Dr. Edwin D. Follick, MS LS MA [Org Mgt] JD DTh DC

MS LS Southern California DTheol University Intercollegiate London

Director of the University Library University Chaplain

edfollick@CALUMS.edu

Karine Parry BA MM

B.A. University of California, San Diego, M.M. Master of Management in Library and Information Science, USC Marshall School of Business

University Librarian

California University of Management and Sciences Library July 2015

karine@CALUMS.edu
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Executive Summary

California University of Management and Sciences (CALUMS) is a private non-profit institution of higher education and learning. It provides library reference and research services to its students, faculty and staff pursuant to the institution’s mission of maintaining quality education and in accordance to its accreditation standards and State regulatory guidelines.

There are three CALUMS branches recognized throughout the United States. The main campus is located in Anaheim, California, and currently has two branch campuses: CALUMS San Diego, and CALUMS Virginia. The libraries in each campus have complete autonomy in terms of their collections and resources which are kept adequate at all times.

This document contains the rules and policies for the main campus library. Library policies and procedures define the borrowing privileges of students, faculty and staff as well as the Library of Congress Classification System used within this library. The collection development policy summarizes the key objectives of main campus’ library holdings, as well as the peer reviewed journals magazines and ebooks provided to students, faculty and staff. The librarian catalog is where the library resources are maintained and stored, managed by the librarian staff on an on-going basis. Tools and resources, circulation responsibilities and general requirements of the positions are defined for students, faculty and staff to understand their role in the effective and efficient functioning of the main campus library process.

Upon the onset of the new quarter, a library orientation is provided. There are also information literacy extension opportunities made available upon faculty and student need and request. Reference to training manuals for positions and key functions of the library are identified in individual sections, as well as in the appendix found in detail within the librarian’s office. A formalized budget is also referenced to, but provided in detail within the librarian’s manual.
A Message from the Director of Libraries

On behalf of the library staff, it is a distinct pleasure to welcome students, alumni, faculty, practitioners, and research scholars to the university library. The hope that all of us here at CALUMS hold is that library patrons and casual users alike will find a quiet, peaceful and useful place in the reading rooms, conference rooms and study carrels for study, reflection, contemplation, and repose in the pursuit of knowledge.

Learning, in all provinces of learning, has expanded at an exponential pace. No library can possibly contain such infinite knowledge. If exposure to the procedure of learning and analysis can individually transpire, then the mission of the university libraries has been accomplished.
Abstract

I. Introduction: CALUMS library is located on the first floor of the academic institution, at 721 North Euclid Street in Anaheim, CA. It is established to provide services and meet student, faculty and staff resource needs.

A. CALUMS: Houses educational materials that support academic programs offered in the areas of Business Administration and Management, Sports, Computer Information Systems, Healthcare, Veterinary Technology, Law and the University’s curriculum for general education. Furthermore, the library offers a variety of other books and reference sources of general interest to associate, undergraduate and graduate students. Currently, a variety of activities are underway at CALUMS’s University Library to expand their digital services. Description of existing digital library services is available under: http://www.CALUMS.edu/.

B. CALUMS Library Mission: It is the purpose of the CALUMS Library to develop and maintain programs to assist in meeting the instructional needs of the school population. The primary function of the library is to facilitate and improve learning by providing educational resources, instruction and services in support of the school curriculum. A secondary function is to provide resources and services relevant to the information needs and to the intellectual, professional, cultural, and personal growth of the school community.

C. The Purpose of This Document: Is to provide the rules and policies for the CALUMS library. The library rules and policies are accomplished by:

1. Providing Educational Resources.
2. Providing Instruction & Training.
3. Answering Questions.
4. Promoting intellectual freedom, open source & user centric objectives.
5. Promoting the founding philosophy of values, versatility and technology.
6. Emphasizing and supporting accreditation by the Council for Independent Colleges and Schools (ACICS).
7. Demonstrating annual membership to the California Library Association.
8. Following these rules and policies, and/or revising where necessary.
II. Library Policies:

A. Borrowing Books:

1. A student must present their CALUMS Student ID card or driver’s license to check out library materials. If they lose their ID card, they are to notify the circulation staff immediately and/or purchase a replacement card.

2. Books may be checked out for two weeks and renewed for an additional two weeks. Students are limited to four books.
   
a. Faculty may check out books for the entire quarter, upon approval by the Librarian. A note is placed in the library catalog identifying the professor’s semester check out option.
   
b. Students may check out 1 book for the entire quarter through the 1-Book-For-1-Book donation program.

3. Patrons are personally responsible for the safety, proper use and return of all library materials charged on their card. The CALUMS Library charges 50 cents per each day late of overdue books. Failure to return the library books will result in an eventual “block” on the students account, preventing them from registering for the next quarter until they have returned their items. If you are “blocked”, you cannot check out additional books, order a transcript, or register for additional courses. You must pay for the replacement cost of the lost or damaged material in order to have the clearance form for graduation signed.

4. Reference books, periodicals, student projects and college magazines, journals and catalogs are for library use only and may not be checked out.

5. Reserve materials are placed at the Reserve Desk by instructors for student use. These materials are usually restricted to the library use for a maximum of three hours, possibly extended during non-busy hours.

B. Reference Assistance: CALUMS library staff welcome questions. The Librarian and Library Assistants are here to assist students using library materials and facilities. For assistance with circulation and overdue books, call (714) 533-3946 x 175. For more detailed questions regarding materials, locating resources, and/or to have a reference interview, call (714) 533-3946 x 118 for an interview with the Librarian.

1. A Library Assistant can assist you with research assignments, answer reference questions and teach you how to use library materials.
2. Librarian can assist you with documenting your sources in APA or MLA style format, as well as assist with research assignments, answer reference questions and teach you how to use library materials.

C. Library Computers: All library computers should be used for research only. E-mail and electronic “chat” are available at the computer lab, and as space is available in the library. Data may be printed or saved to a USB Flash Drive or a CD/DVD.

D. Printing and Photocopies: Computer printing and photocopies are 10 cents per page for black and white. The library staff cannot make change.

E. Copying from Electronic Sources and the Internet: You can copy files (download) from our electronic sources and from the Internet. Bring a virus-free, USB Flash Drive or CD/DVD to the library. We will give you instructions on how to copy electronic files.

F. Word Processing: Word processing software is not available on the library computers. You may use the computers in the Computer Lab on the third floor if you need to type a paper.

G. E-mail Policy: E-mail is permitted on the library computers on a space-available basis only. Students may also use the computers in the Computer Lab on the third floor during the hours of 4pm – 6pm, Monday through Friday, if they need to type a paper.

H. Group Study Room: One group study room is available for groups of two or more who need to confer on group projects. A form to reserve the room is available at the circulation desk.

I. Finding a Book: The CALUMS Library uses the Library of Congress Classification System (LCC) with letters representing subjects and library materials then shelved numerically, to organize its books. Each book has a “call number” on the spine and books are placed on the shelves in order, according to these numbers. Call numbers indicate specific subject areas. The LCC Index appears below the reference while looking for a topic or subject search. The Library of Congress online catalog to verify call numbers is available via this link: http://catalog.loc.gov/. Additionally, MARC tags for each book item can also be identified on this site according to each material.

J. Finding Subject Materials by Classification: Books are arranged in the CALUMS Library by subject with all books in one subject shelved together. Each subject is assigned a one or two letter code. The letters do not necessarily stand for the first letter of the subject that they represent. For instance, Political Science is represented by the letter “J”, Art is classified under the letter “N”, and the letter “Q” represents Science, the subject of which compromise most of the book collections at the university. Other letters continue which represent subjects following the same
principle. This scheme is called the Library of Congress classification system because it was first designed and used by the Library of Congress, based in Washington DC. Students may be familiar with another classification system which is also arranged by subject, the Dewey Decimal Classification System. This system is used in Public Libraries and assigns a number from 001 through the 900 series for each subject. Library of Congress is mostly used by academic libraries, colleges, universities and research institutions.

1. To locate a topic more specific than those listed in the Library of Congress, Subject Headings may be utilized. These consistent word headings can also be used to determine the terms applied by the Library of Congress to define a topic. Many synonyms for a word may be together under one specified “subject”. The second line of the call number tag is the “cutter number”, beginning with the first letter of the Author’s last name. For more information on cutter numbers, please see the appendix.

2. CALUMS library catalog provides information on both the LC call number and the Dewey Decimal classification number, located here: https://app.CALUMS.net/library/.

K. Call Numbers to Assist in Finding Books: Each book is assigned a “call number” derived from the time when materials were called for orally and library staff did not allow patrons in the book “stack” areas. Hence, the call number designates both the subject of the book and the location of the volume on the shelf. This call number usually has three parts.

1. Part 1: One or two letters for the broad subject area, Part 2: Contains numbers and is a further subdivision of the general subject and Part 3: A letter and number code for the author’s name.

2. Examples and an Explanation of the Meaning:

   a. TK = Electrical Engineering
      2851 = Motors, Generators
      .H3 = Harwood [Author]
      This call number is for the book: Harwood’s Control of Electrical Motors

   b. HQ = Family, Marriage
      756 = Fathers, Husbands
.D76 = Dubrin [Author]

This call number is for the book: Dubrin’s The New Husbands and How to Become One.

c. The call number appears on the spine of the book written vertically as above, but can be written horizontally as well, for example: TK 2851.H3. This is the way it appears on the entry on “Einstein”. There is no need to memorize this classification scheme. You only need to write down the complete call number listed in the computer catalog to be able to find the book on the shelf.

