

Colby-Sawyer College Information Resources Acceptable Use Policies

The Colby-Sawyer College Information Resources Department offers a variety of technology and library resources and services to all members of the College community, including students, faculty, staff, and community library patrons. Such resources and services contribute to the Colby-Sawyer College learning environment in accordance with the College's strategic goals and mission. The following guidelines are intended to maintain the highest quality of resources and services, maximize productivity, and protect the rights of all members of the Colby-Sawyer College community.

Any questions or suggestions regarding this document should be addressed to the Director of Information Resources.

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1. Information Resources Mission and Vision Statements

a. Mission Statement

Information Resources supports the College's liberal education goals by providing information and technology to facilitate critical thinking and to help prepare the campus community for a lifetime of educational curiosity.

b. Vision Statement

Information Resources will strive to be a locus of learning by embracing the ever-changing world of technology while providing a friendly and dynamic environment in which to learn and grow.

2. Access to Technology and Library Resources and Services

a. Eligibility

Technology and Library resources and services offered by the Information Resources Department, are made available to support and facilitate the teaching, learning, and administrative functions of Colby-Sawyer College. Access to these resources is provided to members of the Colby-Sawyer College community.

All individuals are expected and required to act responsibly and ethically. Colby-Sawyer College Information Resources reserves the right to take any actions deemed necessary to preserve the integrity of the College's network operations.

Under no circumstances may anyone use college technology and/or library resources in ways that violate the College's policy, or state and federal law.

b. Access in Residence Halls

Colby-Sawyer College provides each resident student with access to a telephone and the campus network. Under no circumstances should network or telephone equipment or wiring be altered or extended beyond the site of their intended use. Costs incurred to repair damages to network or telephone equipment or wiring in a residence hall room will be divided equally, and billed to the students residing in that room, unless otherwise determined.

c. Management of Network Bandwidth

The Colby-Sawyer College network is a critical shared resource. The use of applications, which interfere with network performance or violate Federal and/or State laws, including U.S. copyright law, is prohibited. Critical applications and/or

uses of the campus network, which rely on the use of network bandwidth include but are not limited to Colby-Sawyer College course management software, e-mail, the administrative databases, and access to the Internet. Uses such as these will receive high priority. Other uses, which are considered peripheral to the overall mission of the College, will be designated with lower priority. All users of the Colby-Sawyer College network must make reasonable efforts to use this finite resource responsibly.

e. Virus Protection

The Information Resources Department requires the campus community to install anti-virus software on his or her personal computer. Through a campus license agreement, a copy of ESET NOD32 AntiVirus is available to all students at no cost. Faculty, staff, and computer lab computers are pre-equipped with anti-virus protection. It is the responsibility of any member of the Colby-Sawyer College community who wishes to use his or her personal computer on the network to install anti-virus software on that computer and keep anti-virus updates current. Failure to install such application may result in the computer being placed in network remediation and disallowing network access.

f. Network Connections in Departments

All offices and classrooms across the Colby-Sawyer College campus are equipped with data jacks. Should a department feel the need for additional data jacks or to move existing ones, such a request must be addressed to the Director of Information Resources for final approval. Requesting department will be billed for services rendered and any additional equipment required. In the rare case where the addition of a port exceeds the capacity of the switch then the quote provided by the sub-contractor will include the cost of the additional switch which will be charged to the requesting department.

Network connections, equipment, and wiring may not be altered or extended beyond the location of their intended use. Any costs incurred to repair damages to a network jack, wiring, or equipment will be billed to that department.

g. Use of the Library Building before or after Normal Operating Hours

When the Susan Colgate Cleveland Library building is used outside of normal operating hours, one or more Colby-Sawyer College employees must be present.

The front and back doors of the library should be kept closed and locked except when group members will be entering or exiting the building.

Arrangements should be made by the group or its campus sponsor to have any food, drinks and trash removed from the Archives Meeting Room and disposed of properly after the meeting.

