



AMERICAN  
UNIVERSITY  
OF BEIRUT

University  
Libraries

# ACCESS SERVICES DEPARTMENT POLICIES AND PROCEDURES

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# SCOPE

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This document applies to all users of the Access Services Department's collections and services at the AUB University Libraries, including AUB faculty, staff, and students; visiting and remote researchers; AUB alumni; and other eligible external patrons as defined under each service area below. It covers circulation of materials, borrowing privileges, course reserves, interlibrary loan and document delivery, shelving and shelf maintenance, and visitor registration.

# POLICY STATEMENT

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The aim of the Access Services Department is to facilitate user access to local and remotely held resources through the circulation of materials, borrowing policies, renewing books, course reserves, interlibrary loan, document delivery, shelving and shelf maintenance, and visitor registration. In carrying out this mission, the Department is committed to:

- Provide optimal access to the collection while ensuring its security.
- Promptly and accurately charge and discharge circulating materials.
- Maintain accurate records of patrons, reserve collection records, and items in circulation while protecting the privacy of all patron information.
- Properly charge fines and fees.
- Maintain a course reserve service responsive to the needs of faculty and students.
- Provide document delivery and interlibrary loan services in the most economical and efficient way.
- Facilitate user registration services to visitors and AUB alumni.
- Maintain accurate statistics of library use.
- Provide basic directional information to library patrons.

# POLICIES

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## 1. Circulation Policy

Circulation Services assists library patrons with the location and circulation of library materials while ensuring the collection's security and adhering to equitable policies in the provision of services to the AUB community and to visiting and remote researchers.

### Loan or Borrowing Categories

There are three loan categories:

- **Standard Loan:** borrowing privileges vary according to user and material type/category.
- **Short Loan:** overnight loan of certain restricted material such as videos and tapes.
- **Building Use:** refers to non-circulating material within the library, such as reference items, periodicals and special collections items.

### Borrowing Privileges to AUB Community

AUB Libraries have established a set of policies in order to provide optimum use of the collection. These policies are applicable in Jafet, Engineering and Architecture, Science and Agriculture, and Saab Medical libraries as stated in the [borrowing privileges](#) table.

## **Borrowing Privileges of Special Material**

- **Reserves Books:** Students in the course for which a book is reserved can borrow the book for two hours.
- Non-Circulating Material:
  - Only AUB faculty members may borrow AUB books and Arabic language periodicals from the Closed Area, Reference, and Serials Stacks.
  - Other qualified readers may consult these materials within the library.

## **Borrowing Rules**

- Show the AUB ID card in order to be able to borrow library items.
- No patron may borrow on behalf of another.
- Only faculty members can authorize their graduate assistants to borrow on their behalf after filling the [Borrowing Authorization Form](#).
- Assume full responsibility for all items borrowed on your card, returning or renewing them on time and responding promptly to any Library notices: do not transfer or lend borrowed items on your card to others.
- Handle Library books and other materials with care and respect. Library items should not be written on, defaced, tampered with or torn.
- Abide by the copyright law and policies posted on the Library webpage.

## **Borrowing and Access Privileges to Non-AUB Patrons**

The Access Services Librarian issues library cards upon request and against payment of fees for alumni, AUB associates, faculty outside AUB, graduate students outside AUB, other libraries, visitors, members of UN organizations, embassy representatives, research centers, and institutions. The card will be valid for a limited period, and borrowing privileges are limited to books that are normally circulated. The categories are listed in the following tables [Alumni](#) and [External Borrowing Privileges](#).

## **Reading Privileges**

Use of reading areas is authorized to all people having borrowing privileges. Non-AUB patrons may be issued an external user membership where they are entitled to check out a limited number of books over a limited number of days.

## **Stacks Privileges**

Book stacks are accessible through the ID card reader. People in the stacks area are required to show ID cards or other means of identification to library staff members upon request.

## **Withdrawal of Privileges**

Borrowing and/or reading privileges may be withdrawn from any person who abuses them by not observing all regulations concerning library use. Attention is drawn to regulations concerning silence, smoking, and mutilation or defacement of library property.