L. Shelving by Understanding the Road Map: Books are shelved alphabetically by first letter for the first line of the call number, then by the second letter, if any. In our example, Book 1 comes before Book 2 because the plain “B” comes before “BF”. Book 2 comes before Book 3 because “BF” precedes, alphabetically, “BT”. Second lines are arranged as whole numbers with Book 4 coming before Book 5 because 541 comes before 964. The third line is a decimal so that Book 5 would be shelved before Book 6 because .A42 comes ahead of this Book 6 since .A7 [.A70] is greater than .A42.

<table>
<thead>
<tr>
<th>Book 1</th>
<th>Book 2</th>
<th>Book 3</th>
<th>Book 4</th>
<th>Book 5</th>
<th>Book 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>BF</td>
<td>BT</td>
<td>HV</td>
<td>HV</td>
<td>HV</td>
</tr>
<tr>
<td>792</td>
<td>198</td>
<td>198</td>
<td>541</td>
<td>924</td>
<td>964</td>
</tr>
</tbody>
</table>

M. Special Collections in Different Subject Areas: Additional locators or notations may be added to the beginning of any call number. They change the location of the book in the library. Please note the following examples.

1. REF
   WC
   81
   .A543
   This call number now indicates that this book is shelved in the REFerence Section. The book represented is the American Medical Association’s Family Medical Guide.

2. TCM
   REF
   601
   .M23
This call number now indicates that this book is shelved in the Traditional Chinese Medicine Section. The book represented is Maciocia’s The Foundations of Chinese Medicine.

Locator designations indicate special categories of books that are shelved as separate book collections. Within each collection they are then arranged in the regular call number order. In summary, locators are generally abbreviated words.

N. National Library of Medicine Classification: (extension of LC) The alphabetical letters not used in the Library of Congress Classification were reserved for expansion of the system. The National Library of Medicine is a classification superimposed upon the Library of Congress Classification, but does not supplant it. The letter “R” is still retained for the generic study of medicine in academic liberal arts and research institutions emphasizing basic science, but not having healing arts practitioner curricula. Thus, the letter “W” has now been appropriated by the National Library of Medicine to further expand and more narrowly define this “medicine” healing arts subject area; hence, the emphasis is on the healing arts application of science in professional and related research programs. Also, the letter “Q” in Library of Congress only went from “QA-QR” in the classification for “pure”, “basic”, or “non-clinical” sciences. Conversely, the “QS-QZ” letters now utilized in the National Library of Medicine represent the “clinical” or the healing arts emphasis of science courses. This would apply to South Baylo University prerequisite science course materials in a curriculum leading to the professional doctoral degree resulting in healing arts practitioner status.

Likewise, the letter “W” has now been utilized by the National Library of Medicine which is an integral part of the Library of Congress scheme. This National Library system is an expansion of the science and medicine subjects in addition to the Library of Congress categories. Therefore, the letter “W” now treats the section of the medicine classification in great depth with a stress on the “practice of medicine” along with related healing arts subjects.

In essence, the National Library of Medicine Classification is placed on top of, or above, the Library of Congress Classification representing a more detailed application of medical practice. However, for most of the research material in business, the Library of Congress scheme will be supreme. The same alphabetical and numerical procedure in the location of specific titles and subjects remain the same in both classifications.

O. Library Privacy and Internet Use Policy:
(Note: This document represents an ideal privacy policy adapted from ALA Guidelines for Developing a Library Privacy and Internet Use Policy)

Privacy is important to the exercise of freedom literacy. At CALUMS library, the right to privacy is the right to have free access to investigation without being scrutinized by others.

The Bill of Rights of the U.S. Constitution mentioned the right to privacy. This library’s policies of confidentiality and privacy are in compliance with the federal, state and local laws.

The User Rights are outline according to the five “Fair Information Practice Principles” mentioned under the Bill of Right of the U.S. Law. These five principles are: The rights of Notice, Choice, Access, Security and Enforcement.

   a. Notice & Openness.
   b. We affirm that our library users have the right of “notice”—to be informed about the policies regarding the amount and retention of personally identifiable information and why that information is necessary for the provision of library services.

   The information we may collect and retain about our current users includes:
   c. User Registration Information
   d. Information required to provide library services
   e. Choice & Consent
   f. This policy explains our information practices and the choices you can make about the way the library gathers and uses your personal information. We will not keep your private or personal information without your permission.
   g. Users Access to Computers and Internet: CALUMS library offers access to different information resources over the Internet. While CALUMS tries to offer sites with accurate information, this medium is one that is changing continually. That means the library cannot guarantee that the information obtained from the World Wide Web is going to be accurate. Users are responsible for determining if the information is reliable, suitable and acceptable.
   h. Data Integrity & Security: We remove links between patron records and materials borrowed when items are returned and we
delete records as soon as the original purpose for data collection has been satisfied.

i. Enforcement & Redress: The library will not share data on individuals with third parties unless required by law. If you have any concerns, questions, or complaints about how the library manages the privacy and confidentiality rights, you should write a letter to the Director of the Library. We will respond in a timely manner and may review the policy and procedures.

2. California University of Management and Sciences (CALUMS) Internet Use Policy

a. Intellectual Freedom’s Meaning and Scope: Libraries are a major information source in our society. For some people, the library is the only access point. Libraries are the connection to a world of ideas, information, images, etc. Libraries provide information across the variety of human interests, they have the information available and accessible to anyone who needs them. This action allows the individuals to exercise their First Amendment right to seek and receive all kinds of information from all points of view. This includes materials some people may consider offensive, false or harmful. The Internet is full of millions of web sites with all kinds of information. There are some often called “pornography” sites that parents, or adults, generally do not want children to see. A very small fraction of those sexually explicit materials is actual obscenity or child pornography, which are NOT constitutionally protected. The rest of materials on the Internet are protected by the First Amendment. Obscenity and Child Pornography are illegal. Federal and States statutes, the latter varying slightly, depending on the jurisdiction, proscribe such materials.

i. California State Law- Code 311 California’s laws prohibiting child pornography or the “sexual exploitation of a child” (often viewed as a form of Child Abuse) are typically felonies under Penal Code 311.

ii. Depending on the circumstance, you may be charged with a state or federal crime. If convicted of a child porn offense, the subject will be charged with Page 17 of 49 heavy fines, incarceration, and, perhaps the most devastating penalty of all, Penal Code 290 registration as a sex offender.

b. CALUMS Internet Use Rules:

1. Due to the limited resources available for public access to the Internet, the Library reserves the right to limit the
amount of time and individual user may have access to library equipment.

2. If a user sees a workstation not in use he/she can use it. There will be 2 hours total limit of time. This will allow us to have the resources available for other users.

3. Library Staff members will assist students, as time permits, with basic Internet navigation and with basic computer and printer functions.

4. Users may not attempt to reconfigure systems or software, or in any way interfere with or disrupt the current system or network set-up and services. These exclude the language settings; but please return them to the original state after using the computer.

5. Users may not unplug, remove, or otherwise modify library equipment.

6. All users are expected to be respectful of the rights of others in using the Internet. Each student has the right to a quiet and organized work space. No more than 2 people may use a work station at the same time.

7. If any user abuses or engages in unauthorized use of computers, his or her computer privileges will be cancelled.

8. If any of the students failed to follow these rules they will receive a warning citation from the library and if they persist in their actions they will receive an academic referral to the dean’s office.

9. Computers will be shut down no later than 5 minutes prior to the library closing. Note: This document is applicable to all library departments and library staff and is subject to change anytime. Page 18 of 49.

References:


III. Library Administration: The CALUMS Library staff welcomes questions and are happy to assist.

A. Hours of Operation:
   8:30am – 9:00pm Monday through Friday
   9:00am – 6:00pm Saturday
   Closed Sunday

B. Contact Information:
   Circulation Desk 714-533-3946 x 175
   library@CALUMS.edu
   Librarian Office 714-533-3946 x 118
   karine@calums.edu
   Librarian Cell Number In Case of Emergency: [NUMBER PROTECTED]
   [E-MAIL NAME PROTECTED]

C. Library Director: Dr. Edwin D. Follick
   edfollick@calums.edu

D. CALUMS IT: IT Administrator, x 102 [E-MAIL NAME PROTECTED]

E. Keys:
   1. Front Library Door Key: Locks the library at the end of the night, stored with DJ at front administration desk.
   2. Cabinet 1 & 2: Keys stored at the circulation desk, second drawer. Opens the circulation cabinet and MS-611 student projects cabinet by the AC.

F. Circulation Desk Computers: Used to help locate sources for students.

G. San Diego Campus: [NAME & NUMBER PROTECTED]

H. Library Printer: The library Kyocera printer is available for student usage at a price of $.10 per black and white pages. Students, faculty and staff are assigned a login code. This area of the library is currently in development.

I. Library Documents on Desktop: Located on the Librarian staff computer in the office and at the circulation desk. Drop box is used to share items between computers and the Library Assistant desktop. The folder’s for “Librarian” and/or “Karine” are
separate and designated as such on both the Librarian computer and circulation desk computer.

J. Computer Lab: Located on the 3rd Floor. Beginning summer of 2015, we are opening the computer lab from 4pm – 6pm, staffed by Library Assistants also termed computer lab assistants, to monitor the room and its usage for students. You can notify students that they may use the computers in this lab during these hours.

1. No food or drinks, unless it is a water bottle.
2. Push chairs in at the end of the shift.
4. Maintain the sign-in sheet for computer lab visitors.
5. Make sure all computers are turned off at the end of your shift.
6. Make sure the computer lab door is locked when your shift ends.
7. Computer lab approved open hours, staffed by the library/computer lab assistants, is from 4pm – 6pm only. [Any other hours must be approved by IT or another department]
8. No software/program downloads that are virus prone, or that bring unwanted spyware.

