony's Workflows platform. SirsiDynix Symphony is the library's integrated library system (ILS).

5.4.1 **NEOS Fines**

NEOS fines have a default fee that is the same across the system if an item is overdue. However, unless damaged or lost, Keyano Library tends to waive late fees for its own materials. If an item is from outside of Keyano, the library manager may not be able to waive fees as other institutions may have different, localized policies. The Keyano Library responds with a phone call (and consistent script) after 2 weeks to the NEOS generated emails detailing the late fee.

5.4.2 **BLUEcloud Analytics**

BLUEcloud Analytics is SirsiDynix's browser-based system that will integrate SirsiDynix's "administration, discovery, acquisition, and collection management applications." It is used to run reports regarding library processes – such as circulation. BLUEcloud Analytics is a part of Keyano's consortium agreement with NEOS.

5.5 **The Alberta Library**

The Alberta Library (TAL) is a province-wide consortium that now serves 48 member libraries in over 300 locations across the province, including: public libraries regional library systems university libraries college, and technical institute libraries special libraries. Resource sharing includes:

- interlibrary loan/document delivery,
- on-site borrowing using the TAL Card,
- access to electronic collections where permitted by license agreements,
- on-site access to reference/information services and collections, and
- reference/research support and collaboration among library staff

5.6 **Lois Hole Campus Alberta Digital Library**

Lois Hole Campus Alberta Digital Library (LHCADL) is a Government of Alberta initiative to acquire digital resources for post-secondary learners of Alberta and delivered through TAL (The Alberta Library) to 35 participating institutions (including Keyano College).

5.7 **Primary users**

The primary users of the library are the students, faculty and staff of Keyano College.

5.8 **Secondary users**

The Secondary users of the library are community residents of Fort McMurray, TAL users that are not students, staff or faculty and NEOS consortium members that need materials via interlibrary loan.

5.9 Interlibrary Loan

Interlibrary loan (ILL) is a service whereby a patron of one library can borrow materials and/or receive photocopies of documents that are owned by another library.

5.9.1 Physical

Physical interlibrary loan is primarily done via NEOS. NEOS requests for books are received through Workflows (SyrsiDynix Symphony) and sent inter-province via Loomis Express (courier service). Non-NEOS interlibrary loan physical materials are shipped via the library shipping tool and are requested via email (to the Circulation Services email account).

5.9.2 Document Delivery (through NEOS / University of Alberta Libraries)

Document Delivery refers to articles and specific, non-physical requests. NEOS provides an avenue for document requests – through the University of Alberta (NEOS) Relais interface. Requests are received via the Circulation Services email account and then distributed to the requester. Requests are tracked via an Excel spreadsheet in the Library folder on the QDrive.

5.9.3 Copyright

Articles are requested and retrieved (when possible) from members of the NEOS consortium library community. Every institution and subscription have different copyright rules of use; copies are made available solely for use by a student, staff member, or faculty member for research, private study, review, or criticism. Any other use may be an infringement of copyright if done without securing the permission of the copyright owner.

5.10 EBSCO

EBSCO offers library resources to customers. EBSCO is a leading provider of research databases, e-journals, magazine subscriptions, ebooks and discovery service for libraries. Keyano is identified by a Customer Code [TO14630]. Keyano has (3) types of accounts from EBSCO: (1) for Renewals (that run from January to December each year); (2) for Renewals (that are different and do not run from January to December) and (3) for Flipster Digital Subscriptions. EBSCO identifies (2) Keyano locations in their services: (1) the Clearwater Campus (identified as: “KL”) and (2) Fort Chipewyan (as “JM”). Keyano orders multiple resources from EBSCO, but also receives some consortium discounts and savings for selected EBSCO services via consortium partnerships with NEOS and TAL.

5.10.1 Discovery Layer

Discovery Layers are a software component for libraries that provide a search interface for users to find information held in the library’s catalog and beyond (including electronic resources). A Discovery Layer is based on an enterprise search platform that can interact with a metadata index. The Keyano Library uses the Ebsco Discovery Layer (called “Ebsco Discovery Service”) that is integrated with the library page on the college website and enables results from the physical collection and electronic resources.