The Archives doors should be closed and locked after all guests have left. The campus employee(s) should turn off any lights that were turned on (including the restrooms) before they leave the building.

h. Exhibit Space and Bulletin Board Use

The exhibit space and bulletin boards in the Susan Colgate Cleveland Library are primarily for the use of the students, faculty, and staff of Colby-Sawyer College. Materials from the outside community may be posted as space allows, and after approval by, the Information Resources Department. Materials will not be excluded because of the origin, background, or views of those contributing to their creation.

3. College Computer Equipment

a. Departmental Equipment

All faculty, staff, and computer lab computers are on a replacement/upgrade lifecycle plan. During the spring semester, several members of the Information Resources Department finalize the department's plan to replace/upgrade such hardware. Included in this planning process is an analysis of current institutional hardware and software resources and needs in conjunction with the College's stated goals and mission.

Should a department wish to purchase an additional computer or related peripheral equipment, including software, it is necessary to contact the Information Resources Department for product standards, specifications, and to ensure support and compatibility with the College's current hardware and software. Such items will receive an asset tag and/or be tracked in an asset management database, receive full or limited support, and be included in the yearly replacement planning process when necessary. Additionally, should any computer or related equipment be moved to a different network jack and/or office, please contact the Information Resources Department in order for the related asset data to be updated.

b. Peripheral Equipment

Colby-Sawyer College offers several computer labs across campus. These labs offer a wide array of equipment available to students, faculty, staff, and other members of the campus community. Access to computers and peripheral equipment, such as printers and scanners, are password protected. Anyone who wishes to use such equipment and does not have a valid username and password should contact the Information Resources Department.

c. Responsibility for Equipment

All students, faculty, and staff of Colby-Sawyer College are responsible for taking reasonable safety precautions with regard to computer equipment owned by the College. All users of such equipment will be held responsible for damage to such equipment arising out of their own negligence or intentional misconduct.

4. Electronic Mail (E-mail)

a. E-mail Accounts

All students, faculty, and staff have e-mail accounts. The College requires that all students, faculty, and staff use their Colby-Sawyer College e-mail addresses for electronic correspondence on campus. The College will send all official communications via these addresses.

Anyone seeking assistance setting up or accessing a Colby-Sawyer College e-mail account should contact Information Resources.

b. Appropriate Use of E-mail

All individuals are expected and required to act responsibly and in compliance with general College policies. E-mail messages perceived as harassment are prohibited. User account and password security is the responsibility of each user.

5. Hardware and Software Standards

a. Hardware

Colby-Sawyer College has standardized on hardware using PC architecture. Campus hardware is scheduled for planned upgrades. All computers have network access.

b. Software

The College has standardized on the Microsoft Windows platform and has deployed Windows based computers in every department, except the Graphics Design Studio.

The College has standardized on Microsoft productivity software, ESET NOD32 Antivirus, and Spy Sweeper Antispyware. This software is made available to students at no cost.

6. Supported Products

The Information Resources Department maintains databases and/or

spreadsheets of all supported hardware and software on campus and accompanying information.

a. Levels of Support

Hardware and software widely used across the Colby-Sawyer College campus shall receive full support. Support for such products may include installation, maintenance, upgrades, and training by a member or members of the Information Resources Department and/or contractual arrangement with an outside vendor. Examples of fully supported hardware and software include faculty and staff computers and software applications used to support and facilitate the teaching, learning, and administrative functions of Colby-Sawyer College.

Typically, products used by one or two departments will receive limited support. Examples may include computer-assisted instructional programs and simulations. The Information Resources Department does not have access to such products on a regular basis. Therefore, it may be necessary for a department acquiring such products to develop its own expertise to resolve issues and communicate directly with vendors. The Information Resources Department will provide assistance with regard to the installation and upgrade of such products.

Should the purchase of additional software be necessary, please contact the Information Resources Department to ensure support and compatibility with the College's current hardware and software.

b. Support for Network Access from Residence Halls

All residence halls are connected to the Colby-Sawyer College network. Network configuration guidelines are available on the [Information Resources Department website](#).

c. Support for Student Owned Computers

The Information Resources Department assists students with configuring their network connections from the residence halls. A remote connection to the Colby-Sawyer College network from off-campus is available from the Off-Campus Access link on the CSC website home page.