K. Book Drop: CALUMS library, as of summer quarter 2015, has a book drop for their students to place their returned items in for their convenience. Should they prefer to
return books in the book drop, rather than returning them at the front desk, they may drop the books in the slot outside in the parking lot. The Librarian or Library Assistants will then remove the items at least once weekly.

1. Purpose: To help students better meet their deadlines and to accommodate their requests. It is for students to place their items if they need to return them.

2. Rules:
   a. Once the book is placed inside the book drop, the student is no longer held responsible. We will check the book drop at least weekly, and check in items.
   
   b. Librarian has the key to the drop, so she will be in charge of removing the items.
   
   c. The book needs to be inside the drop. If it is not there, but the student claims that they returned it in the drop, the student is still held responsible for the item.

3. Safety and Security: Please reassure the students that:
   a. It is not likely for anyone other than the Librarian to access the cart inside the drop without a key.
   
   b. Vandalism is not highly likely because our university is surrounded by a gate.
   
   c. The book is already associated with their name as checked out in the system, so they also do not need to worry about how we will connect the book with their name.
   
   d. The book drop is strong enough to withstand rain and most weather changes, as it is nailed into the ground.

4. Notification Procedures: Notify students that the book drop is now available, should they no longer wish to wait in line to return their books. It is there for optional purposes.

L. Library Computers Administrator Access: [PASSWORD PROTECTED].
IV. Collections: The CALUMS Library houses more than 3,000 volumes and subscribes to over 25 professional journals, periodicals and newspapers. Students have access to the library’s 9 Internet Stations, as well as to all of the library’s resources during regular library hours.

A. Publishing:

1. Cengage Learning Publishing Company for Instructor’s Resources:
   General Phone Number: 800-354-9706
   Thomas Harding [NUMBER PROTECTED]

2. Amazon: The relationship with Amazon is that of being in possession of a credit card and directly ordering books from the internet. CALUMS Anaheim often purchases used books through Amazon to supply for their collections. The choice publisher is Amazon, but may be revised to Baker and Taylor in the future.

   Login: [PASSWORD PROTECTED]
   Password: [PASSWORD PROTECTED]

3. Friends of the Aliso Viejo Public Library Bookstore: On occasion, the CALUMS Anaheim Library obtains some of its items for its collections by purchasing used books from the AV Public Library’s Friends bookstore.

4. Textbooks: Are often requested directly from the publisher that published the textbook.

5. Journals & Magazines: Ordered directly through the subscribers. Periodically, also ordered through the Duplicates Exchange Union with the American Library Association.

B. INFOTRAC Journal Database Access Password:
   Local access (on campus): [PASSWORD PROTECTED]
   Remote access: [PASSWORD PROTECTED]

C. Wi-Fi Password: [PASSWORD PROTECTED]

D. Book Recommendation Forms: [Template]

Recommendations from the university constituency are welcome and most appreciated in bringing the school’s library to a standard of excellence and research usefulness. Possible library titles are submitted to the Librarian who then forwards recommendations for administrative and faculty consideration. Library materials then are acquired upon review of such titles subjects in the book collection and within the financial constraints of the budget process.
E. Cataloging [Barcoding]: Library of Congress Classification System is used to catalog our books and media, because we are an academic library. [See ERMS manual for more information]

1. Catalog Login
2. Manage – Generate Barcodes
3. Add barcode number [6 digits] to create a list.
4. Side labels and barcodes can be generated.


F. Faculty [Desk] Copies: Faculty periodically request desk copies of textbooks be sent to their attention. They are permitted 1 “free” faculty textbook from most publishers. Some publishers require additional supporting information, including the professor’s current teaching status and course offerings. The faculty copies are identified as faculty around the binding of the book.
G. Tagging Journals and Magazines:

1. Login to ERMS @ https://app.CALUMS.net/library/login.php.
2. Go to: Manage – Journals & Magazines.
3. Search by name of magazine.
   
   Example: Sunset

4. Click on relevant magazine and find:
   
   ISSN: 0039-5404
   
   Volume: 46 Number: (2)
   
   Date: 2005-12-01

5. Type this above information into template [Template in dropbox]:

   0039-5404
   46 (2)
   2005-12-01

6. Print with barcode paper.
   
   Be careful. If the printer starts to get hot and show black line marks, use regular paper or wait for it to cool off. You can always default to regular paper and just cut out the template numbers. Make sure not to waste too much paper.

Comments:

1) You may find that some magazines/journals do not have an ISSN. You should be able to do a google search with the name of the magazine and find the ISSN.

   a. For Example: Searching “Sunset Magazine ISSN Number” in google shows you that the number is 0039-5404.
   
   https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8&q=Sunset+Magazine+ISSN+number

   b. If you get to a magazine in the system with a blank ISSN, you are welcome to add it once you know it.

2) Sometimes the magazines may not have volume or numbers. In these cases, you will put “0 (0)” in place of where there should be volume or numbers.

3) The dates should reflect the date on the front of the magazine cover.
H. EBSCO & OCLC: We use this software service to provide our ebooks. You can access our resources @:

UserID: [PASSWORD PROTECTED]
Password: [PASSWORD PROTECTED]

OCLC provided us with the MARC records for our catalog, while EBSCO generated them. The OCLC symbol for our school is: [PASSWORD PROTECTED]

Authorization Number: [NUMBER PROTECTED]

In order to view the MARC records for our ebooks, you can access the books through MARCeditor provided on the computer in the Librarian office.

To retrieve the Librarian only administrative access for EBSCO:

User name: [PASSWORD PROTECTED]
Password: [PASSWORD PROTECTED]

I. When to Collect A Student ID Card:

1. Student wants to check out ping pong balls & rackets. Time is unlimited, but reserved inside CALUMS.
2. Student wants to check out MS-611 or MS-601 student projects. Time is unlimited, but reserved for inside the library only.
3. Student wants to check out reserve books. Time is 3 hours, and can be extended during non-busy hours. Have them also fill out the reserve sheet inside the circulation desk cabinet.
4. Student wants to check out phone chargers or the CD player. Time is unlimited, but reserved for inside the library only.

J. Collection Development Policy:

Forward
Our collection contains a wealth of information that meets the needs of faculty, staff and students. It is the reflection of the campus’s founding philosophy, focused on value, versatility and technology. The resources reflect a diverse ethnic and cultural campus, influenced by a digital generation. The materials that circulate are connected to the courses taught on campus, and the faculty that teach the courses. The library also follows the rules established by the American Library Association.

History
The history of the CALUMS Anaheim University Library dates back to when the campus was established. It was first housed in a small room. As the needs of the campus expanded, the library moved downstairs, offering a group study room for students to collaborate on projects.
The furniture was built as a mahogany wood, with strong shelves to hold the libraries growing collection numbers. Planter boxes with perennial plants were added. Glass windows represent sustainable design, and allow the librarian to communicate with students and faculty through transparent walls.

The librarians who have developed this library have been many and varied. Their backgrounds have been as diverse as the campus’s overall student body. The culture of the library environment adapts to the changes of a dynamic generation.

Introduction
Our acquisitions are sourced not only through traditional textbook purchases made directly from the publishers and bookstores, but also by donations received from students, faculty and staff and the Friends of the local Public Library’s bookstore. We extend our gratitude to our donors for their generosity.

We currently utilize EBSCOhost for our eBook resources, Gale/Cengage to provide access to our scholarly journal and peer reviewed articles to students. Many popular open source databases and the Directory of Open Access Journals meet the needs of faculty, staff and students. The policy assigns a higher priority certain title specifications as they relate to our schools educational objectives.

Mission
To provide information resources in both print and digital format to students, faculty and staff of CALUMS with an emphasis on patron preferences. The materials are for research and instructional purposes, and include both current popular works and scholarly content.

Purpose
To provide a general guideline for how the library obtains, organizes, and deaccessions its collection for educational value, within its budgetary and space limitations. It directly relates to the library and school’s Mission and needs of the patrons, while also defining the scope and standards of the various collections. The policy also provides a guideline for how it can reassess and adapt to changes in the industry, and to meet the differing needs of the CALUMS community at large.

The Community
The CALUMS Anaheim community consists of primarily educated graduate students and undergraduate students from various countries throughout the world, as well as academic faculty and professional staff. The university is in the state’s second most populated county. The estimated cost of attendance at the university is provided below. $1,080 is allocated for books and supplies, as per the library’s role in the educational process.

<table>
<thead>
<tr>
<th>Estimate Cost of Attendance at CALUMS per Academic Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allowance</td>
</tr>
<tr>
<td>------------</td>
</tr>
</tbody>
</table>

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition and Registration Fees</td>
<td>$8,130</td>
<td>$6,450</td>
</tr>
<tr>
<td>Books and Supplies</td>
<td>$1,080</td>
<td>$1,080</td>
</tr>
<tr>
<td>Room and Board</td>
<td>$10,800</td>
<td>$10,800</td>
</tr>
<tr>
<td>Transportation</td>
<td>$900</td>
<td>$900</td>
</tr>
<tr>
<td>Personal/ Miscellaneous</td>
<td>$2,295</td>
<td>$2,295</td>
</tr>
<tr>
<td><strong>Total Estimated Cost</strong></td>
<td>$23,205</td>
<td>$21,525</td>
</tr>
</tbody>
</table>

**Philosophy of Selection**
Developed following the principles and guidelines of the American Library Association’s Freedom to Read Statement and Library Bill of Rights, CAUMS library’s philosophy is to "to preserve and encourage the free expression of ideas essential to an informed citizenry." The library upholds the right of the individual to secure information, even though the content may be controversial, unorthodox, or unacceptable to others. Materials available in the library present a diversity of viewpoints, enabling students, faculty and staff to make the informed choices necessary in a democracy.

