

UNIVERSITY OF OREGON LIBRARY

CIRCULATION

POLICY AND PROCEDURE MANUAL

Introduction

The overall goals of the University of Oregon Library circulation policy can be expressed through the following statements.

University Library circulation policy should:

- Apply to all library units.
- Be uniformly administered in all units of the system.
- Be easily understood.
- Have the interests of all users in mind.
- Be as consistently applied as possible to all patrons.
- Have built-in guidelines for flexibility.

These goals have been translated into policy statements and procedures which comprise the University of Oregon Library Circulation Policy and Procedure Manual.

UNIVERSITY OF OREGON LIBRARY
POLICY AND PROCEDURES MANUAL

Section 1

P1

Date issued: January 1, 1982

Purpose, Objectives, Goals

I. Purpose.

The University of Oregon Library as the largest research library of the state, seeks to support and stimulate undergraduate instruction, graduate instruction, graduate and faculty research and service on the University of Oregon campus as well as respond to the needs of scholars by providing access to recorded information and information services.

II. Program Objectives.

1. Establish Library requirements for campus instructional and research programs by maintaining regular contacts with academic departments and University administration and by being actively involved in the appropriate University committees concerned with issues having implications for Library resources and services.
2. Increase and maintain the acquisitions budget to reflect the instructional and research needs of students and faculty, primarily at the University of Oregon, and secondarily to students, faculty and citizens throughout the state of Oregon.
3. Acquire and provide access to all necessary recorded information in fields pertinent to the programs at the University of Oregon.
4. Develop and maintain a clear definition of scope of the collection for the University Library in order to more accurately focus the acquisition efforts on behalf of the University.
5. Process on a current basis in LC classification all materials except manuscripts, juvenile materials, ephemeral materials and documents. The latter to receive expeditious processing but in non-LC classification.
6. Develop and maintain a strong, service-oriented staff, adequate in number, through systematic recruitment, orientation, in-service training, specialization, advancement and competitive remuneration.
7. Accommodate collections, patrons and staff in physical facilities offering ready access to and usage of materials under optimum conditions.
8. Administer the collections in a manner that will facilitate access by all users.
9. Maintain materials in good physical condition through an active binding and preservation program.
10. Develop and maintain systematic planning and review procedures to insure the maximum utilization of personnel and financial resources.

UNIVERSITY OF OREGON LIBRARY
POLICY AND PROCEDURES MANUAL

Section 1

P2

Date issued: January 1, 1982

Purpose, Objectives, Goals

11. Develop a commitment to long-range planning for the constructive development of the collections to support teaching, research and service.
12. Review professional, technological developments for possible application in the Library system.
13. Maintain a constructive working relationship with other libraries and associations in order to enhance access to other resources and to affect the development of mutually advantageous approaches to collection policies and interlibrary exchange.
14. Implement and maintain an orientation and education program for Library users for maximum utilization of resources and facilities.

UNIVERSITY OF OREGON LIBRARY
POLICY AND PROCEDURES MANUAL

Section 2

P1

Date issued: January 1, 1984

Policy on Policies

1. The University Librarian is responsible for the establishment of policy for the University Library.
2. A POLICY AND PROCEDURES MANUAL is to be issued to each department. The manual contains all Library policy of concern to more than one department.
3. Proposals of new policies or revisions of existing policies, when needed, are encouraged.
4. Proposals should be submitted via the appropriate Department Head and Assistant University Librarian to the University Librarian.
5. Draft policies will be reviewed by the Library Administration and the Department Heads. Department Heads will have the responsibility to discuss drafts within individual departments.
6. As the result of consultation, the final draft of policies approved by the University Librarian will be formatted by the Assistant University Librarian for Budgeting and Planning.
7. The final version will be issued as part of the University of Oregon Library POLICY AND PROCEDURES MANUAL, with a transmittal memorandum from the University Librarian.
8. All Department Heads will circulate the new policy or revision to all faculty, management and classified staff in their departments before filing the pages in the departmental copy of the MANUAL.

UNIVERSITY OF OREGON LIBRARY

CIRCULATION POLICY AND PROCEDURE MANUAL

CHAPTER 12

History of Circulation Policy, 1981-

A general circulation policy review was initiated by George Shipman, University Librarian, on January 29, 1981. On this date he officially charged the Task Force on Circulation Policy to review all current circulation policies and recommend modifications. To the Task Force he appointed: Virginia Parr, Assistant University Librarian for Public Services, Chair; Luise Walker, Head, Science Library; Reyburn McCready, Head, Architecture and Allied Arts Library; and Shirien Stevens, Head, Circulation Department.