The College does not have the facilities to provide hardware service for student owned computers. Therefore, we encourage students to keep current with support contracts offered by their hardware vendor.

The Information Resources Department prohibits users from obtaining static IP computer addresses unless and until the user receives permission from the

Information Resources Department to do so. Additionally, a personal computer accessing the campus network may not be used as a server.

The Information Resources Department reserves the right to disconnect any network connection, which impedes network productivity, violates College policy, or State and Federal law.

On occasion, it is necessary for the Information Resources Department to restrict access to the campus network. In these circumstances, the Information Resources Department will make every effort to provide advance notification and schedule such interruptions.

d. Support for Other Personally Owned Computers

The College does not have the facilities to provide hardware service for personally owned computers and other devices. The use of these personally owned computers and other devices on the Colby-Sawyer College network is prohibited. Remote connection to the Colby-Sawyer College network is available for authorized users from the Off-Campus Access link on the CSC website home page.

e. Licensing of Software

Software used by students, faculty, and staff is protected by copyright law. Such software should be used in accordance with software licenses. Unlicensed software is not to be installed on any computer owned by Colby-Sawyer College. Unauthorized use, copying, or installation of unlicensed software is a serious violation and may be subject to lawsuits initiated by third parties.

f. Software Additions

Employees of Colby-Sawyer College are provided with computers, equipped with all necessary software programs, to perform the functions of their job. Employees are expected to refrain from loading any programs or program add-ins that have not been specifically approved by the Information Resources Department. This includes, but is not limited to, instant messaging, e-mail enhancers, screen savers, audio programs, and games of any type.

Adding software, to a College computer could have adverse effects on the performance of a workstation and on network security. Unauthorized programs can expose an e-mail address to spy-ware generating unwanted solicitations from vendors and initiating pop-up windows in a browser. The Information Resources Department will delete such programs when servicing a College computer.

g. Software on Personally Owned Equipment

Colby-Sawyer College's campus license agreement from Microsoft, ESET and Spy Sweeper allows students the right to install a full copy of the Microsoft Office Professional, NOD32 and Spy Sweeper. For instructions on acquiring such software, students should check the Student Resources link on the IR web page, contact their Resident Assistant or Information Resources Department.

Colby-Sawyer College's Microsoft software licensing agreement allows both faculty and staff to use a copy of the current version of the Office suite on their personal computer for the duration of their employment. For information, please contact the Information Resources department.

Colby-Sawyer College assumes no responsibility for the installation of this software or problems resulting from it.

7. Security

a. Security On Data Networks

Account level security is set up by the Information Resources Department. Students, faculty, staff, and library patrons are provided with a network account username and password. User account and password security is the responsibility of each user. Additionally, accessing a networked computer on the Colby-Sawyer College network without the permission of the owner is also prohibited except at the request of law enforcement or college authorities. Users may not use the Colby-Sawyer College network to attempt to avoid protection plans or exercise security loopholes.

Colby-Sawyer College reserves the right to access user data and programs for appropriate management purposes such as ensuring system integrity, license validity, to mitigate virus contamination or when mandated by local, state or federal law enforcement officials. IR staff may also routinely monitor and log usage or the activities and files of specific users in order to preserve system integrity, prevent network loading and provide security audit trails. Such monitoring must be authorized by the Director of Information Resources.

b. User IDs and Passwords

Every individual accessing Colby-Sawyer College's network resources requires a unique user account and password. These accounts are created by Information Resources. User account and password security is the responsibility of each user. Students, staff, faculty, library patrons or other users who have difficulty accessing the Colby-Sawyer College network with their designated username and password should contact the appropriate administrator. Information Resources mandates that Colby-Sawyer employees and students not share

passwords with others, including family members, co-workers, or other individuals, or leave it where others can find it, such as on a monitor or underneath a keyboard. If someone suspects that another user is using one's username and password, the Information Resources Department should be notified immediately.