**Collection**
The library uses an electronic resource management (ERMS) system to catalog its resources. There are roughly 3,500 print titles and 5,000 digital eBook titles.

**Responsibility for Selection**
The Librarian is responsible for selection in concert with the Library Director.

Additional input and book recommendations and feedback will be considered on an on-going basis from faculty, staff and students, to meet the library’s patron-driven objectives. While the Librarian makes the final decision on purchases, donations and weeding of titles, the entire university is encouraged to consistently provide recommendations.

**Suggestions for Purchase**
The library provides a Book Recommendation Form for students, faculty and staff to select items for the collection. Supplemental materials for courses are often purchased. Recommendations for materials are considered, reviewed and purchased upon approval from the Academic and Administrative Departments. The library is patron-centric and makes purchases based on the needs of the faculty, staff and students.

**Gifts & Donations**
The library encourages donations from its students. It offers the 1-Book-For-1-Book Donation program. Students donate 1 book in exchange for the privilege of checking out another book for the entire quarter. Students, faculty and staff are all also encouraged to donate materials
for the library and may receive a tax donation form for their records. The collection also includes Publisher’s gift copies for faculty editions of textbooks for classes. Once received, the library reserves the right to place the item where they view appropriate for the collections and as it relates to the subject area of the university. Some donated items may also be weeded from the collections as deemed necessary.

1. The library makes the final decision on the usage of the donated item.

2. Donors are provided an optional contribution form, but a monetary value for the item is not included. Donors should not expect to receive any compensation for their donation, as it is given to the library as a gift.

3. Donations must be in an acceptable condition as determined by the library, and meet the specifications of the library and its patrons.

Examples of acceptable donations:

- Media: DVDs, Instructional Videos, CDs, Audio Books
- Classics
- Biographies
- Reference
- Textbooks

In many cases, textbook donations within a 5 year or younger range are acceptable. The exception is where the subject matter does not change much over the years, allowing for a textbook on Biology or Calculus to be older than 5 years. For the general collection, preferable donations are within a 10 year or younger range. There are exceptions.

Interlibrary Loan

CALUMS has an interlibrary loan arrangement with South Baylo University. On occasion, South Baylo may donate titles to CALUMS for incorporation into their collection.

The library also refers students to local public libraries, where they may obtain library cards upon presenting proof of residence.

The Collection

1. Textbooks: Titles that are requested by faculty, staff and students for the collection are periodically ordered. The library maintains 1 reserve copy of course textbooks. The faculty are provided 1 instructor copy. The library refers students to purchase textbooks directly through the publishers, or through bookstores.
2. Social Sciences [H – HX]: *Primary Texts. The university comprehensively collects titles in this range to meet the needs of its Business Management academic programs. Many titles are available in the areas of Statistics, Economics, Transportation, Commerce, Finance, Labor, Retail and Banking.

Examples:


![Statistics for Business and Economics](image)


![MM](image)


![Consumer Behavior](image)


![Operations Management](image)

3. Science [Q-QR]: * Primary Texts. The university provides many titles in this range to meet the needs of its Computer Science majors. Specifically, there are many titles in the range of QA71 – QA76 with a focus on calculating machines, Electronic Computers, Computer Science and Computer Software.

4. Biographies: Provided as research and reference materials for individuals who have impacted the business, information technology and historical foundations for their subject areas.
5. Public Access Computing: Students can avail of terminals that provide Internet access for browsing EBSCOhost eBooks, Google Scholar and various websites for their research and resources. A vast array of information is available through the digital medium. Electronic information, services, and networks provided directly or indirectly by the library are made readily, equally, and equitably accessible to students, faculty and staff.

6. Literacy: CALUMS library provides information literacy training to empower students as they strive for academic success. It is critical that students feel confident finding the resources they need on their own. Resources are also provided to students on how to effectively cite their resources in APA, MLA and other various approved formats.

7. Journals/Magazines: CALUMS library provides about 150 journals and magazines to the students, faculty and staff for both their personal and academic reading interests.

Examples of Print Journals & Magazines Include:

- Forbes
- Harvard Business Review
- Health Economics
- MIT Sloan
- PM Network
- Project Management Journal
- The Economist
- Times

8. Reference: CALUMS library provides about 300 reference titles available only in the library for students, faculty and staff to use. These titles include dictionaries and encyclopedias.

9. Foreign Language Texts: To meet the needs of a diverse student body, the CALUMS library provides titles in English, Korean, Chinese and various other languages for its students.

10. Periodicals: CALUMS library provides newspapers for its students, faculty and staff. These papers come in quarterly or annual subscriptions.

Examples of Periodicals Include:

- Korea Daily
- Wall Street Journal
- The Chronicle
- LA Times (Sunday)
11. Databases: CALUMS library provides access to several research databases.

Examples of Databases Include:

- Data Planet
- HaithiTrust Digital Library
- Hoovers
- INFOTRAC which contains 250 scholarly peer reviewed journals.
- JSTOR
- ProQuest
- PubMed
- Questia

Collection Development Scale

The following definitions of collection intensity have been developed to provide guidelines for acquisition and evaluation of subject areas within the collection. They are used in analyzing the collection by Library of Congress and National Library of Medicine Classification systems. The subject strengths and collection emphasis is demonstrated in the sections that have the most current, up-to-date, and relevant titles for student, faculty and staff requirements.

- **Popular/Basic Collection:** Acquire best-sellers and popular materials based on demand or anticipated demand. Select basic works which serve to introduce and define a subject. Develop a highly selective collection that is weeded continuously based on use.
- **Working Collection:** Acquire popular, current materials and significant works/classics. Maintain a retrospective collection to reflect standard titles. Develop a minimum depth, broad scope collection. Weed based on significance of title and changing use.
- **Resource Collection:** Acquire popular and significant works; plus purchase extensively for coverage of the "best and most important" resources in a subject area. Develop a collection that provides broad, current, in-depth, and retrospective coverage. Weed based on significance of title, usage, and maintaining existing collection strengths.
- **Research Collection:** Acquire all available current and retrospective works for comprehensive coverage of a field. Retain all titles and holdings with an emphasis on preservation. Virtually no weeding should occur.

Collection Maintenance

Discarding Library Materials
Library materials are weeded when they fail to meet a number of specifications and are no longer relevant to the library. Titles are currently donated to the VVA, a doorstep pick-up service, which provides materials for American Veterans and their families.

Criteria for Weeding:
- Obsolescence: subject matter that is no longer timely, accurate or relevant.
- Items that are damaged or in poor condition.
- Space Limitations.
- Items that are not used often.

Criteria for Selection:
- Local Interest
- Reputation of author
- Number of requests
- Citation by scholars & academic experts.
- Significance as identified in standard biographies.
- Quality of content.
- Uniqueness of information for research.
- Peer reviewed material.

Revision of Policy
This policy will be periodically reviewed and updated.

Reference:

K. Fines Collection Process for Overdue Books: The library charges $.50 per day late with overdue book titles. A book drop is provided for students, faculty and staff in the parking lot for convenience, so that students may drop their books inside to avoid late fees. The Librarian can determine on a case-by-case basis whether the fine can be reduced.

**Fines Policy:** [See Circulation Desk]

**Collection Cash Fines:**
1. Patrons may pay for their fines in cash or credit card.
2. Credit card payments are handled only by the Librarian.
3. The fee for day late is $.50.
4. Change is not provided from the cash box for the printer, unless it is a smaller amount and no larger than a $5 bill. This is still a last choice option, as it is preferred that they go to a bank for change.

**Cash Box:**

1. At the beginning of the day, there should be $20 in the cash box. The Librarian or Library Assistant will count the cash in the box at the beginning of the day and fill out the tally sheet for confirming the amount in the box as part of their opening duty.

**Total: $20**

2 - $5 bills
9 - $1 dollar bills
20 – Quarters
8 – Dimes
4 - Nickels

2. At the end of the day, the Librarian or Library Assistant will count $20 back into the cash box, add up the tally sheet and remove the remainder to place in the locked cabinet.

**Spare Change Box:**

1. There will be a separate money bag with $20 in it, spare $5, $1 and change on occasion, should you run out of change in the main cash box and need to replace larger bills, or retrieve smaller bills, etc. **You need to make sure though that there is always $20 in the Cash Box and $20 in the Spare Change Box.** There will be labels on both of these items.

2. Receipts will be made available for students/faculty should they request a receipt of their transaction.

**Notes:**

1. You may work with the patrons if they are still getting up to speed on the fines system.

   a. Example: If a student comes in and claims they live far away from campus, and only come to campus on days when they have class, you may waive the 8 day fee charge and only charge them $.50 or $1.00 based on their circumstance. Please use good judgement with this option.
b. Example: If the student/faculty was unaware of the fines collection process, please inform them of the process and let them know that they can expect to start getting charged upon their next visit to the library.

2. You may not sign off on the library release form unless the patron has returned all library books.

3. Faculty are generally not released with their final paychecks until their library books have been returned.

L. Checking Out Books:

1. CALUMS library books may be checked out for a total of 6 weeks. The first check out is the initial, with 2 permitted renewals. This keeps it fair for other students who also want the book. After the 6th week, the librarian needs to approve a final 2 weeks. Under most circumstances, it should be assumed that after the 6th week, the book is due back. At this point, the only option left to offer is the 1-Book-For-1-Book Donation program, where the student can donate 1 book to check out another book for the entire quarter.