## **Reservation of Library Materials**

Reservation of materials on loan is done by the access services staff or online through the library catalog. Reservation is made on a first-come, first-served basis. When the borrowed item is returned, the system holds it for the requesting user who is then notified by e-mail. Books will not be held for longer than 48 hours. If a book is reserved, a reservation notice will automatically be sent to the borrower informing them that the book is reserved for another borrower.

## **Renewals**

Any ordinary loan may be renewed under the same conditions as those of the original loan. Borrowers are responsible for renewing materials before the due date; they can renew items twice online. The third renewal should be made at the library.

Renewals will not be accepted under the following circumstances:

- The item has a hold or a recall.
- The item has been placed on Reserve.
- The borrower has been billed for replacement of a long-overdue item.

## **Overdue Fines and Replacement Charges**

### **Overdue notices**

The library sends a total of four notices over a four-week period through e-mail.

- The overdue notice includes a list of overdue items and fines charged.
- The last overdue notice informs the user that the book has been considered “lost” and they will be charged a replacement fee.
- Failure to receive overdue notice does not constitute an excuse for non-payment of fine.

### **Rates for overdue materials**

- \$1/item/day for standard loan materials.
- \$1/item/day for short loan materials (video, CD, tape, reference items).
- \$1/item/hour for course reserve materials.

### **Replacement charges for lost items**

- Replacement charges for lost items are determined according to the price of the item plus shipping, handling, and binding costs, in addition to the overdue fines accumulated.
- If borrowers return items that were considered lost, the library will credit them for a certain amount and will add the binding fee whenever applicable. The library will also accept an exact copy of the lost item as payment and will add the binding fee whenever applicable.
- If a lost item is returned after a replacement copy has been ordered, the assessed replacement cost will not be refunded.
- For rare and out-of-print items, the replacement charges will be determined on a case-by-case basis.

### **Recalls and Transfer of Loan**

- Any loan may be recalled after two weeks if another borrower reserved the item.
- Any loan of any duration and of any borrower may be recalled immediately if the faculty member has requested to place the item on reserve for a class.
- A loan may not be transferred from one borrower to another.

### **Clearance**

Clearance is automatically done online through a script that links both the Banner as well as the payroll system to the integrated library system. Clearance is held for users who have overdue books or outstanding fines until books are returned and or payment is settled.

## Binding

Items that need rebinding are sent to the Cataloging Department, which then forwards them to the Preservation Section for repair and correction.

## Reports

Daily circulation records and reservation materials are maintained by the system and tabulated weekly, monthly, and yearly.

## Responsibilities of Library Users

- **Lost library card:** the library should be notified of any lost or stolen card. Users are held responsible for any checked-out material from the library with the card before its loss is reported.
- **Borrowing for others:** users should not lend borrowed items or their identification card to any other person to check out library materials. Users are responsible for checked-out items until returned to the library.
- **Safekeeping of library materials:** it is strictly prohibited to cut, tear, deface or deliberately retain any library materials.
- **Handling of library materials:** users should keep track of their checked-out library materials and act immediately upon receiving recall and overdue notices. Materials may be recalled to be put on reserve for classes or for use by another borrower. Such materials must be returned by the due date indicated on the recall notices.
  - Users are blocked from checking-out any new materials until overdue borrowed ones are returned (or renewed) and replacement costs are settled and fines are paid. This is to maximize access to materials for all borrowers.
- **Return of library materials:** all library materials should be returned to issuing access services desks.
  - When borrowers are severing their relationship with AUB for any reason (graduating, leaving the country, etc.) it is very important that all items borrowed from AUB Libraries be returned.
- **Fire alarm:** when the fire alarm goes on, all users are requested to leave all their belongings inside the library.

## Patron Confidentiality

AUB University Libraries records pertaining to a patron's use of the library and its resources are confidential. The library staff will not reveal the names of individual borrowers or their borrowing history unless required by law. For more, read the [Privacy and Confidentiality Policy](#).

## 2. Course Reserves Policy

In support of the academic mission of the University, the Course Reserves seek to provide students and faculty with targeted access to course materials held at the University Libraries. Course materials are placed on Reserves by faculty members for the duration of their class and for the benefit of their students.