Family members of staff or faculty must apply for a unique network user account and password at the Library Access Services desk.

Network user accounts are for the sole use of the individual for whom the account was created. Logging others on to the network under another user's account is a violation of College policy.

c. Protecting Files

Students, faculty, and staff are provided with a personal drive (P). Files stored on this network share are routinely backed up by the Information Resources Department. In addition to routine backups, the Information Resources Department's Disaster Recovery Plan assures users that all reasonable actions are taken to protect the network and its infrastructure against environmental threats.

d. Confidentiality and Privacy

Colby-Sawyer College takes reasonable measures to protect the privacy of user accounts and files. The Information Resources Department reserves the right to take any actions necessary to maintain the integrity and functionality of the network infrastructure. Information Resources adheres to:

the American Library Association (ALA) Code of Ethics

<http://www.ala.org/ala/oif/statementspols/codeofethics/codeofethics.pdf>

and the ALA Library Bill of Rights

<http://www.ala.org/ala/oif/statementspols/statementsif/librarybillrights.htm>

which affirm the principles of intellectual freedom and resist all efforts to censor library resources. Additionally, information requested by local and federal law enforcement and/or college officials, may be subject to release.

e. Responsible Use of the Network

Colby-Sawyer College is a private institution fully committed to the ideals of academic freedom, freedom of expression, and cultural diversity. At the same time, inappropriate behavior and malicious misuse of computing resources that in any way degrades the College equipment and services or violates the rights of others in the community is strictly prohibited. The use of College network resources is a privilege. All users of the Colby-Sawyer College network are expected and required to act responsibly. User account and password security is the responsibility of each user. If in doubt about activities not specifically

described, please feel free to contact the Information Resources Department. Harassment of any type via e-mail, the network or any media is unacceptable and will be dealt with in accordance with general Colby-Sawyer College policy. The use of College resources for commercial purposes is not permitted. Violation of this acceptable use policy, in practice or in spirit, may lead to the loss of technology access privilege. A violation of College policy, state or federal law, including issues involving copyright, commercial use or inappropriate content, may result in the loss of privileges and additional consequences deemed appropriate.

8. Copyright Law

a. Copyright Permission

All users of the Colby-Sawyer College network must comply with state and federal law, along with the College's policies with regard to copyrighted material. Violations against state and federal law are subject to adjudication. Violations of College copyright policies are subject to consequences deemed appropriate.

For more information regarding copyright permission or fair use, please visit the [Information Resources website](#) or contact Information Resources.

b. Reproduction of Photographs

Photographs comprise a large portion of Colby-Sawyer College's archival material and are the most sought after type of material by researchers. Information Resources asks that all individuals utilizing archival material adhere to these policies in order to protect the photographs and the copyright holders of the images.

The copyright law of the United States (Title 17, U.S. Code) governs the making of reproductions of copyrighted materials. Under certain conditions, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these conditions is that the copy not be "used for any purpose other than private study, scholarship or research". A researcher that uses a reproduction for purposes in excess of this "fair use" rule may be liable for copyright infringement.

Duplication of photographs is permitted with the understanding that such images are for the sole use of the applicant. The production of additional copies is forbidden without written consent from the copyright holder.

Providing copies of photographs does not convey the right to publish or produce additional copies to the researcher. Permission to publish photographs must be given by the copyright holder, which may or may not be the Cleveland Colby Colgate Archives. The Archives will assist in locating copyright holders, but the researcher assumes full responsibility of any infringement of literary, copyright, or

publication rights.

The Cleveland Colby Colgate Archives claims no rights beyond ownership of the materials unless such rights have been explicitly transferred and assumes no responsibility of copyrights held by others.

If permission to publish is granted, credit should be given as follows: Cleveland Colby Colgate Archives, Colby-Sawyer College, New London, New Hampshire.

Photocopies of archival material can be made within the library building at a cost of \$.10 per page.

Duplication of prints is done by an outside source from a copy negative. In cases where no copy negative exists, one will be created from the print at the researcher's expense. The Cleveland Colby Colgate Archives will retain the negative.

