

LIBRARY COMMITTEE OF SENATE

Minutes

Thursday, November 28, 2002

1:30 p.m.

Room 360k, Library

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- Present:** Leslie Pal (Chair), Martin Foss (University Librarian), Aleksandra Bennett (Faculty of Arts and Social Sciences), Anita Hui (Library) Michael Weiss (Science), Shikharesh Majumdar (Faculty of Engineering and Design), Pamela Armstrong (Library) Jonathan Malloy (Faculty of Public Affairs and Management) Carl Neumann (Undergraduate Student member), Ann Newton (Secretary of the Committee)
- Guests:** L. Rossman (Associate Librarian), Al Mallon (Library, Building Supervisor, Barbara Phillipps (Chartwells), Jackie Jarbeau (Chartwells)
- Regrets:** Caroline Delany (Graduate Student member)
- Observers:** **Library Staff:** Melody Mastad, Doug Young, Gilles Monast, Elizabeth Knight, Kristof Avramsson, Isla Jordan, Monica Ferguson, Janice Scammell, Frances Montgomery
Instructional Media Services: Ross Mutton, Director
Instructional Television (itv): Maria Brocklehurst
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The Chair, L. Pal, opened the meeting by welcoming new members (Anita Hui, Aleksandra Bennett, Michael Weiss, Caroline Delany, and Carl Neumann) guests and observers.

1. Adoption of the Agenda

Motion to accept the agenda as circulated: moved by P. Armstrong, seconded by A. Bennett.

Carried.

2. Approval of the Minutes of the Meeting of March 19, 2002

Motion to accept the Minutes as circulated: moved by M. Foss, seconded by J. Malloy.

Carried.

3. Business Arising

3.1 Fines/Sanctions (I. Draayer) (Agenda Item 3.2 at March 19, 2002 Meeting)

L. Pal reported that at previous meetings (March 19, 2002 and December 5, 2001) a great deal of time was spent discussing the modalities of fines - disjunction in the way itv (Instructional Television) and the Library impose fines and the implications of that for students. At the March 19 meeting, a decision was reached to impose sanctions on students who owed \$10.00 or more in fines. The Library and IMS agreed to monitor the effects of this action during the summer and fall. Ingrid Draayer and Maria Brocklehurst (itv) stated that the arrangement was working well. M. Brocklehurst informed SLC (Senate Library Committee) that itv students are now allowed to use debit and credit cards to pay their fines.

3.2 Library Budget for 2002-2003 (M. Foss) (Agenda Item 4.1 at March 19, 2002 Meeting)

M. Foss responded to questions that were posed at the March 19 meeting about the government's indirect costs for research program. Contrary to what was stated at that meeting, the Library received \$600,000, not \$620,000 of the 3.6M that was given to Carleton University. The University of Ottawa Library received \$370,000.

4. Library Coffee Shop and Related Issues (L. Rossman)

L. Rossman briefed SLC on the Coffee Shop and related items.

How's it Doing?
Comments Received
Cleaning Issues
Food and Drink
What's in it for us?

How's it Doing?

Since March 19, 2002 materials housed in the Reference Collection space (14,000 books) have been relocated to other floors, to storage or discarded. The new coffee shop, named the Page Break, opened on October 5/7, 2002. This facility, which covers 1500 square feet, provides seating for approximately forty patrons. The Library has not received all the furniture that was requisitioned for this area. We continue to receive many favourable comments about the coffee shop, in particular "the look", ambience, colour scheme and special features. It is a well-used spot. L. Rossman informed SLC that two managers from Chartwells (Barbara Phillipps and Jackie Jarbeau) were present and would be pleased to answer questions about the operation of the Page Break. Ms. Rossman then commented on a Biology experiment that is currently underway in the coffee shop. A professor is offering free coffee to individuals who are prepared to spend 15 minutes responding to a series of questions. Ms. Rossman also reported that Library gate count numbers for the month of October 2002 have increased by more than 20% since October 2001.

Comments Received

Ms. Rossman stated that although response to the new coffee shop has been primarily positive, some criticism was received (emails, The Charlatan). L. Rossman is maintaining a file on this topic. L. Pal recommended that the Library provide a response to the article that was published in The Charlatan.