2. CALUMS library books are permitted to be checked out when the student does not already owe outstanding overdue library books. If the student still owes other library books, please instruct them to return those titles prior to checking out any others.

3. CALUMS students are permitted a max of 4 titles to check out at one time. They cannot check out a 5th title until 1 of the others is returned.
V. Duties & Responsibilities:

A. Librarian: The Librarian is responsible for the overall administration of the CALUMS library and its resources pursuant to the mission and educational objectives of the school.

- Plan and implement library policies and regulations of the school.
- Supervise the Library Assistants and staff.
- Responsible for the overall quality of library facility and its resources.
- Develops and maintains the library collections, including online library databases, to serve the continuing needs of students, faculty and staff.
- Reviews and approves faculty recommendations on library acquisitions.
- Attends and participates in working committees, including the Academic and Faculty, related to the provision and maintenance of library resources, while recording minutes.
- Oversees the conduct of library orientation for new students every quarter.
- Prepares a monthly report to show the statistics of the library including attendance or use of Library holdings.
- Collaborates with the academic committee and/or the research center on new or proposed programs involving new library resource acquisitions.
- Works with publishers to send library materials.
- Prepares monthly reports to show the statistics of the library, including attendance or use of Library holdings.
- Attends faculty & management meetings and records minutes.
- Orders library equipment and supplies.
- Conducts research for the library.

Librarian Daily Duties:
1. Open the library at 8:30am.
2. Check that everything is in order and turn on the AC.
3. Turn on the library computers.
4. Turn on the library printers.
5. Check the study room to make sure it is in order and turn on lights.
6. Make sure the new sign-up sheet is up for students.
7. Access the CALUMS Anaheim library catalog and update circulation data.
8. Count the cash in the cash box [$20] for day and review receipts/past days transactions.
10. Send library book due date reminders [1-3 days before due].
11. Water plants & Clean if necessary.
12. Bring in newspapers where available.
13. Check phone for new messages.
14. Check e-mail messages and respond.
15. Complete Library Projects.

B. Library Assistants Part 1: Help the library by providing valuable service and filling shifts in the evenings and weekends, when the Librarian is unavailable. They are hired as part-time workers, not to exceed 20 hours a week, as they are active students affiliated with CALUMS University in Anaheim, CA. A sample of their qualifications that the library looks for when hiring new LA’s is provided below. Additionally, the Library Assistant rules and procedures training manual is provided in the appendix.

[Template]

CALUMS is looking for students with excellent customer service skills and a passion for library science for Summer Quarter 2015. Candidates will provide support to students, faculty, and staff by performing circulation, reference, and technical assistance throughout Summer Quarter 2015. Application available until [INSERT DATE].

CIRCULATION ASSISTANCE DUTIES:

- Check library materials in and out of the library using the CALUMS library database system.
- Maintain records of overdue, lost books, and fines.
- Monitor students’ use of library.
- Maintain patron records.
- Assist with management over the library collection.
- Assist in maintaining the appearance of the library.
- Perform typing/keyboarding duties as needed.

REFERENCE ASSISTANCE DUTIES:

- Assist students and teachers in the location of library resources.
- Assist with the orientation and training over the use of the library resources and equipment.

TECHNICAL ASSISTANCE DUTIES:

- Assist with the cataloging of the library resources.
- Maintain equipment and records of usage over them.
- Prepare equipment availability for opening and closing of the library.
DESIRED SKILLS: Customer service skills; strong work ethic; and literacy skills, including knowledge of Library of Congress Classification System and Microsoft Office applications (i.e. Word, Excel, PowerPoint)

REQUIREMENTS: Successfully completed two quarters in CALUMS degree program; maintained 3.0 GPA for master level students and 2.5 GPA for undergraduate level students; demonstrated English proficiency; is not on leave of absence; is not on annual vacation; has not engaged in CPT internship.

EMPLOYMENT: Placement in this position is at will and may be terminated at any time, without notice.

*Student workers are limited to working 20 hours a week. Student workers may work two shifts a day, but may not work over 4 hours straight each day. Please note your availability and preferences on your application.

C. Application and Hiring System: Prospective Library Assistants and computer lab assistants should apply through the online link provided through the student services announcement that goes out to all students quarterly, unless otherwise notified.

D. Library Assistants Part 2: Library Assistants are trained to follow the procedures of the CALUMS library and institution.
   1. Provided an outline checklist of training topics to cover, that both they and the Librarian sign upon completion.
   2. Questions are answered regarding the position for clarification purposes.
   3. Required to punch in and punch out for their assigned shifts.
   4. Sample Offer, Denial, Change & Extension Letters are provided in the appendix.
   5. Procedures & Valid Reasons for Requesting Time Off:
      a. Sickness [Please bring a doctors note]
      b. Emergency
      c. Family Member In Need of Care
      d. Jury Duty
      e. Injury
      f. Observance of Religious Holiday
      g. Wedding or Family Reunion
      h. Other [If you do not wish to provide a reason, you are not required to. However, know that failure to provide a valid reason leaves the request open to be denied]
Procedures for Requesting Days Off:

1. Ask other Library Assistants if they can fill in your shift before asking the Librarian.

2. Verify that a Library Assistant offering to fill your shift is able to:
   - Doing so does not cause them to work a double shift.
   - Doing so does not exceed their maximum allowable 20 hours per week.
   - Doing so does not jeopardize their Library Assistant responsibilities.
   - Doing so does not cause undue burden on the other assistant.

Please do not confirm that someone can pick up your shift, prior to asking the person first. The fill-in needs to be communicated with and made aware of the request prior to having any approval process commence. If the assistant says no to filling the shift, then move on to asking someone else.

   If you have a concern with filling your shift, then please notify the Librarian and she will determine a solution.

   If you cannot find someone to fill your shift, you are still responsible for it.

   If you want to give up a shift completely, please notify the Librarian at least a day in advance so that she can make other arrangements. A documented record of requests off and released shifts will be maintained in your record.

Performance Reviews: Librarian will provide mid-term and final performance reviews for all Library Assistants so that they are aware of their progress, performance and how they may be evaluated for the next quarter’s positions. Library Assistants are encouraged to re-apply two weeks before the quarters end for the next quarter’s Library Assistant and computer lab assistant positions, as needed. All current Library Assistants need to re-apply and none of them are guaranteed an extension into the next quarter.

Opening & Closing Duties: Library Assistants are required to follow opening and closing duties of their shifts. Login sheets are maintained in a black binder at the circulation cabinet for attendance records and administrative purposes.

   Library Assistant Closing Duties:
   1. Make sure lights are turned off in study.
   2. Turn off library computers.
   3. Turn off library printers.
4. Print out sign-in sheet for next day & put old one in black binder in circulation cabinet.
5. Count cash and tally total for day.
6. Make sure everything is tidy.
7. Close the library and lock it.

E. Library Supplies: Periodically, the library needs to be able to order supplies to refill their stock of necessary items. Supplies are included in the annual budget. The template for the supply recommendation form is included in the appendix. Sample vendors the library uses frequently, include:
   1. Demco – security stickers and labels.
   2. Staples – for office supplies.

F. Safety & Security: Campus safety and security is maintained by Howard. Cases of disturbances and incidents can also be reported to DJ, the Office Manager. The library maintains incident reports on a case-by-case basis.
   1. CALUMS has a zero tolerance policy on academic dishonesty.
   2. Behavior that is threatening to other students and/or faculty will be grounds to immediately call the proper authorities.
   3. CALUMS has a zero tolerance policy on sexual harassment.
   4. There is no overnight parking in the school parking lot.
   5. Leave the campus immediately after classes or school related activities.
   6. Report non-students, non-faculty and non-staff to campus security.
   7. The school library is for CALUMS students only. Please show student ID card when entering.
   8. Have student ID card at all times on campus for safety reasons.
   9. Keep noise to a minimum.
   10. Mute all electronic devices (including cell phones, beepers, etc.).
   11. Converse quietly.
   12. No food or drinks in the library. Water bottles are okay, as long as they do not damage the furniture or spill.
   13. No tobacco.
   14. Payment or replacement for damaged items will be enforced.
15. No weapons.
16. No verbal abuse of the staff.
17. Children under the age of 13 must be accompanied by an adult.
18. Make calls and answer phones outside the library.
19. Avoid leaving items unattended in the library to prevent theft.
20. Only service animals are permitted in the library.
VI. Tools and Resources:

A. ConnectSIMS Library Catalog: Discovery software platform that is affordable cloud-based software, built with small colleges in mind. To review more information about this service, please visit this website: http://www.connectsims.com/site/. We selected this option for our library catalog because it is accessible anywhere, affordable, there is one login for students, faculty and staff and there is a lot of security. The system is being connected with the library catalog and our online resources, including EBSCO and INFOTRAC.

B. Library Sign-In Log: Every day that CALUMS is open, we require students to sign in to our library sign-in log.

C. Reserve Cabinet Sign-In Log: When students want to check out a reserve book title currently located and held in our circulation desk front cabinet, they are permitted a maximum of 3 hours. They fill out the reserve form and provide the library with their student ID card in exchange for the book. Their student ID card is returned to them when the book is returned. See appendix for reserve sign-in log template.

D. MS-611 and MS-601 Project Cabinet: Before graduating from CALUMS with a graduate degree, student must do one of 3 options: 1) Complete an MS 611 Project w/or without an internship, upon receiving approval from the Enrollment Director, 2) Complete the MS621 Comprehensive Exam, or 3) Complete an MS – 601 thesis.