Fees are subject to change without notice. Costs of duplication include the cost of a copy negative, if necessary, and the cost of the print(s). The Archives does not make a profit of any kind on the reproduction of its collections. Payment in full is due upon receipt of duplicates.

The Archives reserves the right to disallow reproduction of photographs due to poor condition of the original, or if the reproduction would involve violation of copyright law.

9. Cleveland Colby Colgate Archives

a. Research Goals

The goals of the archives are as follows:

To appraise, collect, organize, describe, preserve, and make available for research records of historical, legal, fiscal, and administrative value to Colby-Sawyer College;

To provide facilities for the retention and preservation of such records;

To serve as a resource to stimulate teaching and learning;

To promote knowledge and understanding of the origins and development of Colby-Sawyer College, its aims, and its programs;

To encourage the use of collections by members of Colby-Sawyer College and the community;

b. Appointments

An appointment must be made with the Archivist at least twelve hours in advance. An appointment must be made for each visit, even if the same materials are being consulted. The researcher should review the Archives' web page, including inventories, and have at least a preliminary topic in mind. At appointment time, all individuals must sign in at the Reference Desk and make their presence known to the Archivist. Additionally, Information Resources asks that all individuals sign out at the Reference Desk after an appointment.

c. Use of Material

While using archival material, all food, drink, coats, knapsacks, etc. must be kept outside of the Reading Room. Please keep all materials in order within folders, and folders in order within boxes. Notes can be taken with pencils provided by the Archivist. Please do not write with any archival material underneath notepaper. Archival material may not leave the library at any time. Please leave archival material on the table when finished.

All archival material must stay in the Reading Room unless it is being photocopied or scanned within the library. Only one folder may leave the Reading Room to be copied/scanned at a time. Please keep all protective sleeves on materials, even when photocopying or scanning. Photocopying or scanning of material may be prohibited if such a process would damage the material. The researcher assumes all responsibility for infringement of copyright. Permission to publish or quote from any archival materials must be requested in writing. For more detail information, please refer to [Reproduction of Photographs](#) section within this document.

Non-compliance with any of the "Use of Material" provisions may result in the expulsion from the Archives and revocation of research privileges. Any other questions regarding the use of should be addressed to the Colby-Sawyer College Archivist.

10. Library Materials

a. Responsibility

The responsibility for selection rests with the Information Resources staff. The students, faculty, staff and library patrons are encouraged to recommend materials for consideration. The ultimate responsibility for materials selected rests with the Director of Information Resources who operates within the framework of policies determined by the College Board of Trustees.

b. General Selection Criteria

The library uses the following criteria to select materials:

Contemporary significance or permanent value

Authority of the author

Reputation and relation of work to existing collection

Accuracy of work

Price, format and ease of use

Scarcity of information in the subject area

Availability of material elsewhere in the community

Technical quality (for video and audio formats)

c. Scope of the Selection

The scope of the collection will be determined by the courses offered during each academic year. The academic departments will revise their Book Selection Policies from time to time to ensure that the policies accurately reflect the needs of the students and faculty and the courses being taught.

d. Formats and Types of Materials

The Information Resources Department will purchase materials in the format best suited to the specific application. This includes: monographs, periodicals, microforms, videos, audiocassettes, Cd-roms, DVDs and any other recorded media. The Information Resources Department will subscribe to online services that provide the best value and are most appropriate to needs of the Colby-Sawyer College student.

e. Controversial Selection

The Information Resources Department recognizes that many library materials are controversial and may offend some patrons. However, it is not the department's responsibility to practice censorship. Library materials will not be excluded from the collection because of race, nationality, sex, and political, social, or religious views of the author.

Selection is based on the criteria given throughout this document and does not represent an endorsement by the Information Resources Department of any theory, idea, or lifestyle. Processing and housing of materials in no way reflects a value judgment of the materials.

f. Gifts

The Information Resources Department is pleased to accept gifts of materials, which contribute to its mission.