## Policies

The University Library complies with the following:

- Course Reserves materials can be available in both print and electronic formats for educational purposes only.

- Hard-copy materials are available through the Reserves Desk at the University Libraries, while electronic materials are accessible through the Library Catalog.
- Priority is given to providing electronic access to Course Reserves Materials.
- Course materials such as articles and book chapters are scanned and placed on Reserves in compliance with the [University Library Copyright, Fair Use, and Reproduction Policies](#).
- The number of books that can be placed on Reserves is limited to 50 for full-time faculty members and 25 for part-time faculty members. Items cannot be placed on the Reserves Desk of a different Library from the one at which they are held.
- Materials are placed on Reserves on a semester-by-semester basis.
- Access to e-reserves is terminated by the end of the semester following the final examinations.
- Access to e-reserves is password protected and restricted to students enrolled in that course.
- The library reserves the right to decide if materials will be placed on Reserves or not.

### **Reserves Items**

All Course Reserves materials should comply with Fair Use provisions and the [University Library Copyright, Fair Use, and Reproduction Policies](#).

### **What can be placed on reserves?**

- Most materials owned by the University Libraries (with the exception of non-circulating materials) such as books, CDs and DVDs may be placed on Reserves. Books and other materials owned by the instructor such as personal books, videos and DVDs (from original distributors) may be placed on Reserves if the instructor so wishes. However, the Library is not responsible for the loss or damage of any personal copies.
- Journal articles, book chapters and previous exams are scanned and placed on e-reserves in compliance with the University Library Copyright Policy.
- Materials not owned by the library such as books, journal articles, book chapters, reports and conference papers. In such cases, the library will:
  - Order articles, book chapters and other items through the Document Delivery Services.
  - Attempt to purchase the books needed for course reserves but do not guarantee receipt of the materials by the beginning of the semester.

### **What cannot be placed on reserves?**

- Non-circulating materials such as reference works, bound journals, rare books, and special collections.
- Items borrowed from other libraries.

### **What can be scanned and placed on Reserves for one semester without obtaining copyright permission?**

- One chapter from a book.
- Single articles from journal issues.
- A short story, essay, poem, etc.
- A chart, cartoon, drawing, graph or picture from a book, periodical or newspaper.

## **What cannot be scanned and placed on Reserves?**

Whether the library owns the item or not, the library will not copy or scan:

- An entire book.
- An entire journal issue.
- Materials to be purchased by students for coursework, such as textbooks, test booklets, answer sheets, and case studies.
- Student papers without written permission from the author of the paper, granting such permission.

## **Copyrights and Reserves**

- Scanning and distribution of copyrighted materials through electronic reserves is subject to Fair Use regulations and the [University Library Copyright, Fair Use, and Reproduction Policies](#). Scanning is limited to one chapter per book and one article per periodical issue.
- Most publications contain information indicating the copyright holder. If help is needed in determining copyright owner or status or publisher address, it should be asked at the Reference Desk.
- Materials are placed on Reserves on a semester-by-semester basis. Reserves materials must be taken off between semesters to comply with the Copyright Law. Only non-copyrighted materials can remain permanently on reserves.
- Copyright permission is required for any copyrighted material which is either not owned by the library and/or is used by the same instructor for more than one semester.

## **Overdue Fines**

- Reserves fines will be assessed at the rate of \$1.00/item/hr., up to a maximum of \$20.00 per item.
- Students are responsible for any loss of or damage to the item while it is in their possession. Non returned items are subject to a replacement fee.

## **3. Interlibrary Loan & Document Delivery Policy**

The mission of the Interlibrary Loan (ILL) and the Document Delivery Services (DDS) is to support the scholarly and teaching needs of the AUB community by providing eligible patrons with copies of materials that are NOT currently held at the AUB University Libraries (UL).

The Interlibrary Loan & Document Delivery Services team works with a global network of libraries and suppliers to provide the University Libraries' patrons with copies or loans of book parts and chapters, journal articles, conference proceedings, etc., which are not currently held at the University Libraries.

