Joyner Library Procedure Manual

Subject: Circulation Procedures: Document Delivery

Title: Document Delivery Services

Operational Procedure - Date Adopted by the Library Services Faculty: March 4, 2010

I. Purpose

The purpose of document delivery is to make Joyner’s collections available to patrons in a more convenient manner (e.g. scanning for desktop delivery and, for distance education patrons, by physical delivery).

II. Document Delivery

A. On-Campus and Distance Education Scanning Services

1. Description

Articles, book chapters, reference book entries, and other short documents are digitally scanned and delivered by email to eligible patrons.

2. Eligibility

a) Only certain ECU patron statuses are eligible for the On-Campus Scanning Service. See department website for current eligibility.

b) Current ECU students, faculty, and staff who do not live, work, or attend classes in Pitt County, NC, are eligible for the Distance Education Scanning Service.

3. Costs

Fees, if any, are established by the department in conjunction with Library Administration, and are posted on the department website.

4. Limitations

a) Only items that interlibrary loan and Music Library personnel scan from the collections will be provided by these services.

b) Requests for duplications of lengthy portions of documents or entire documents should be carefully reviewed
for copyright compliance and for the needed scanning time. If possible, a loan of such materials will be made instead.

3) During peak times and budget reductions, per patron limits may be imposed. In such cases, Interlibrary Loan personnel will consult with patrons to establish a priority arrangement of requests. If enacted, limits will be listed on the department’s website and otherwise publicized.

B. Distance Education Home Delivery Service

1. Description

Distance Education (DE) patrons are generally unable to visit Joyner Library and its Music Library. The DE Home Delivery Service exists to make available much of the library’s physical resources to DE students where they live.

2. Eligibility

The only eligible persons for this service are current ECU students, faculty, and staff who do not live, work, or attend classes in Pitt County, NC.

3. Costs

a) Fees, if any, are established by the department in conjunction with Library Administration, and are posted on the department website. Distance Education patrons may be held responsible for losses or damages incurred during return shipping by postal or courier services, especially if the losses or damages are the result of negligent packaging or handling by the patron.

4. Limitations

a) Most items that circulate can be loaned. For materials that cannot be loaned from Joyner’s collections, attempts to duplicate Joyner’s copy or to borrow the materials from another library will be made on behalf of the patron.

b) During peak times and budget reductions, per patron limits may be imposed. In such cases, Interlibrary Loan personnel will consult with patrons to establish a priority arrangement of requests. If enacted, limits will be listed on the department’s website and otherwise publicized.

5. Due Dates, Delivery, and Return

a) Due dates are set according to ECU patron status (e.g. faculty or undergraduate student) and material type in accordance with the Joyner Library Circulation Procedure. To allow time for use and delivery/return shipping, due dates
may be adjusted by ILL personnel on an as-needed basis.

b) Patrons are notified when materials are shipped. Materials for Distance Education patrons are delivered to the patron’s address on record with the department; it is the responsibility of DE patrons to inform the department when they move.

c) The patron is responsible for returning materials to Joyner Library by the assigned due date and in the same condition that the items were received.

6. Overdues and Renewals

   a) Circulation due dates and renewal limits based on patron status (e.g. faculty or graduate student) apply to these items.

   b) Distance Education patrons may qualify to have overdue fines waived as long as the return shipment has a post date on or before the due date. Items mailed after the due date will accrue overdue fines for each day until the item is received by the library, including for days spent in shipment.

C. Educator Card Schools Loaning and Scanning Services

1. Description

   In cooperation with the College of Education and the Teaching Resources Center (TRC), the department offers a special lending service to select K-12 schools in eastern North Carolina, collectively referred to as Educator Card (EC) schools. This service only provides materials owned by Joyner Library.

2. Eligibility

   a) Eligible K-12 schools are selected by the College of Education and the TRC. For a list of eligible counties and schools, contact the TRC.

   b) Failure to adhere to stated program requirements, including due dates and packaging instructions, may result in account suspension.

3. Expenses

   a) Fees, if any, are established by the department in conjunction with Library Administration, and are posted on the department website. EC Schools must pay for shipping
costs to return borrowed items through postal or courier services. Schools must also cover the cost of appropriate packaging materials.

b) If materials are lost or damaged, the borrowing EC School is responsible for all replacement costs. Invoices will be generated and paid in conjunction with the Circulation Department.

4. Overdues

a) There are no overdue charges for materials loaned to EC Schools.

b) Schools that repeatedly fail to return items by the due date may be blocked from using the service in the future.

5. Loans

a) Materials loaned to EC schools will usually be loaned for 28 days and be allowed to be removed from the borrowing school, if the school allows it. Reduced loan periods and special handling requirements may also be dictated for certain collections or materials (e.g. in-school- use-only). Library personnel in charge of materials needing these adjustments are to discuss these needs with interlibrary loan personnel. Exceptions to the general circulation and handling procedure will be noted in the department’s procedures.

b) Renewals are not allowed.

c) Materials that generally may be loaned

(1) Most materials that circulate to ECU patrons (e.g. general stacks books, government documents, and audio/visual items)

(2) Bound journals

(3) Microfilm, microfiche, microcard, ultrafiche, and microprint (if the requesting EC School has the proper equipment)

d) Materials that generally may not be loaned

(1) Equipment intended for ECU patron use only (e.g. camcorders)

(2) Non-circulating materials (e.g. reference and
(3) Collections with limited circulation (e.g. popular reading and adopted K-12 textbooks)

(4) Exceptions may be allowed by the interlibrary loan department in consultation with the appropriate library personnel for the respective collection.

e) All material on loan is subject to recall for use by ECU students, faculty, and staff.

f) Material must be packaged securely for return shipment.

6. Photocopies/Scans

a) Articles, book chapters, reference book entries, and other short documents may be photocopied or digitally scanned for EC Schools.

b) Requests for electronic documents found in Joyner’s online subscriptions or full-text databases will be fulfilled if the license agreement for the resource allows interlibrary lending.

c) Requests for duplications of lengthy portions of documents or entire documents will be carefully reviewed for copyright compliance and for the needed scanning time. If possible, a loan of such materials will be made instead.

d) Requests for reproductions of documents found in Special Collections should be cancelled with instructions to the borrowing EC Schools to contact Special Collections directly.

e) Library personnel in charge of other materials that should not be duplicated by interlibrary loan should discuss these limitations with interlibrary loan personnel. Such limitations will be noted in the department’s procedures.