5.11 **Information literacy**

Information literacy is the pursuit of knowledge; recognizing what information is needed, being able to locate information efficiently, evaluate information, use the information effectively and clearly communicate information. The library provides information literacy sessions by request (via instructor) or appointment. Areas covered are search strategy, database use, academic integrity, citation, information evaluation and other emerging areas in information literacy.

5.11.1 **Online Computer Library Center**

The Online Computer Library Center (OCLC) centralizes library cataloging records (read: MARC standards) across North America. The Keyano library currently pays for 2 OCLC services (First Search / World Cat Discovery and the Cataloging and Metadata Subset). OCLC is a resource that helps identify what materials are at what institution (for interlibrary loan purposes), but also MARC records that can be used by institutions for copy cataloging (a simplified, less time consuming process than original cataloging).

5.11.2 **Impact to Library and Archives Canada**

In March 2017, Library and Archives Canada (LAC) entered a contract with OCLC to facilitate copy cataloging and interlibrary loan services across Canada. If Keyano College were to opt out of OCLC services (First Search / World Cat Discovery and the Cataloging and Metadata Subset), Keyano's records would be pulled from Library and Archives Canada (LAC) – impacting interlibrary loan opportunities and requests from outside of Alberta (note: this would not impact NEOS consortium interlibrary loans). Currently, Keyano College fills more requests for interlibrary loans outside of NEOS / Alberta than the college requests – NEOS has been able to fill all the requests for Keyano requesters (both physical material and document delivery). Alberta Health Services, Covenant, Alberta Innovates and Northern Lakes College are all NEOS members but not OCLC Members.

5.12 **Classification Systems and Cataloging**

5.12.1 **Library of Congress Classification**

The Library of Congress Classification (LCC) is a system of library classification developed by the Library of Congress. It is used by most research and academic libraries; as it is at Keyano College. A majority of materials are cataloged using Library of Congress Classification scheme, although there are few areas that utilize the Dewey Decimal Classification (DDC) system.

5.12.2 **Dewey Decimal Classification**

The Dewey Decimal Classification scheme is a general knowledge organization tool that is often used in Public Libraries. Keyano College has some items (Fiction, Graphic Novels, Picture Books and other materials utilized by the Bachelor of Education program) cataloged using Dewey Decimal Classification.

5.12.3 **Z39.50**

Z39.50 is an international standard client–server, application layer communications protocol for searching and retrieving MARC record information. The standard's maintenance agency is the Library of Congress. Z39.50 is the preferred method for the library when retrieving additional information for MARC records.

5.13 **Integrated Library System**

An Integrated Library System (ILS) is an enterprise resource planning system for a library, used to track items owned, orders made, bills paid, and patrons who have borrowed. Keyano uses the SyrsiDynix Symphony ILS system. The desktop application for Symphony is identified as “Workflows”. Workflows is the interface system that enables all circulation activities and notifies patrons of overdue and late items. Intervals for overdue items are sent on intervals of 3 days prior, day of, 2 days late, one week late and then 31 days (when the \$150 NEOS fine is added to their account).

5.14 **Donations**

The library accepts donations of materials so long as they meet current Keyano College Library collections development criteria; based on operational needs and collection focus. Generally, old textbooks and out-of-date materials are not accepted. Local Fort McMurray related materials and items that are pertinent to the college programming are accepted. Ultimately, the acceptance of donated material is decided by the Library Manager or the Librarian.

5.15 **Reserves**

Materials are put on reserve after communication between instructor and library. Communication is required to keep materials on reserve for an extended period of time (semester to semester).

5.16 **Reference Materials**

Materials that are frequently consulted and usually contain brief factual information (encyclopaedias, dictionaries, handbooks, et al.) can be classified as Reference Materials. Reference Materials can be classified as “Reference” and will, accordingly, be for in library use only.