These services comply with the Lebanese copyright law and with international agreements as well as with the copyright regulations of the lending library and those of the AUB University Libraries.

### **Who Can Request Materials**

All AUB faculty, staff, PhD students, graduate students, and undergraduate students currently employed or registered at the University are eligible to request materials through ILL and/or DDS.

### **What Can Be Requested**

- Books, reports, conference proceedings.
- Copies of specific journal articles, book chapters, conference papers, etc.

- According to the [University Library Copyright, Fair Use, and Reproduction Policies](#):
  - One article from a single issue of a periodical can be requested.
  - One chapter from a single book or 10% from the book can be requested.

### **What Cannot Be Requested Through DDS**

- All non-circulating items (such as reference works, bound journals, archival materials, maps, rare books, manuscripts, etc.).
- Books in heavy use or on the reserve shelf.
- Fragile items that are difficult or expensive to ship.
- Entire issues or volumes of periodicals.
- Microfilms and Audiovisual materials.

### **Duration of Loans**

- ILL loan periods are determined by the lending library, and UL has no jurisdiction over the lending period. In general, most libraries lend books and other materials for 4 to 8 weeks. Some materials arrive with restrictions such as library use only, no renewal, no copy permitted, etc.

### **Overdue Fines**

- Materials obtained through Interlibrary Loan must be returned to the Circulation Desk on or before the due date.
- Late returned Interlibrary Loan materials are subject to overdue fines.
- Users who ignore overdue dates and recall notices will be blocked from requesting any other materials until the late items are returned and the overdue fine is paid.

### **Replacement Charges**

- Lost, damaged and unreturned items will be charged a replacement fee. Replacement charges are at the discretion of the lending library and may include both the cost of the material and a processing fee.

### **Copyright**

- A request for a photocopy must be made in accordance with the Lebanese copyright law and with international agreements.
- Photocopies and other forms of reproduction are not to be used for any purpose other than private study or scholarly research and in compliance with Fair Use rules. Noncompliance may result in the suspension of the ILL/DDS privileges.
- The library reserves the right to refuse a copy request if fulfillment of such a request violates any of the [University Library Copyright, Fair Use, and Reproduction Policies](#).

### **Cost**

There is no charge or fee for using ILL and DDS at this time.

### **DDS and ILL Cooperation Agreements**

The library engages in resource sharing agreements with other libraries and research centers for the purpose of facilitating and increasing users' access to relevant library material. Agreements are signed, regularly revised and updated to accommodate developments in the University curriculum and research interests.

# PROCEDURES

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## 1. Circulation Procedures

### Checking-Out Items

The borrower searches the online library catalog to identify the shelf mark of the desired item.

Access services staff would:

- Retrieve the item(s) from the stacks.
- Request the borrower's ID.
- Verify the borrower's information that appears on the screen, i.e., ID number, forename, surname, last activity, items on loan, items overdue, current charge balance, and reservations awaiting collection.
- Scan the item's barcode using the barcode reader.
- Issue the item.
- De-sensitize the item.

In addition, graduate students and faculty members are allowed to access the stacks and get their own items.

### Checking-In (Returning) Items

The borrowers return items at the Circulation Desk with their university IDs. The staff will:

- Scan the items' barcodes with the barcode reader.
- Check the borrowing information on the screen, i.e., dates, fines, etc.
- Return the items.
- Re-sensitize.
- Send for re-shelving.

### Renewals

Borrowers should renew library items at the Circulation Desk. The staff will:

- Request the borrower's ID and access their account through the library system.
- Check the borrowing information on the screen.
- Press the "Renew" button and the items are renewed.

Library users can renew items twice online. The third renewal should be made at the library.

### Payment of Fines and Lost Items

#### Active Students

- An automatic script (linking Banner and the integrated library system) will transfer fines to student's record in Banner.
- Students pay at the Cashier's Office or else the fees are added to the statement of fees after the Comptroller's Office approves it in Banner.
- Fines will be automatically released from the student's record in the integrated library system.

## **Staff**

- An automatic script (linking payroll and the integrated library system) will transfer fines to staff's record in the payroll system.
- The amount will be deducted from the staff's salary.
- Fines will be automatically released from the user's record in the integrated library system.