The Task Force completed its review of the circulation policies then in effect and recommended modifications in its report of June 1981. A major contribution of this Task Force was its identification of the myriad of circulation policies existing in the library system.

On March 11, 1983, a new Task Force on Circulation Policy was created by George Shipman, University Librarian, and was formally charged to devise "Consistent circulation policies throughout the library system." The membership of the Task Force included: Patricia (Wand) Silvernail, Assistant University Librarian for Public Services, Chair; Shirien Stevens, Head, Circulation Department; Reyburn McCready, Head, Architecture and Allied Arts Library; Rory Funke, Head, Microforms and Recordings Department; and Peter Stark, Head, Map Library.

A draft circulation policy applying to all units of the library system was developed by April 1983. The Task Force held an open forum on April 12 to discuss circulation policies in general and the draft circulation policy in particular and invited all concerned library staff to attend. Later, on May 17, 1983, the Task Force met again in an open forum with all interested library staff to synthesize and polish its proposals. Library department heads also had an opportunity to critique the proposed policy in May. In June 1983, the Task Force and the University Librarian discussed the proposals with the University Library Committee. The Library Committee supported the new circulation policy, including the elimination of the yearly "round-up" or recall of all library materials charged to faculty. By obtaining the support of the Library Committee for the basic form and tenets of the new circulation policy, plans for library publications, namely the University of Oregon Library Guide, could go forward.

The Task Force planned to implement the new circulation policy on September 19, 1983, the first day of the fall term. Much work had to be done during the summer to reach this goal. First, the Task Force approved the sections dealing with circulation that would appear in the Library Guide. That done, the Task Force identified procedures necessary to put the new circulation policy into effect. These included classifying all library materials into three groups, non-circulating, restricted and general materials and assigning loan periods to

each, classifying all borrowers into two groups eligible either for a long- or a short-term loan, and finalizing overdue and other procedures. Throughout the writing of the implementation document, library faculty and staff were kept informed of the Task Force's activities and were asked to give their input and ideas. During the summer, a letter was drafted and sent to faculty and graduate students at the University informing them of the changes in circulation policy and a "circulation policy" handout was written for all users of the Library. The new circulation policy and an implementation document were in place on September 19, 1983, as planned.

The Task Force then concentrated its efforts on numerous smaller matters, all aimed towards improving the policy itself and procedures in general. These matters included:

1. Redesign of the charge card for General Materials.
2. Writing a confidentiality of circulation records policy statement consistent with Oregon law and allowing faculty and graduate students to waive their right to confidentiality of circulation records on an item by item basis.
3. Working with a university committee concerned with the use and design of the University's photo I.D. card.
4. Creating a Library Circulation Manual for all circulation points in the system.
5. Introducing and implementing the concept of six-month borrowers.
6. Replacing the out-of-date sections concerning circulation in the Library's Administrative Manual with the current circulation policy.
7. Writing the "Circulation Policy" handout statement available at all circulation desks.
8. Redesigning the charge card for Restricted Materials.
9. Writing an appeals procedure for students and faculty who contest fines and charges.

The Task Force attempted to bring about constructive changes to the circulation policy of the University of Oregon by keeping all interested and concerned individuals informed of its progress. Through open forums and meetings, the Task Force received much constructive criticism and input. To a large extent, the new circulation policy and its procedures owe their existence to the efforts of the entire library faculty and staff.

November, 1984
Issued February, 1987

UNIVERSITY OF OREGON LIBRARY
Public Service Division

CIRCULATION POLICY REVIEW

January, 1985

updated May 24, 1985

In September, 1983, major revisions in the University of Oregon circulation policy were introduced to borrowers. The new policy had been developed by the Task Force on Circulation Policy in consultation with staff, borrowers, the University Library Committee and the Library Administration. During the first year of implementation staff spent time publicizing and orienting users to the new policies. Adjustments were made by users and staff alike and now, sixteen months after implementation, sufficient time and experience with the policy render a review viable.

The review was conducted by surveying all Public Services Division staff and Library subject specialists, soliciting from them user and staff response to various aspects of the policy. Twenty-seven staff completed the survey form. Their responses comprise the bulk of this report. Included also in this report are summaries of issues raised by various users, particularly those who have written letters or have contacted the Assistant University Librarian for Public Services.