All gifts will be evaluated by the criteria listed in the General Selection Criteria and Scope of the Selection sections and in the Departmental Book Selection Policies. The Information Resources Department reserves the right to refuse to accept and/or to dispose of in any way it chooses, items which do not meet these criteria.

g. Weeding

The collection is systematically weeded to eliminate unnecessary items such as outdated or superceded materials, items no longer of interest, duplicates and worn or damaged materials.

11. Student Library Circulation Privileges

a. Borrowing

Students who present a valid Colby-Sawyer College ID may borrow materials from the Susan Colgate Cleveland Library except for periodicals, reference materials, and most reserve materials. Our diverse collection includes 90,000 volumes and over 900 journal/periodical titles, as well as several electronic databases. Our catalog is available online and may be accessed through computers located on the main level.

b. Circulation

Most general collection materials may be borrowed for twenty-one days. Specialty materials including videos, audio, software and equipment may only be checked out for four days.

Many students in a class share reserve materials and for this reason are usually in-library use only. All reserve materials should be returned in the metal basket above the book drop slot at the circulation desk to ensure timely check in. A charge of \$1 per hour will be assessed for each item that is returned late.

Each student is responsible for any lost materials, which includes the replacement cost and \$15 processing fee per item. A student has thirty days from the time their account has been billed to return materials and receive a credit to their account. However, the processing fee is non-refundable.

c. Renewing Materials

General collection materials, not requested by another, may be renewed for an additional twenty-one day loan period by contacting the circulation desk. Specialty materials may not be renewed.

d. Holds

Hold's may be placed on materials that have been checked out. When material put on hold is returned, it is put aside and the individual who placed the hold is notified of its availability. If more than one person has requested that a particular item be held, the loan period for that item will be shortened to seven days. Hold's may be placed from the Public Access Catalog by using the library barcode on a Colby-Sawyer College student ID.

e. Returning Materials

Please return library material to the drop box near the elevator at the circulation desk during normal business hours. A book depository slot is also available inside the library silo entrance for the return of materials when the library is closed.

f. Recall of Materials

A Colby-Sawyer College patron may recall materials after they have been checked out for nine days. The patron with the material has five days from the date of recall to return the item.

g. Inter-Library Loan

Materials that are needed and are not part of the Susan Colgate Cleveland Library collection may be obtained from other libraries. To request these materials, Inter-Library Loan requests may be made electronically by accessing the [Information Resources Department website](#).

h. Video and Overhead Viewing Areas

The Susan Colgate Cleveland Library has two video viewing areas. Each of these areas accommodates up to four people. Please contact the circulation desk to reserve these areas and equipment.

12. Colby-Sawyer College and Sodhexo Employee Library Circulation Privileges

a. Borrowing

All Colby-Sawyer College faculty, staff, and their families may borrow materials from the Susan Colgate Cleveland Library without charge. All family members must check out items under the employee's account. Family members do not need the employee's College ID to check out material; a picture ID of the family member would be sufficient.

b. Registration

A Colby-Sawyer College employee must complete a registration form at the circulation desk and show their College ID. All family members authorized to check out items must be listed on the application.

c. Circulation

Faculty, staff and family members may check out books for personal use for a three-week loan period. Faculty and teaching staff may check out items for the duration of the current semester so that they can use those materials in teaching and research for their courses. All teaching and research materials should be returned to the library before the holiday and summer breaks.

At the end of the loan period, Colby-Sawyer College employees are sent two overdue notices that are intended as reminders to assist them in keeping track of library materials checked out in their name. Information Resources requests that all individuals call ahead of time to renew items. An Intent to Bill notice will be sent if the material is still out after the two overdue notices have been sent.

d. Recall of Materials

Any item checked out to an employee may be recalled for another patron after the item has been out for nine days. Employees have five days from the date of the recall notice to return the item.

e. Inter-Library Loan

Materials (books and periodical articles) that are not part of the Susan Colgate Cleveland Library collection may be obtained from other libraries. Family members of faculty and staff are not eligible and should submit Inter-Library Loan (ILL) requests through their town library. To request these materials, ILL requests may be made electronically by accessing the [Information Resources Department website](#).

f. Video and Overhead Viewing Areas

The Susan Colgate Cleveland Library has two video viewing areas. Each of these areas accommodates up to four people. Please contact the circulation desk to reserve these areas and equipment.