## **Banned Students**

- Students with cancelled ID (students who are still active but lost their IDs).
- Students who are not active in Banner for two consecutive semesters (left AUB without clearance).

An automatic script (linking the integrated library system and Banner) will transfer pending fines of banned users, provided they have a deposit balance to cover for the transferred fines. Fines will be automatically released from the integrated library system after the Comptroller's Office confirmation through Banner.

Charges will not be transferred for students who:

- Have "overdue" items because the integrated library system will not terminate the accumulation of fines if items have not been returned (see Overdue Items of Banned Students Procedure).
- Do not have enough balance in their deposit. In this case, a script will send a list of those students to the Access Services Department by e-mail. The librarian will waive manually only the pending fines dated more than 5 years, from the integrated library system, after securing the approval of the University Librarian. Consequently, the librarian will add a trap for the waived record. A script will transfer the trap to the new barcode created for the same ID.

## **Overdue Items of Banned Students**

At the end of each semester, a follow-up on banned students having overdue items is conducted as follows:

- Access Services: generates a list of banned students from the integrated library system having overdue items and retrieves the price of these books from the Acquisitions Department. Then, the list will be sent to the Comptroller's Office (Students' Section) for deposit deduction.
- Comptroller's Office/Students Section deducts the price of the book provided the deposit covers the amount. Otherwise, a partial amount equal to the deposit will be deducted. A confirmation list of deductions is sent to the Access Services Department in the integrated library system.
- Access Services will waive the remaining balance of overdue items charges that are dated more than 5 years only, after securing the approval of the University Librarian. Consequently, the Access Services Librarian will add a trap for the waived record. A script will transfer the trap to the new barcode created for the same ID.

## **Overdue Items of Staff/Faculty**

After three overdue notices, items will be considered "lost" and the price will be deducted from salary (see section: Staff).

## **Fines and Overdue Items of Outside Users**

Outside users pay overdue fines and lost items charges at the Cashier's Office against a voucher issued by the access services staff. User brings back the stamped receipt to the Access Services Librarian for clearance.

### **Handling “Lost Paid for” Items**

- Access Services Department sends the record of the book declared lost to the Acquisitions Department to determine its replacement cost.
- Access Services returns the book in the system and enters the replacement cost to user's account.
- When replacement cost is paid, Cataloging Department changes the book status to “lost and paid for”.

### **Handling Missing from Inventory Items**

- Access Services Department conducts an inventory count in Jafet stacks every three years.
- Access Services checks the missing books records for:
  - Usage.
  - Other copies available in the system.
  - Other editions available.

Access Services then forwards the results to the Cataloging Department to change the books' status.

### **Repair**

All items needing repair/re-binding should be given to the respective collection manager. For more, refer to the [Binding and Repair Policies and Procedures](#).

## **2. Course Reserves Procedures**

### **Guidelines for Submitting Course Reserves Items**

#### **Submitting hardcopy to be put on electronic reserves**

Photocopies of articles, book chapters, and other materials are scanned and placed on electronic reserves in compliance with the [University Library Copyright, Fair Use, and Reproduction Policies](#).

- Articles should be submitted clipped together and not stapled.
- The names of the article's author and title should be clearly marked, and each item should be identified in the same way that it is listed in the course syllabus.
- In compliance with Copyright Laws, no more than one chapter from a single book or one article per periodical issue may be placed on e-reserves per semester.

#### **Submitting hard copies to be put on the course reserves shelf**

- Lists of hardcopy and electronic items to be put on Reserves may be submitted by e-mail or in person to the Reserves supervisor or at the Circulation Desk.
- Reserves requests and materials must be received at least two weeks before the beginning of the semester.
- Requests should be sent early to ensure student access to materials.
- Requests and materials should be submitted at least three business days before notifying students that the materials are on reserves.

## **Processing Requests**

Processing times are approximate and vary depending on the time of the semester and the amount and availability of materials.

