

# BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

## STANDARD OPERATING PROCEDURES

|                             |         |                          |
|-----------------------------|---------|--------------------------|
| <b>Library: Circulation</b> |         | <b>SOP #: LIB.001.01</b> |
| Effective Date              | 2/5/19  |                          |
| Last Revision/Review        | 7/30/20 |                          |

### 1. Purpose

Circulation promotes equal access to information and facilitates the availability of physical library materials and resources for use by authorized Burrell borrowers. Effective circulation requires the establishment and communication of borrowing privileges, limitations, and/or penalties that may apply.

### 2. Related Policy/Authority

Library Policy – B5040

### 3. Faculty/Staff Responsibilities

All library staff participate in day-to-day circulation activities. Circulation statistics are managed by the Library Technician and the Associate Library Director. Periodic usage reports are run from the library's integrated library system and evaluated by the Associate Library Director for operational purposes. Evaluations are periodically shared with and reviewed by the Library Director for higher level reporting, e.g., IPEDS. Circulation issues that arise are typically resolved by the Library Director, Associate Library Director, and/or Library Technician.

### 4. Definitions/Abbreviations

Authorized borrower/affiliate: Burrell students, faculty, staff, and other affiliates with designated privileges who present a valid ID badge from Burrell, Memorial Medical Center (MMC), or Mountain View Regional Medical Center (MVRMC); or who can verify that they have current Burrell credentials (obtained from IT).

IPEDS: Integrated Postsecondary Education Data System

### 5. Procedural Steps

The Burrell Library circulates items from its physical collection to authorized borrowers based on library defined borrower categories, item types, and loan periods. Circulation processes are performed within the library's integrated library system. Circulation of materials permanently located at Hub sites are managed by Hub Coordinators.

#### Borrowing Privileges

Full borrowing privileges are available to Burrell students, faculty, staff, and other authorized affiliates who present a valid ID badge from Burrell, Memorial Medical Center (MMC), or Mountain View Regional Medical Center (MVRMC); or who can verify that they have current Burrell credentials (obtained from IT).

| Item Type  | Item Limits | Loan Period | Renewals |
|--|-------------|-------------|----------|
| Books, Media, Headphones                                   | 5           | 21 days     | 1        |
| Reserve Materials* (books, anatomical models, other items) | 5           | 1 day       | 0        |

*\*Library staff may make exceptions/restrictions to these limits, loan periods, and number of renewals*

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### Services for Students and Faculty at a Distance

The Library also provides physical book collections through circulation to students and faculty affiliated with Hubs outside of Las Cruces. All attempts are made to provide each Hub site with required texts and other high use titles in physical format. The Hub Coordinator at each site facilitates circulation of these materials. Upon request, books in the Main Library collection, that are not available at the Hub sites, may be mailed free-of-charge with a postage paid return mailer to a pre-determined address. Materials returned by mail must be handed to a USPS Clerk to ensure proper return to Burrell. Due dates for any of these items may vary based on rotation length and/or shipping time.

### Consortial Borrowing

The Burrell Library is a member of the New Mexico Consortium of Academic Libraries (NMCAL) and the Passport Program that provides access to library collections and limited borrowing privileges statewide. Information on the Passport Program is available from Library staff.

### Holds/Recalls

- Library staff may place a hold on a checked out item for a borrower. Items with a hold are not eligible for renewal. Length of time a requested item is held is based on the item's demand
- Library staff may recall an item from a borrower at any time.

### Penalties for Overdue, Damaged, or Lost Items

The Burrell Library does not charge overdue fees for regular circulating and/or reserve materials; however, the following will occur if an item becomes long overdue, lost, or damaged:

| <b>Item Status</b>   | <b>Timeframe</b>   | <b>Action</b>  |
|--|--|--|
| Long Overdue<br>(Books, Media,<br>Headphones)                                | Two weeks after the item's<br>due date   | Email notification sent to borrower that includes<br>penalties if not returned. Circulation privileges may<br>be limited   |
| Long Overdue<br>Reserves<br>(Books,<br>anatomical<br>models, other<br>items) | Close of business on item's<br>due date  | Email notification sent to borrower that includes<br>penalties if not returned. Circulation privileges may<br>be limited   |
| Lost   | Lost status is assigned to an<br>unreturned item two weeks<br>after the long overdue email<br>notification is sent | Borrower may be responsible for the replacement<br>or replacement cost of the item determined by<br>library or other Burrell staff. Each item replaced<br>carries a minimum \$10 and maximum \$50<br>processing fee<br><br>Circulation privileges may be limited |
| Damaged  | n/a  | If library staff cannot repair the damaged item,<br>Borrower may be responsible for the replacement<br>or replacement cost of the item determined by<br>library or other Burrell staff.  |

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|          |   |  |
|----------|---|--|
|          |   | Each item replaced carries a minimum \$10 and maximum \$50 processing fee<br>Circulation privileges may be limited |
| Appealed | If loss or damage of item is appealed, a written request must be submitted to library staff no later than two weeks after the long overdue email notification is sent | Resolution of appeal may take up to 30 days  |

*Billing and/or payments will occur through the Burrell Business Office*

### **General Guidelines**

- The Burrell Library adheres to the professional standards and laws outlined in the following:
  - Medical Library Association's *Code of Ethics for Health Sciences Librarianship*: <https://www.mlanet.org/p/cm/ld/fid=160>
  - American Library Association's *Bill of Rights*: <http://www.ala.org/advocacy/intfreedom/librarybill>
  - The New Mexico Library Privacy Act: <https://law.justia.com/codes/new-mexico/2011/chapter18/article9/>
  - Library Laws of New Mexico: <http://www.nmstatelibrary.org/services-for-nm-libraries/programs-services/state-depository-program/new-mexico-library-laws>
  - Applicable Federal Laws: FERPA, USA Patriot Act, and Copyright Act (Title 17, U.S. Code): <http://uscode.house.gov/>
- Circulation is non-transferrable from one person to another outside of the library's system and normal procedures
- All library users are expected to enter and exit through the electronic security gates at the library's front doors
- The library staff may make exceptions to circulation procedures at their discretion
- **Special handling procedures due to COVID19** may delay the availability of some materials to allow for a quarantine period. Any additional circulation procedures that may arise relating to COVID19 will be communicated via the library's homepage

### **6. Reports/Charts/Forms/Attachments/Cross References**

- Burrell Student Honor Code: [https://bcomnm.org/students/code\\_ethics/](https://bcomnm.org/students/code_ethics/)

### **7. Maintenance**

Developed by: Norice Lee, Associate Library Director in consultation with the Library Director, Library Technician, Associate Dean for Student Affairs, Controller and Assistant Controller

Review of the Circulation SOP will occur biennially and updated as needed

### **8. Signature**

Signature on file

Erin Palazzolo, Library Director

7/30/2020

Date

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## **STANDARD OPERATING PROCEDURES**

### **9. Distribution List**

Internal/External

### **10. Revision History**

| Revision Date | Subsection # | Summary of Changes  | New/Cancellation/Replacement Procedure? (if applicable)  | Approval Date |
|---------------|--------------|---|--|---------------|
| 7/30/20       | 5,6          | <ul style="list-style-type: none"><li>• Updated processes to address COVID19 impact, including change in loan periods, processing fees, and quarantine of materials</li><li>• Updated fine/fee appeal process, form no longer required (replaced by submission of written appeal)</li></ul> | <ul style="list-style-type: none"><li>• New procedures relating to circulation of materials at Hub sites</li></ul> | 7/30/20       |