Cleaning Issues

L. Rossman informed SLC that

- during the last several months many meetings on the subject of garbage have been held
- an extra cleaner was hired for the p.m.
- a considerable amount of time has been spent on the issue of building cleaning
- the Library has a list of who to call should spills occur
-this could be a Health & Safety issue (slips on stairways - use of CAUTION sign offered by Chartwells)
- there have been few spills thus far; the cleaners caused some of these spills.

Food and Drink

L. Rossman reported that food and drink is being carried to various parts of the Library and that Al Mallon, Building Supervisor has conducted a garbage audit.

P. Armstrong commented on the level of noise from the Coffee Shop, the transportation of food and beverages throughout the Library, and the potential for spills at service counters and workstations on the main level.

A. Bennett, while indicating strong support for the Library, expressed concern about the decision to install a coffee shop and a number of related issues:

- compensation - are we receiving any from Chartwells?
- staffing levels - adequate to support increased use of the Library?
- security
- noise - are there measures that can be taken to reduce the noise created by the cappuccino machine
- food policy - the potential for damage to books, bug infestations, pesticide control, health hazards

A. Bennett also stated that she was surprised to learn that fines collected by staff are sent to the general fund, and suggested that we negotiate a 25% cut.

L. Pal summarized concerns raised by P. Armstrong and A. Bennett and identified three categories for discussion:

- procedural question raised by P. Armstrong regarding Library regulations
- set of considerations pertaining specifically to the coffee shop (noise, spills, security, food containment and contamination)
- a host of issues that were not directly pertinent to the Page Break

L. Pal questioned whether A. Bennett wanted the Committee to address the other issues. A. Bennett recommended that the Committee focus on issues related to the coffee shop.

P. Armstrong had raised a concern that the Library had changed regulations pertaining to personal behaviour in the library without first seeking approval from the Senate Library Committee. L. Pal responded by suggesting that these changes were discretionary ones, and within the Library's authority to regulate routine patron behaviour. Such rules are not Library regulations in the formal sense of the term, and so their amendment did not impugn the Senate Library Committee's authority.

L. Pal invited L. Rossman to speak about the financial relationship between the Library and the coffee shop. L. Rossman stated that the Library received \$110,000 from the University Administration for the purchase of compact shelving, and that the food services operation was separate and apart from the Library. Any revenue generated by the coffee shop goes into the central funds. M. Foss reported that last year University Administration recognized that there was a growing need on campus for more student lounges and informal gathering spaces. The Page Break has become one more area in which students can gather informally for group study. M. Foss viewed the coffee shop as an opportunity for the Library to participate in the wider context of services for students. The quid pro quo was that we received compact shelving to house not only the materials that were moved from the 2nd level but many other volumes. Approximately 40,000 books can be shelved in these units. In the absence of a revenue sharing arrangement with the coffee shop, we have gained additional storage for our materials.

M. Foss stated that there were some downsides - our Reference collection is now located in two different areas. A. Bennett stated that \$110,000 didn't seem like very much money. In response to a question from S. Majumdar, M. Foss stated that it would be great if the Committee would make a motion to the effect that a piece of Chartwells revenue should come to the Library, but he was not optimistic about the outcome. It would probably be counterbalanced in another area.

A. Bennett informed Members that yesterday the President had said that the University Library was the heart of the campus. She also stated that the Library should engage in activities to increase its profile. In response, M. Foss said that the Library had been working very hard in a number of areas to raise its profile in the eyes of University Administration and that our efforts seemed to have paid off. Dollars received by the Library through the indirect costs for research program are an indication of our success in this area. M. Foss informed Members that the budget would be discussed at the next meeting.

L. Pal suggested that a few items required some reflection or response, namely noise, spills and the related issue of food containment. Spills and food containment depended on the degree to which food and coffee was portable outside the coffee shop. L. Rossman reported that students were allowed to take food and beverages out of the area, but that there were some restrictions. Snacks and drinks are not permitted in the stacks, Special Collections, or at computer workstations. Ms. Rossman informed SLC that staff were monitoring the situation and that additional bins have been placed throughout the building to accommodate any increase in garbage. A number of observers spoke to this issue. M. Mastad stated that in the past enforcement of regulations was difficult, and that there seemed to be little difference in the amount of food that was found in the building pre and post the installation of the coffee shop. M. Ferguson stated that if people were treated like adults they tended to respond appropriately. L. Pal recommended that the Library post a sign discouraging students from taking their food and snacks outside of the Page Break. K. Avramsson stated that we were dealing with a different