- Reserves requests are processed according to the order of submission.
- For prompt processing of a request, a list of items should be provided with full bibliographic citations.
- For prompt processing, Faculty members are encouraged to submit library and personal materials by hand.
- Requests will usually be processed within three business days. Processing time may take longer, especially during the beginning of the semester, or if the library needs to recall or purchase the materials in question.

## **Processing Items for Reserves**

Items placed on reserves for a course are the responsibility of the faculty member teaching the course. For an item to be put on reserves:

- Item is retrieved from the stacks (or recalled).
- Barcode is scanned.
- Status of the item is changed from “available” to “course reserves”.
- Item is taken to the Reserves Counter.
- Reserves card is filled with the author, shelf mark, professor name, and course number.
- Item is arranged alphabetically on the shelves by course and shelfmark.

Articles to be placed on reserves are provided by faculty members:

- Library staff checks if articles already exist in the e-reserves database. If yes, access services staff activates the articles online.
- If article is not found in the E-Reserve database, access services staff will scan and process the article for online access.
- Access services staff informs professor about the username and the password to access the course materials.
- Article is returned to professor.

## **Viewing and Accessing Materials on Reserves**

As soon as items are placed on reserves, their status will be reflected in the library catalog.

- To view a list of records and/or to access electronic materials placed on reserves, users should search the library catalog by instructor, course name or course number.
- Access to e-reserves materials is password protected and is restricted to students enrolled in each course.
- Students can check out the reserves books for 2 hours using a valid AUB ID.
- Students can borrow a maximum of three items at a time.
- An item cannot be renewed or put on hold.

## **Checking-Out Items on Reserves**

The borrowers present their university ID to the access services staff at the Circulation Desk. The staff will:

- Request the borrower's ID.
- Verify the borrower's information that appears on the screen, i.e., ID number, forename, surname, last activity, items on loan, items overdue, current charge balance, and reservations awaiting collection.
- Scan the item's barcode using the barcode reader.
- Issue the item.
- De-sensitize the item.

### **Checking-In Items on Reserves**

The borrowers return items at the Circulation Desk with their university IDs. The staff will:

- Scan the items' barcodes with the barcode reader.
- Check the borrowing information on the screen, i.e., dates, fines, etc.
- Return the items.
- Re-sensitize.
- Send for re-shelving.

### **Information to Instructors**

Instructors need to:

- Provide their students with complete bibliographic citations of items placed on reserves. Recording this information in the course syllabus is a good idea.
- Inform students in which library print Reserves are held.

Provide students with the Reserve link and password to allow them access to their course-specific electronic reserves.

## **3. Interlibrary Loan & Document Delivery Procedures**

### **Requesting Materials**

Before requesting any materials through Interlibrary Loan or Document Delivery, the user should verify that the item is not held by the University Libraries in any format (e.g. print, online, etc.). To determine whether an item is held at the University Libraries, search the library catalog.

- If assistance is needed in determining whether an item is available in the University Libraries collections, the Reference Librarians should be consulted.
- Materials can be ordered using the [Journal articles request form](#) available through the library webpage. The form should be filled with as much information about the item as possible.
- There are no formal limits on the number of requests patrons can submit. However, if the total number of requests submitted by all AUB patrons in one day is quite high, ILL/DDS staff reserve the option of processing a limited number of items per person, per day.

### **Delivery Time**

Delivery time varies greatly depending on the nature of the item (publication date, rarity, subject matter) and its availability (local, national or international sources), as well as the delivery system being used. The average time for regular requests is between two days and two weeks.

- Document Delivery orders are usually received within 2 to 4 days.

- Interlibrary Loan items are usually received within 1 to 2 weeks.

Materials which are difficult to locate, or which are incompletely or inaccurately cited might require more time.

### **Notification and Delivery of Materials**

Patrons will receive an e-mail notification when their requested items are available.

- Print materials should be picked up at the Circulation Desk.
- Articles, book chapters and other copies of documents will be delivered online.

### **Renewals**

- Because ILL items are not owned by the University Libraries, the UL must ask the lending library for approval before renewing an ILL item.
- Renewal requests must be sent a few days before the due date.
- Any request for renewal must be made by contacting the DDS.
- Some libraries do not allow renewal.