1. Six-month loan to faculty and graduate students: One of the major changes was the elimination of the yearly round-up system for loans to faculty and certain graduate students. A six-month loan period was established for faculty and all graduate students and the due dates became staggered throughout the year. Staff report that most patrons seem now to have accepted the change with no comments and of those who express an opinion, slightly more than half are in favor of the change. Some borrowers are surprised that they may keep an item for that long. The majority of staff see the change as beneficial to everyone for the following reasons:

- spreads the workload over the entire year
- encourages books to be returned by their due dates
- makes more books available throughout the year
- eliminates the flood of returned material in February
- frees staff to perform other service functions

Negative comments about the six-month due dates are:

- is inconvenient to renew or recharge every six months, especially for large quantities of books that may have different due dates
- due dates are not consistent with charge dates; e.g. item charged Jan. 25 is not due until July 31, not July 25
- six-month loans available for general material only and not restricted material.

Generally speaking, staff opinion is that faculty and graduate students who were used to annual round-up had trouble adjusting but now seem to be satisfied with the new loan period.

2. Courtesy reminders to six-month borrowers: The library sends courtesy reminders at the beginning of each month to patrons who have items charged for six months. Borrowers have been very pleased with this service and have found it helpful in aiding them to return material promptly. This service began in March, 1984, to faculty and in September, 1984, to graduate students. Problems arise if the library inadvertently fails to notify a patron when a book is due; for that reason staff must be consistent and diligent about sending the reminders. The return to the patron of the white slip has also been helpful to desk attendants in identifying which books need renewing and which must be recharged without having to check the circulation file.

3. For six-month loan, graduate students must present I.D. card and Certificate of Paid Tuition: Because the loan period to students is determined by their status and no status is indicated on the I.D. card itself, library staff must see the Certificate of Paid Tuition to verify graduate student status for six-month loan. This has caused difficulty when graduate students fail to show the Certificate of Paid Tuition, charge an item for two weeks, then complain about paying an overdue fine because they were "entitled to have the material for six months." Staff strongly recommend a sticker on the I.D. card that verifies graduate status even though they say that most graduate students do not complain about having to show two pieces of identification.

One suggestion was that the library post a sign at all circulation desks reminding graduate students to show their Certificates of Paid Tuition as well as their I.D. cards.

4. Six-week loans no longer an option: Other than faculty and graduate students, all borrowers automatically receive a two-week loan. Formerly in the Main Library borrowers were given an option of six-week loan after they had charged the material for two weeks and asked to renew it. This arrangement is satisfactory for most borrowers. Two groups complain about this, however. They are the non-UO faculty and Honors College seniors. The problem that staff see is that it generates more renewals for those borrowers working on research papers. The positive comments far outnumber the negative comments on this policy.

5. Recharge books after one renewal: Borrowers can no longer obtain unlimited renewals on the original charge card and/or without bringing the books into the library. The books must be brought in for recharging after one renewal. This change is working smoothly for staff and borrowers alike. In the present manual system, it means writing out charge cards more frequently but it also keeps the records clearer and encourages the borrower to return a book if it really is not needed. Initially borrowers may be confused about when to renew and when to bring in the book for recharging but they soon learn the system. Since this policy applies to general material only, restricted material must be returned and recharged. This causes some confusion.

6. Library materials categorized into three groups: Rather than each collection within the Library establishing various categories of materials, all materials are divided into three groups: general, restricted, and non-circulating. Universally staff agreed that this change was for the better although they believe that many borrowers are unaware of the change. It is generally agreed that if the material were so marked, it would help staff and patrons alike. Staff note that some borrowers do not know that they must have the book in hand in order to renew restricted material. There are certain collections where the 7-day loan for restricted material does not work well because of the nature of the material and the way the collection is used; namely, the slide collection, the master phonodisc collection and possibly the Curriculum and Juvenile Collections.
7. Department head handles requests for exceptions: Rather than having various staff dealing with exceptions, all special requests are now channeled to the Department Head. Seventeen people believe this policy is meeting the needs of most patrons and only five people think it is not. Some negative comments are:
- Inconvenient to patron when Department Head is unavailable
 - Department Head may not be as conscious of patron "quirks" as desk attendant and hence not able to be as accommodating
- But most comments were favorable, including:
- keeps department head aware of patron needs
 - helps educate patron to library organization
 - serves to maintain consistent service
8. Bound periodicals do not circulate: Bound periodicals do not circulate outside the libraries except in Science and Mathematics Libraries. About half the responding staff state that they have heard frequent comments on the non-circulating periodical policy. Of those who have heard comments, two out of three report that the comments were negative; that is, that patrons expressed a desire to charge out periodicals.