generation of adults. Students bring their offices with them - lap tops, cell phones, and food and that it was bad psychology to have signs posted throughout the Library about what students could and could not do. K. Avramsson also said that there didn't seem to be a solution to the problem of cell phones. J. Scammell questioned whether students brought coffee cups, and muffins to the offices of their professors. L. Pal said yes. J. Scammell stated that issues of noise and any other things that detract from the professionalism of our environment should be tackled. J. Scammell also expressed concern about the casualization of work desk space. L. Pal queried whether there was anything that could be done in the short term to reduce the level of noise created by the steam machine, i.e. something relatively inexpensive and not very intrusive. Barbara Phillipps and Jackie Jarbeau agreed to look into this matter. L. Pal recommended that staff report on noise, spills and food containment/contamination at the next meeting.

What's in it for Us?

See above.

5. Library Regulations (I. Draayer)

Ingrid Draayer advised Members that the Library Regulations, approved by Senate on June 13, 1980 and revised in 1993, were inconsistent with current policies and procedures as stated in the Borrowing Information brochure and on the new borrowers' Web site. Ms. Draayer reported that some changes in policy were driven by the Library's new system, i.e. sanctions. Other changes were in the areas of language and terminology. I. Draayer sought SLC's approval for the changes, noting that she would revisit these regulations in more detail at a later date. See Appendices A and B for the edited and revised versions.

It was MOVED (Armstrong, Malloy)

that the library regulations be approved as recorded in the draft submitted to SLC.

Carried.

Following the motion, the Chair questioned whether

- I. Draayer was prepared to entertain suggestions or queries about the document
- Section II, number 4 should read 24 rather than .24 (I. Draayer agreed.)
- "...that item" should replace "...the volume..." in Section II, number 6. (I. Draayer agreed.)
- it would be appropriate to add "accordingly" in Section III, number 3 line 7, which currently reads "A patron found responsible for the destruction or damage of any Library materials will be fined." This change, plus an internal document that stipulates the fines to be charged for specific damages would provide something more procedurally robust for the appeals process. (I. Draayer agreed.)
- the phrase in Section IV, number 6 should be changed from "stop excessive conversation" to "stop excessively noisy conversation" (I. Draayer agreed.)
- "at service counters" should be added at the end of sentence 4 in Section V, number 4, i.e. "They are not permitted in book stacks, at map tables and cabinets, at computers, in Special

Collections and Archives or at service counters." J. Malloy suggested that it would be useful to specify "small snacks" in Section V, Number 4, line 1. (I. Draayer agreed.)

L. Pal stated that the draft regulations should be identified as "regulations pending Senate approval".

6. Report from the University Librarian

3.2 Budget

M. Foss informed SLC that

- the way that the Library controls its spending on materials is highly dependent on what we have to pay for print and electronic subscription renewals
- by mid-January each year we have a very good idea where we stand
- at that time we may decide that we are in a position to commit to, among other things, new electronic products
- more than half of the dollars received through the indirect costs for research program was spent on back files of the Web of Science
- he had been asked to prepare a budget proposal for next year on financing the digital library
- the shift from print to electronic resources continues
- with the advent of the double cohort staffing levels are not as high as they should be
- we have been carrying a couple of vacancies and have used the dollars from those vacancies to finance our technology
- these vacancies must now be filled
- he was in the process of preparing a proposal to the Resource Planning Committee on staffing requirements
- the risk is that we may not receive an increase in our budget for the coming year to deal with technological growth
- negotiations are underway, through the Canadian National Site Licensing Project, for a National License for Elsevier journals, which, if successful, would allow us access to 1500 Elsevier journals

7. New Library System (L. Firth)

On behalf of L. Firth (Assistant Librarian/Systems) M. Foss presented a report on the new library system.

Highlights

- The Acquisitions module was implemented in May 2002. Additional training was received from our system vendor.
- There has been a significant learning curve for all staff in adjusting to the new system, which like any system has its strengths and weaknesses.