13. Community and Consortium Library Circulation Privileges

a. Borrowing

To ensure that the entire Colby-Sawyer College community has access to the widest selection of library resources, community patrons may borrow up to ten items. Archive material may be viewed by appointment with the college archivist but cannot be removed from the Susan Colgate Cleveland Library. Inter-Library loan requests must be made through the borrower's public library.

b. Registration

New patrons must complete a registration form that will be processed within two business days. During this time, network resources are not available. A driver's license and the fee must be provided at time of registration. All family members who wish to use library resources must be listed on the registration form.

Patrons whose primary residence is in New London/Elkins and alumni of Colby-Sawyer College will be charged a \$1 one time card fee. Consortium members may join at no cost, although a \$1 fee is charged if a Colby-Sawyer College library card is requested. All other patrons will pay a \$25 annual membership fee to the Friends of the Library.

c. Circulation

Most items may be borrowed for twenty-one days. Media such as music, software, and videos may be checked out for four days. Portable cassette and CD players also have a four-day loan period. Periodicals and items in the reference collection do not circulate and may not leave the Susan Colgate Cleveland Library.

Patrons who have not paid the costs and fees associated with replacement of lost or damaged material will have their borrowing privileges suspended. Borrowing privileges may be terminated for due cause. The Information Resources Department reserves the right to amend its policies at any time without notice.

d. Returning Materials

Please return library materials to the drop box near the elevator at the circulation

desk during normal business hours. A book depository slot is also available inside the library entrance for the return of materials when the Susan Colgate Cleveland Library is closed.

e. Renewing Materials

Items that are currently checked out may be renewed once, unless they have been recalled or placed on hold for another patron. Items may be renewed in person or by calling the circulation desk.

f. Recall of Materials

Materials may be recalled after the ninth day of the loan period. Patrons have five days from the date of recall to return an item. A charge of \$5 per item per day will be assessed for recalled materials returned after the fifth day.

14. Network Outages

Students, faculty, and staff will be notified by the Information Resources Department via e-mail and/or voice mail should a critical network outage occur during normal business hours. Any problems not addressed via e-mail or voice mail should be reported immediately to the Information Resources Department.

15. Americans with Disabilities Act Compliancy

a. Physical Facility

The Susan Colgate Cleveland Library is a multi-level building constructed in two old barns. The main entrance is at ground level through three sets of (non-automatic) swinging doors.

There is elevator access to all five main floors of the building. The hayloft reading areas are only accessible by stairs. The Archives Reading Room has ramp access while the Archives themselves (a closed collection) are via stairs.

Both the men's and women's rest rooms on the main floor have handicapped accessible stalls.

b. Library Collections

The book stacks are wheelchair accessible except that the topmost shelves are too high to be reached from a seated position. Library staff are available to pull books and journals for anyone needing assistance.

The shelved periodicals on level one have the same access issues. Staff can pull journals from the top shelves, if necessary. The microfilm and microfiche collections are in cases on level one and most drawers are accessible from a wheelchair. There are several reader/printer/scanner machines with various enlargement capabilities.

The library owns an Optelec 20/20 Plus Video Magnification System to assist patrons with writing, reading, viewing photographs, map reading, etc. This machine greatly enlarges the print and displays it on a monitor for any item placed on its platform.

In addition to the print collections, the library owns VHS videos, DVDs, cassettes, music and software CDs, slides, maps and curriculum kits.

c. Catalog and Indexes

The public catalog is a web based online catalog accessible from any computer on campus. The periodical indexes and various reference tools are also web based and available from any campus computer. In addition, passwords for home use are available for many databases.

d. Library Personnel

The library is staffed during all hours of operation. A regular staff member or student worker is available at all times to assist patrons with physical access to the collection or instruction on the use of various databases, machines, etc.