They say the comments are heard most when photocopiers are down or patrons want to use some other phonocopier. Several say that improving photocopier facilities would help significantly. Staff believe that both they and patrons would profit from some clearer way to mark periodicals as non-circulating. Several staff commented that when they explain to patrons that if bound periodicals circulated the one they wanted might be unavailable, patrons understand the policy better. But several staff also stated that they believe a limited loan (2 to 7 days were suggested) of older bound periodicals would be helpful to patrons.

9. Consistency: Consistency was a major goal of the revised policy. Prior to 1983, many circulation desks practiced their own policies without regard to other circulation practices in the library system. As much as possible the new policy was designed to be applicable consistently across the system. Almost 2/3 of the responding staff stated that total consistency is impossible to achieve. Inconsistencies identified were:
- Graduate students must show their Certificates of Paid Tuition and I.D. cards to get six-month loans whereas all other patrons show only one piece of identification.
 - Community Education students have no I.D. cards and hence show only their Certificate of Paid Tuition.
 - Mail-in renewals can be made without showing an I.D. card.
 - Some I.D. cards do not have photos.
 - Waiver of confidentiality does not apply to all borrowers, only to faculty and graduate students
 - Friends and Presidents Associates are not billed
 - Bound journals circulate in Science and Math Libraries and not in any other library.

10. What major policy issues should still be considered?

- Affix status on I.D. cards so graduate students can be identified
- Study reserve system and make changes
 - Reinstate one-day reserve option
 - Eliminate hold service available on reserve material in Main Library
 - Recalls for reserve material should be sent out before intersessions
- Expand loan period available to Honors College seniors
- Shorten loan to faculty and graduate students to three-months
- Lengthen loan to one year for faculty and graduate students
- Establish four due-dates per year for faculty and graduate students
- Fine faculty for overdue general material
- Lengthen loan period for slides and master phonodisc collections
- Lengthen loan period for Juvenile and Curriculum Collection material
- Make certain music material (M2 and M3) non-circulating
- Consider telephone and mail-in renewals
- Review length of loan to OSSHE faculty vs. ILL loan period to same.
- Consider the effects of automation

Compiled by
Task Force on Circulation Policy
February 5, 1985

UNIVERSITY OF OREGON LIBRARY

Circulation Policy Review
January, 1985

Tabulated Summary of Staff Responses
27 responses received

	Favorable	Unfavorable	No comment
1. Six-month loan/staggered due dates			
a. Comments heard by staff	8	9	10
b. Believed beneficial to patrons	8	6	10
c. Staff personal reaction	15	1	5
2. Sending courtesy reminders			
a. Reaction of patrons	10	3	12
b. Believed beneficial to patrons	10		8
3. Graduate students must show two pieces of identification	11	5	8
4. Two-week, no six-week, loans	12	5	8
5. Recharge books after one renewal	17	3	6
6. Effect of three categories of materials	10	1	11
7. All requests for exceptions go to Department Heads	17	5	2
8. Bound periodicals do not circulate			
Heard comments: 11	3	7	
Heard no comments: 9			
9. Is total consistency possible?	3(yes)	14(no)	3(maybe)

PWSilvernail
2/4/85



UNIVERSITY OF OREGON

December 10, 1985

MEMORANDUM

TO: Rory Funke Peter Stark
Donna Glather Shirien Stevens
Becky Hoglund Patricia Silvernail

FROM: George W. Shipman
University Librarian



SUBJECT: Service on Circulation Policy Task Force

I want to express my appreciation to you for the effort and thought you gave toward developing and then reviewing the Library's circulation policy. Several of you served for nearly three years and all of you made valuable contributions. It is because of your efforts that the UO Library has a more rational and consistently applied circulation policy. You can be proud of your work.

Your work is officially completed. Henceforth changes in circulation policy will come before the Library Administration and Department Heads as do many other policy changes. Major changes are also reviewed by the University Library Committee.

Thank you once again.

cc: S. Klos
I. Stirling
Library Administration

UNIVERSITY OF OREGON LIBRARY
POLICY AND PROCEDURES MANUAL

Section 4

P.1

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Section 4

P.2

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