5.17 **Outstanding Fines**

Outstanding fines from damaged, lost or missing materials will impede a students’ ability to access transcripts and register for new courses. Students will be placed on financial hold until fines are paid. Financial hold is addressed in the Student Financial Responsibility Policy.

6. Guiding Principles

The Library supports the learning and information needs of the Keyano College Community, including students, faculty, and staff. This policy provides guidance for ensuring a balanced coverage of subjects delivered in the Program of Study and appropriate focus on other stakeholders (due to partnership and consortium responsibilities). The library prioritizes the Keyano College Community (including students, faculty, and staff) in all library services; including the library’s collection of print and electronic resources.

The library sets out to liaise with faculty and educational areas in order to support and supplement lessons – with a focus on building user capacity with information literacy, information evaluation (seeking quality, accurate information), lifelong learning, academic integrity and critical information skills; along with utilizing the library’s resources, supplementing findings with supporting information and proper attribution (with a myriad of citation styles). Library instruction is guided by the Association of College and Research Libraries (ACRL) “Framework for Information Literacy for Higher Education” in its approach to information literacy.

Approved college programs (and collection focus and college support) are subject to change; however, the library actively seeks to support Credit programs as approved for delivery by the Government of Alberta.

7. Roles & Responsibilities

STAKEHOLDER	RESPONSIBILITIES
Governor, Directors, Executive, employee, student	<ul style="list-style-type: none"> Be knowledgeable of and complicit with this policy
Library Manager	<ul style="list-style-type: none"> Ensure contractual obligations are met with outside agencies. Ensure public accessibility to information in the policy relating to the general public.

8. Policy Management

Policy Title:	Library Policy
Approval Date:	October 1, 2019
Effective Date:	October 1, 2019
Historical Review Dates:	
Next Review Date:	October 1, 2024
Related Legislation:	
Supersedes Policies:	2.20 College Library Procedures 5.19 Internet Procedures-Library 5.20 Lost and Damaged Books-Library 5.22 Inter-Library Coop Procedures
Monitoring/Frequency:	5 Years
Policy Owner:	Office of the Registrar
Policy Administrator:	Vice President Academic
Policy Coordinator:	Executive Assistant, Vice President Academic

Appendix A: Outstanding Fines Procedure

NEOS currently have default, system wide fines. The Keyano Library waives incidental late fees (unless there is a pattern of abuse) and only pursues fines for lost, missing or damaged materials. The Library will seek the current price (including shipping) and availability of the lost / damaged item and charge the patron the total replacement cost of the item. If the item is borrowed from another institution by a Keyano patron / student, the Library Manager will need to be consulted to consider a plan to move forward – communicating with the institution (owning the material) and patron at fault to work to clear the fines. If a student is able to replace the lost / damaged material themselves, fines can be waived. NEOS fines are cleared after a 7 year period.

SirsiDynix Symphony's Workflows platform sends out email messages to patrons in these intervals:

<i>Headsup:</i>	Notifies user item is due in three days.
<i>Headsupdayof:</i>	Notifies user item is due that day.
<i>First Overdue:</i>	Notifies user when item is overdue by 2 days.
<i>SecondOverdue:</i>	Notifies user when item is overdue by one week.
<i>Assumedlost:</i>	Notifies user when item is overdue by 31 days, this is when the item is deemed lost and the \$150 fine is added to their account. *\$150 is the current NEOS default fine for any overdue infraction

Library staff are notified via reports of each contact (as they occur) made to the patron at fault.

The Keyano Library responds with a phone call after 2 weeks. The script the library uses:

Hello, I'm calling on behalf of the Keyano Library. Because of our partnership with other organizations, late fees and fines have been added to your account and may be more than expected – please don't be alarmed. In many cases, simply returning or renewing any overdue items can often waive these fees entirely – please contact us for ways that we can help.

If there is non-compliance by a student after these notifications, the library will contact the Finance department to place a Financial Hold on the student account.