1. MS-611: [Professional] If they select the MS-611 project option, then the library provides copies of the student’s documents upon completion for other students to view. This folder, with a table of contents for each of the MS-611 projects, is provided at the circulation desk for students to view. The actual copies of the projects are provided in the back cabinet for student, faculty and staff viewing purposes. Students are permitted to review these completed student projects inside the library, but may not remove the documents from the library. The time limit to view the document in the library is unlimited. Their student ID card is maintained at the front circulation desk until the project is returned. Instructions on how to complete the MS-611 projects are also provided at the front desk for students to view. They need to receive approval before deciding which option to select.

2. MS-601: [Academic] If they select the MS-601 thesis option, then the library provides the list of these completed projects in this binder.

E. MS-621 Comprehensive Exam: The policies regarding the exam are maintained in the library files. The exams themselves will be taken care of by the Academic Dean.
An updated list of textbooks used on the comprehensive exams will be provided by the Assistant Academic Dean each quarter.

1. On occasion and per request by the Academic Dean, the Library Assistants and/or Librarian will monitor the comprehensive exams. Instruction will be given by the Academic Dean. The requests for exam documents are stored in the library files.

2. On occasion and per request by the faculty, the library will monitor course exams for classes. Instructions will be provided by professors.

F. Switching Shifts Form for Library Assistants: The Librarian maintains a document the Library Assistants must sign and have approved by the Librarian, prior to switching and/or changing shifts. The Library Assistant giving up their shift must sign to give it up, while the assistant filling in for them must sign to confirm they will do so. Finally, the Librarian signs the form to complete the process. The template for this document is determined by the Librarian and updated periodically. See appendix for sample template.

G. Clearance Forms for Students: Students are required to have the Librarian, registrar and finance officer sign the clearance forms that release them for graduation at the end of the quarter. A sample document of what this form looks like is included in the appendix. The Librarian is required to review the ERMS + manage + patrons tab to determine whether or not the student has any books remaining as checked out.

1. Accessing the Library Patron Record: Login into the ERMS here: https://app.CALUMS.net/library/, click on Manage, click on Patrons, Locate the Student ID presented [G143016], and review their books checked-out status. If the student does not have any checked out books, then you can sign the form. If they do, then proceed to step 2.
2. Checked-Out Books: Please inform the student that they need to locate the missing title and return it to the library. If they do not have access to the item anymore, please direct them to a bookstore website where they may purchase a replacement copy used or new. The replacement can be used, but needs to be in quality condition, usable for other students ie. no excessive damage, or excessively torn pages.

H. 1-Book-For-1-Book Donation Program: [Template]
   1. The book must be maintained in good quality throughout the quarter, or fines will be issued for excessive damage.
   2. The Librarian will evaluate the quality of the book at the conclusion of the quarter.
   3. I am allowed to donate more than 1 book at a time, however, this program is only good for 1 book the entire quarter.
   4. I am only permitted to sign for this program once a quarter.
   5. I may have a receipt of donation if requested.
   6. I may donate my book at one time during the quarter and return at a later date to pick up the title that I want to check out for the entire quarter.
7. The length of book check out is determined by the schools quarter system, not the date that I donated the item.

8. This program is good at any time during the quarter, not to extend into the break.

9. I have until the last day of the indicated quarter to return the book on [specified date].

10. I have a right to have my questions answered regarding this program.

11. This program is offered voluntary without obligation and that it can be removed upon determination of ill use and/or other identified malpractices.

Signature of donator:

Conditions:

- **Graduate level quality** – No excessively torn pages.
- **Readable** – No excessive highlight marks or seriously damaged pages.
- **Clean** – No dirty or unsanitary pages, to avoid health risks.

I. Library Holds Sign-Up Sheet: CALUMS library maintains a library holds sheet for students who request books, but are unable to pick them up until a later date. The library will hold the item for 1 week, and then return it to the shelves for other students, faculty and staff usage. See appendix for sample form.

J. Library Study Sign-Up Sheet: CALUMS library maintains a library study reservation sheet for students, faculty and staff who would like to request the study be reserved for them. The max time allowed for the study reservation is 1 hour and ½ for student study groups, and unlimited for staff reservations.

K. Student Portal Staff Access: To access and review the information provided on the student portal, use this login information:
   - ID: [PASSWORD PROTECTED]
   - PW: [PASSWORD PROTECTED]
   - PIN: [PASSWORD PROTECTED]

The library tab, part of the ConnectSIMS solution for the school, is being updated to reflect the library resources available to students, faculty and staff.
L. Course Exams Proctored and Monitored: If an instructor needs a student supervised for an exam, it would be great if the library could proctor the exams. However, there must be close supervision.
VII. Circulation:

A. E-mailing Students with Overdue Books: The below e-mail is a sample template of the e-mail sent to students who have overdue books. This e-mail is sent by the Librarian generally once every week that the student’s item is overdue.

1. Sample Overdue E-mail:
   Dear Mr. Yoon:

   Our records indicate that you have an overdue library book. The fee per day late is $.50.

   Below is the information we have for your item:

   Title: Introduction to Business Law
   Author: Beatty, Jeffery F., Samuelson, Susan S. and Bredeson, Dean A.
   Barcode: 650135
   Due: 2015-07-25

   Please return the title. If you believe there is an error, notify us as soon as possible.

2. Sample Due Date Reminder: Occasionally, as an optional courtesy where the Librarian has time available, a library book due date reminder e-mail may be sent to students between 1-3 days prior to the book being due. Sample e-mail is provided below.

   Dear Mr. AL MAJALI:

   Our records indicate that you have a library book due on June 24, 2015. The fee per day late is $.50.

   Below is the information we have for your item:

   Title: OM
   Author: Collier, David A. and James R. Evans
   Barcode: 632135
   Due: 2015-06-24

   Please return the title. If you believe there is an error, notify us as soon as possible.

B. Adding New Students to the Catalog: When new students arrive and are inputted into the student portal, their information can be updated in the library catalog. You
can access their student information on the student portal, or by contacting the IT desk. A sample of the staff portal information page is provided below.

1. Retrieve the student information in-person, or through the portal.
2. Visit the ERMS catalog here: https://app.CALUMS.net/library/.
3. Go to Manage + Patrons + Add New Patron
4. Add as much new patron information as possible, but most importantly their student ID number and e-mail.
<table>
<thead>
<tr>
<th>#</th>
<th>Patron ID</th>
<th>Group</th>
<th>Full Name</th>
<th>ID</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>000001</td>
<td>STUDENT</td>
<td>SIMON PAUL STUDENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>000002</td>
<td>FACULTY</td>
<td>SHARON BROWN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>000003</td>
<td>FACULTY</td>
<td>DR. MOHAMMED SATTARI</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>000004</td>
<td>FACULTY</td>
<td>PRESTON WILLIAMS</td>
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<td></td>
</tr>
<tr>
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<td>000005</td>
<td>FACULTY</td>
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<td></td>
<td></td>
</tr>
<tr>
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<td>DAVID SONG</td>
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<td></td>
</tr>
<tr>
<td>7</td>
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<td>RACHEL SANCHEZ</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>000008</td>
<td>STUDENT</td>
<td>AMY HAN BOE SUN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
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<td>FACULTY</td>
<td>CLAY DANILOP</td>
<td></td>
<td></td>
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<tr>
<td>10</td>
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<td>FACULTY</td>
<td>S.Y. KIM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>0000020</td>
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<td>LEE REN</td>
<td></td>
<td></td>
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<tr>
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<td>PROF. REBECCA SHAPIER</td>
<td></td>
<td></td>
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<td>DR. W. WAIN</td>
<td></td>
<td></td>
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<tr>
<td>17</td>
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<td>FACULTY</td>
<td>JAMES KIB</td>
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<tr>
<td>18</td>
<td>0000027</td>
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<td>PIJU CHIANG</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>0000028</td>
<td>FACULTY</td>
<td>LUCAS JONES</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
VIII. New Student Orientation and Library Training: To promote computer utilization in all university libraries and to further expand the library mission in contemporary computer technology, a library orientation power point presentation is conducted each quarter at the university orientation program for the incoming class. Also, the Library Director or University Librarian meet the incoming class on the first day of the quarter at the general university orientation program, at which time individual questions are entertained. A considerable number of the incoming students exhibit extraordinary computer skills and internet knowledge. Thus, this orientation program basically serves to afford those new to the university libraries.

A. New Student Power Point Presentation & Orientation: Each quarter, upon the second week, a library orientation is provided to new students. In this presentation, the Librarian presents on the library policies, as well as the resources available in the library. See appendix for sample power point presentation.

    Orientation: There is a new student orientation library information session sheet that needs to be signed and filled out by the students who attend the tour through the library portion of orientation. This document is maintained in the Librarian’s office each quarter and presented during accreditation reviews.

B. Tour through the Library: The Librarian has students sign the library orientation log to record their participation. This document is maintained in the library administration records. A tour of the library’s collections and resources then is provided, with a question and answer period.

C. Information Literacy Instruction Training 10 minutes in Classes: Voluntarily, the Librarian offers a 10 minute information literacy instruction as an extension to the materials and resources presentation offered in the library new student orientation in the beginning portion of instructors courses. This option is available to instructors who are interested, and extended to additional quarters as needed. See appendix for sample power point presentation.

CALUMS Library Information Literacy Tutorial

Voluntary Survey

Please Circle One

1. Have you experienced difficulty locating materials for your research?
   Yes    No

2. Did you know what information literacy was prior to this presentation?
   Yes    No
3. Did you find today’s tutorial on how to locate CALUMS library resources helpful?
   Yes   No

4. What part of the presentation did you find the most useful? [You may circle more than 1]
   Citations & References
   Library Catalog & Ebooks
   INFOTRAC Peer Review & Questia
   Library of Congress Classification Review
   Library Contact Information & Hours

5. Did you know what peer reviewed was prior to today’s presentation?
   Yes   No

6. Will you use ebooks now that you know how to access them?
   Yes   No

7. Do you think that ebooks will be more helpful to you, than regular books?
   Yes   No

8. Do you like ebooks?
   Yes   No

9. Additional Comments or Ideas to Improve the Library:

   Peer Reviewed

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>SCHOLARLY JOURNALS</th>
<th>POPULAR MAGAZINES</th>
<th>TRADE PUBLICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHOR</td>
<td>Expert (scholar, professor, researcher, etc.) in field covered. Author is always named.</td>
<td>Journalist; nonprofessional or layperson. Sometimes author is not named.</td>
<td>Business or industry representative. Sometimes author is not named.</td>
</tr>
<tr>
<td>NOTES</td>
<td>Usually includes notes and/or bibliographic references.</td>
<td>Few or no notes or bibliographic references.</td>
<td>Few or no notes or bibliographic references.</td>
</tr>
<tr>
<td>CONTENTS</td>
<td>News and research (methodology, theory) from the field.</td>
<td>Current events; general interest.</td>
<td>Business or industry information (trends, products, techniques).</td>
</tr>
<tr>
<td>STYLE</td>
<td>Written for experts using technical language.</td>
<td>Journalistic; written for nonprofessional or layperson.</td>
<td>Written for people in the business or industry using technical language.</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------</td>
<td>--------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>AUDIENCE</td>
<td>Scholars or researchers in the field.</td>
<td>General public.</td>
<td>People in the business or industry.</td>
</tr>
<tr>
<td>REVIEW</td>
<td>Usually reviewed by peer scholars (referees) not employed by the journal.</td>
<td>Reviewed by one or more editors employed by the magazine.</td>
<td>Reviewed by one or more editors employed by the magazine.</td>
</tr>
<tr>
<td>APPEARANCE</td>
<td>Plain; mostly print, sometimes with black and white figures, tables, graphs and/or charts.</td>
<td>Glossy, with many pictures in color.</td>
<td>Glossy, with many pictures in color.</td>
</tr>
<tr>
<td>ADS</td>
<td>Few or none; if any, usually for books or other professional materials.</td>
<td>Many, often in color.</td>
<td>Some, often in color.</td>
</tr>
<tr>
<td>FREQUENCY</td>
<td>Usually monthly or quarterly.</td>
<td>Usually weekly or monthly.</td>
<td>Usually weekly or monthly.</td>
</tr>
</tbody>
</table>

Reference:


IX. Budget:

A. Description: The CALUMS library maintains an estimated working budget for the fiscal year. The budget ranges between $5,000 - $6,000 annually, with 4 main categories of expenditures: 1) Collections, 2) Supplies/Furniture, 3) Programming/Membership/Conferences, 4) Accreditation. Collections makes up the largest portion of the annual budget. Quarterly and annual subscriptions to popular and scholarly magazines and journals are included:

1. Wallstreet Journal
2. Times
3. Korea Daily
4. National Geographic
5. Harvard Business Review

Login: [PASSWORD PROTECTED]
Password: [PASSWORD PROTECTED]

[BUDGET PRIVACY PROTECTED]

A sample of the budget breakdown is included below. The budget will be updated periodically as times and circumstance require. It is based on average at $200-$250 a month for collections. Everything else is miscellaneous and based on approval.

Budget:
1) Collections
2) Supplies/Furniture
3) Programming/Membership/Conferences
4) Accreditation

B. California Library Association Membership: An annual membership at the rate of $150 that includes CALUMS in the list of recognized libraries in the state of California. The membership also offers networking options with other California libraries and benefits for the annual conference held each year.

Login: [PASSWORD PROTECTED]
Password: [PASSWORD PROTECTED]
X. Accreditation:

A. History: 1998 was the year when CALUMS, then registered and known as California College of Management and Sciences, was established / incorporated as a non-profit public benefit corporation under the State of California. In the same year it was approved to operate by the Bureau for Private Postsecondary Education, then known as the California Postsecondary Private and Vocational Education. In 2002 we changed our school’s name to California University of Management and Sciences, or CALUMS for short. Our initial ACICS accreditation was in 2006. In 2010 we received the prestigious Certificate of Recognition from ACICS as an Honor Roll Institution “with distinction for exhibiting a thorough understanding of the Accreditation Criteria and effectively implementing the standards in its daily operations as evidenced during its application for a new grant of accreditation.”

B. Contact for More Information: Chief Compliance Officer

XI. Academic Faculty Meetings: Held every quarter. During these meetings, the Librarian will attend to record notes and present periodically on any updates for the upcoming quarter. See appendix for template sample.

XII. Library Administration Manual: This manual will be updated periodically based on times and circumstance.
XIII. APPENDIX [PRIVACY PROTECTED]

A. Circulation Data Sample for Month of July [Template]
B. Student Clearance Forms Sample Chart & Form [Template]
C. Academic and Faculty Meeting [Template]
D. Purchase Order Form [Templates]
E. Employee Termination Forms [Template]
F. New Student Power Point Presentation
G. Information Literacy Instruction Training 10 minutes in Classes
H. Library Holds Sign-Up Sheet [Template]
J. Cataloging
K. Library Daily Sign-In Log [Template]
L. Reserve Sign-In Log [Template]
M. Library Assistants Training Manual
N. Library Assistants Training Outline [Template]
O. Library Assistants Switching Shifts [Template]
P. Supply Item Recommendation Form
Q. Book Recommendation Form
R. Tax Donation Form
XIV. Library Resources and References

A. INFOTRAC CUSTOM JOURNAL 250: Student resource center offers current magazine and journal coverage from your choice of a full-text periodical database with Expanded Academic ASAP.

With up to 2,000 indexed titles, 1,000 full-text and 668 referred titles, these databases link to information and references on topics such as astronomy, economics, education, literature and art, religion, law, history, psychology, humanities, current events, sociology, political science, communications, the general sciences and more.

The database also includes access to a growing collection of vocational and technical titles that will be expanded over time. All students must attend a Library Orientation in order to receive an authorization code and password for this service. Page 46 of 49 How to Access the INFOTRAC Database.

1. This database may be accessed from the library page of the CALUMS school website.

2. Click on the ‘INFOTRAC’ on the screen and then enter the following ID: [PASSWORD PROTECTED] if you are at school or [PASSWORD PROTECTED] if you are remote (outside of the school).

3. Click the ‘proceed’ button and you will see the following screen:

4. Enter the subject to browse on the screen and click ‘GO’ button

5. When an INFOTRAC Web database opens, the advance search mode is selected. To choose a different search mode, click on Subject Guide, keyword search or Advance Search- left side of the screen.

6. To construct a search in an INFOTRAC Web database
a. Type your search term(s) in the entry box
b. Click on search to obtain a list of records. Page 47 of 49

7. Click the title and you will see the following screen:
B. EBSCO Ebooks [Net Library]
1. The ebooks on the Net Library may be accessed from the library page of the CALUMS school website if you are inside the school only.

2. Check mark the ‘eBook Collection’ and click on the ‘continue’ button. After you enter the keyword to search the book and click the ‘search’ button, you can see the following screen: Page 49 of 49.
3. If you select the book you want on the list and click the book, you will see the following screen:
C. Country Information Databases on the Web:

- **(CIA) The World Factbook**

- **Countries of The World**
  - From Information Please. Gives basic information on all the countries of the world. Each country profile includes: a map; flag; official name; current ruler; land area; population; capital; largest cities; monetary unit; languages; ethnicity/race; religions; literacy rate; economy; government; and history. [http://infoplease.com/countries.html](http://infoplease.com/countries.html)

- **Country Information, Regional and World Rankings**
  - Country ranking lists of such as richest, most populous, largest, cleanest, etc. There are links to the CIA World Factbook for more information about the countries on the lists. There is also a World Almanac for quick facts about countries. [http://aneki.com](http://aneki.com)

- **Country Studies**

- **Country Watch.com**
  - An up-to-date source of information on nearly 200 countries. Basic data is given for each country including: population profile, currency, map, and current time, as well as short profiles in the following areas: people, history, economy, agriculture, energy, metals, and environment. Current news wire stories about the country are included. The Country Review, in-depth reports on each country and news Archive/Search Engine are available by subscription only, but the basic data is free. [http://www.countrywatch.com](http://www.countrywatch.com)

- **Economist.com: Country Briefings**
  - Provides news stories, fact sheets, and links to government and other relevant Web sites for about 60 countries. Some content is available by paid subscription only. [http://www.economist.com/countries](http://www.economist.com/countries)

- **Education for All (EFA)**
  - Focusing on education in nearly 200 countries, each report covers funding; issues and goals; statistics on enrollment; literacy; educational levels of teachers; academic and vocational education; evaluation of early childhood, primary, and secondary instruction; and more. Some reports are in Spanish and French. [http://www.unesco.org/education/efa](http://www.unesco.org/education/efa)

- **Globastat**
  - Country rankings are based on the CIA World Factbook data. You can compare different countries to each other in more than 140 categories ranging from population size to electricity consumption per person. There are also sections on geography, people, government, economy, communications, transportation, military, and analysis. Almost 200 countries are covered. [http://Globastat.com](http://Globastat.com)

- **Incore Country Guides**
  - These guides provide information about internet resources on conflict and ethnicity specific to particular countries and regions. Each guide lists sources which have unique, relevant and preferably substantive content relating to ethnicity and/or conflict in the country/region concerned. [http://www.incore.ulst.ac.uk/cds/countries](http://www.incore.ulst.ac.uk/cds/countries)

- **Index of Economic Freedom**
  - A practical reference guide to world’s economies. It includes country-by-country analyses and the most up-to-date data available on foreign investment codes, taxes,
tariffs, banking regulations, monetary policy, black markets, and more. This special online version searchable.
http://www.heritage.org/research/features/index//countries.html
XIV. Glossary of Library Terms

Abstract – brief summary of a book or article.

Accession Number – a unique combination of letters and numbers assigned to each record in a database.

ADN (Advanced Digital Network) – usually refers to a 56Kbps leased-line.

Annotated Bibliography – a bibliography in which each citation is followed by an annotation containing a brief descriptive and/or evaluation summary, synopsis, or abstract.

Anthology – a collection of similar pieces of works. Such as short stories, plays, poems, essays, etc. For example: fifty plays by African-American women.

APA style – American Psychological Association approved writing style of research papers.

Autobiography – an account of a person’s life written by that person.

Bibliographic Record – is a description of an item in the library that includes author, title, imprint, subject headings, and a physical description.

Bibliography – a listing of citations to books, articles, and other materials that are related to a topic. Bibliographies are frequently found at the end of encyclopedia articles, at the end of journal articles, and at the end of the books. Bibliographies are useful because they lead you to additional materials on your topic.

Biography – an account of a person’s life written by someone else.

Bookmarks (also called hot list or favorites) – a list of web addresses (URLs) that are frequently used. To view a bookmarked site, click on “Bookmarks,” then select the site from the list.

Boolean – a query strategy for searching electronic databases. Boolean searches allow you to combine two or more search terms using the operators “and,” “or,” “not,” and sometimes “near.”

Boolean operators – allow you to expand or restrict your search by specifying the relationship of terms being searched. Parentheses may be used to sequence operations and group words.

Bound Periodicals – are magazines and journals that are bound together in hardcover volumes. Bound periodicals are located in the lower level of the library.

Call Number – a unique letter and number assigned to each item located in the library. Richland, like most colleges and universities, uses the Library of Congress classification system for arranging books according to subjects. Library of Congress uses letter to break subject into general subject areas (e.g., BG for psychology), then numbers to denote subtopics. Books are shelved sequentially A-Z according to their call numbers. The call number may be thought of as the book’s unique “address” and may be found by using the online library catalog.

Career Collection – a special collection of books related to careers, resume preparation, and job interview techniques.
Cookie – the most common meaning of “cookie” on the Internet refers to a piece of information sent by a web server to a web browser that the browser software is expected to save and to send back to the server whenever the browser makes additional requests from the server. Depending on the type of cookie used, and the browser’s settings, the browser may accept or not accept the cookie, and may save the cookie for either a short time or a long time. Cookies might contain information such as login or registration information, online “shopping cart” information, user preferences, etc. When server receives a request from a browser that includes a cookie, the server is able to use the information stored in the cookie. For example, the server might customize what is sent back to the user, or keep a log of particular user’s requests. Cookies are usually set to expire after a predetermined amount of time and are usually saved in memory until the browser software is closed down, at which time they may be saved to disk if their “expire time” has not been reached. Cookies do not read your hard drive and send your life story to the CIA, but they can be used to gather more information about a user than would be possible without them.

Cross Reference – a term used in library catalogs, thesauruses, indexes and encyclopedias to lead you from one form of spelling or subject to another (e.g., American history see U.S. – History; theatre see theater; gun control see also firearms – laws and legislation).

Cyberspace – a term coined by science fiction author William Gibson in his 1984 novel, Neuromancer, to describe the entire range of resources available on computer networks.

Database – a large collection of data, arranged into individual records, and organized especially for rapid search and retrieval by a computer. Some databases are full-text; some are citation and abstract only.

Full-Text Database – a CD-ROM or online electronic database that includes complete articles or texts of documents. See also CITATION DATABASE.

Handbook – a manual or small reference book providing specific information or instruction. Handbooks on a wide variety of topics are available in the Reference Collection.

Holdings – a set of fields in the online library catalog that shows exactly which years and volumes of a SERIAL or PERIODICAL or the volumes in a multivolume ser of books that the library owns.

Imprint – a statement that identifies city of publication, name or publisher, and date of publications (e.g. New York: Scribner’s, 1997).

Index Tables – tables located in the center of the first level reference area. The Current Issues Collection is shelved on these tables.

Index – a reference tool used to identify citations to library materials. There are indexes to help you identify periodical articles, newspaper articles, essays, poems plays, and short stories.

IP Number (Internet protocol Number) – sometime called a dotted quad. Antique number consisting of four parts separated by dots, e.g., 165.113.245.2 every machine that is on the Internet has a unique IP number if a machine does not have an IP number; it is not really on the Internet. Most machines also have one or more domain names that are easier for people to remember.

Keyword – a method of searching electronic databases (like online library catalogs, CDROM databases, and Internet resources) for all occurrences of a word or phrase within the database. See also: BOOLEAN
Library of Congress – located in Washington, DC, this is the library that is used by Congress and acts as a national library to the United States. Many libraries, especially college and university, use the call numbering system and subject headings that are used by the Library of Congress. You may access the Library of Congress home page at: http://loc.gov.

Link Rot – a term used to describe the problem caused by the changing in URLs. Frequently files are moved to new computers, the site of discontinued, or the file structure of the computer system changes. When you click on a link and get an error message that the URL is not found, you may have to search for the site by using a search engine. Sometimes the site can no longer be located.

MLA Style – Modern Language Association approved writing style for research papers.

Newsgroup – the name for discussion groups on USENET.

Online Library Catalog – is a listing of library materials. The online library catalog at CALUMS list all books and media items in all of the CALUMS libraries. You may search by author, title, subject, keyword, and call number. You should note carefully the location and call number of each item. The online catalog is available on the World Wide Web at http://CALUMS.edu/w/index.php/ca/library/general-information/#library-information as well as on the computers in the library.

Operators – words such as “and,” “or,” and “not” that are used to combine search terms to broaden or narrow your keyword search.

Password – a code used to gain access to a locked system. Good passwords contain letters and non-letters and are not simple combinations such as virtue7. A good password might be: Tklhy654$_P455w0rD

Periodical – a term which refers to magazines intended for a popular audience and journals intended for a scholarly, professional or technical reader.

Periodical Indexes and Abstracts – periodical indexes list articles which have appeared in journals, magazines, or newspapers. They list author, title, name of periodical, volume, pages, and date of publication. Abstracts are indexes that also contain summaries of the content of the article. Indexes and abstracts may be in print form (in the Index Collection on the first level of the library) on CD-ROM, and delivered via the World Wide Web. You may select from various electronic indexes and databases on the Library’s computers as well as from your computer at home if you are connected to the Internet. Page 31 of 49

Reference Collection – a collection of encyclopedias, almanacs, dictionaries, directories, handbooks, and other reference sources. The reference collection is located on the first level of the library. Reference books are for use in the library only and may not be checked out.

Renewal – an extension of the loan period for charged library materials. Renewals may be handled in person at the Circulation Desk, or may be performed online.

Reprint – when material is republished, that is, published in another source after its original publication; it is considered to be a reprint. The original source must be credited in the citation. Opposing Viewpoints is an example of a reprint source where the articles have been collected from various other sources.
Reserve Materials – instructors often place books and articles “on reserve” for an entire class to read. These materials are located at the Reserve cabinet. Reserve materials are usually for use in the library for two hours or check them out for just one week.

Search Engine – a computer program that creates indexes of websites based on the titles of files, keywords, or the full text of files. You may use a search engine like Google to help locate websites related to your topic. Be sure to read the help information from the search engine you are using so you will structure your search correctly.

Spam (or Spamming) – an inappropriate attempt to use a mailing list, USENET or other networked communications facility as if it was a broadcast medium (which is not) by sending the same message to a large number of people who didn’t ask for it. The term probably comes from a famous Monty Python skit which feature the word “spam” repeated over and over.

Style Manual – a manual written to illustrate the format research papers should follow. Each subject discipline has its own style manual such as APA or MLA. Most instructors at CALUMS recommend that students follow the MLA style.

Subject heading – a uniform word or group of words used to describe the subject of library materials. Most colleges and universities use the Library of Congress Subject Headings, a four-volume set of red books which list all of the uniform subject headings. When performing a subject search in an online library catalog, you must use the exact subject heading that the Library of Congress uses in order to be successful. If you have problems using the subject headings for your research project, try the “keyword” approach, or ask a Page 32 of 49 reference Librarian for assistance.

Works Cited – a list of all resources you have cited in your research paper. MLA uses the broader term “Works Cited” instead of “Bibliography” (meaning literally, “a list of books”). This is because you may use many types of sources, such as films, interviews, television programs, or web pages as sources for your paper. “Works Consulted” indicates that you are listing sources that you did not cite in your paper.

World Wide Web – a collection of resources which can be accessed via web browser like Netscape, Internet Explorer, or Google Chrome; also referred to as WWW, W3, or the Web. Frequently used (incorrectly) when referring to the Internet, WWW has two major meanings – first, loosely used: the entire constellation of resources that can be accessed using Gopher, FTP, HTTP, telnet, USENET, WAIS and some other tools. Second, the universe of hypertext servers (HTTP servers) which are the servers that allows text, graphics, sound files, etc. to be mixed together.