- Examples of some of the enhancements to the system and improvements to workflow that are now being implemented or investigated are
 - the implementation of 'scoping' which will allow users to pre-limit search by collection or type of material
 - the provision of on order and in process records in the library catalogue and workflow processes were in place to speed up delivery to our clients
 - electronic ordering and claiming (Acquisitions)
 - electronic reserves (Circulation)
- The web proxy server is now fully functional. The proxy server allows access from off campus to licensed electronic resources (commercial databases for citations and full-text journal articles). Extending access to these expensive resources provides direct support to undergraduates, graduates and faculty and is an essential service to support distance learning. Though more commonly implemented by campus CCS departments, this project was a cooperative effort by the Library Systems Department and Reference Services.

8. Other Business

8.1 Theses

S. Majumdar stated that hard copies of theses are available in the Library. S. Majumdar was advised that Carleton University theses from 1997 on are also available full-text through Digital Dissertations.

9. Adjournment

At 3:20 p.m. P. Armstrong moved, seconded by M. Weiss, that the meeting be adjourned.

APPENDIX A

Library Regulations

~~(AS APPROVED BY THE SENATE OF THE UNIVERSITY)~~

~~13 June 1980~~

~~with 1993 revisions indicated~~

~~I. READERS~~ BORROWERS

The following categories of persons are entitled to the use of the Library and all its facilities

- a) Members of the academic, research, administrative and non-academic staffs of the University;
- b) All registered graduate and undergraduate students and special students.

Limited borrowing privileges will be extended to the following:

- a) Alumni of Carleton University, on ~~payment of the appropriate fee.~~ presentation of a Carleton University Alumni card and an additional photo identification card.
- b) Students, faculty and staff members in good standing from ~~OCUL~~ institutions participating in ~~Direct Borrowing~~, the Canadian University Reciprocal Borrowing Agreement on presentation of a valid university identification card with proof of current registration. ~~Graduates and~~ Students, faculty and staff of other universities and other persons not in ~~the above~~ other categories, at the discretion of the University Librarian, on ~~payment of the appropriate fee~~ presentation of a current university identification card and an additional photo identification card.
- c) Residents of the City of Ottawa and environs on payment of the appropriate fee and presentation of a photo identification card.
- d) Graduate students and faculty members from Quebec universities on presentation of a CREPUQ card issued by their home library and a current university identification card.
- e) Grade 12 and OAC students from high schools belonging to the Partnership in Education Program, with a letter of introduction from their school library and a current student card with photo identification.
- f) Students from Algonquin College, Cite Collegiale and Kemptville Agricultural College with a letter of introduction from their home library and a current student card with photo identification. Faculty members may show a valid institutional identification card.

- g) Staff from Statistics Canada, with a letter of introduction from their library and additional photo identification.
- h) Faculty members from institutions belonging to the OCLC Reciprocal Faculty Borrowing Program on presentation of a card of introduction issued by their home library and a current university identification card.
- i) Employees of the Library's local business partners, with a letter of introduction and an additional photo identification card.

II. LOANS ~~(revised 13/05/93)~~

1. Books may normally be ~~retained~~ borrowed by undergraduates for two weeks from the date of issue, and four weeks by graduate students, ~~and the~~ teaching and research staff, and non-academic staff, subject to recall.

In exceptional cases, a request may be made for special loan privileges, to be granted at the discretion of the University Librarian.

2. All items are subject to recall after the patron has had a two week loan period.

Requests to have items recalled may be made at the Circulation Desk and will be accepted if the book is overdue or if the current loan is for a duration of more than two weeks.

3. Periodicals except for duplicate copies may not be borrowed, except in special circumstances at the discretion of the University Librarian. Duplicates may be borrowed for 5 days.
4. Course reserve books may be borrowed for periods of 5 days, 4 hours, 2 hours, or ~~1-day~~. 24 hours. Books stamped "For Reference Only" may not be borrowed from the Library.

~~5.—The reader~~ A patron must present each ~~volume~~ item to be borrowed at the appropriate service point together with his/her validated I.D. card with a patron barcode label., ~~upon which an identifying borrower label has been affixed, before the volume may be taken out of the Library.~~

6. Any ~~reader patron having who has~~ borrowed ~~a volume an item~~ from the Library ~~after completion of the issue transaction~~ will be held responsible for the volume until its return has been noted in the ~~issue record~~-Library system.

NOTE: The preceding loan regulations apply to the general ~~stock collections~~ of the Library. Special collections shall be administered by specific regulations.

III. REGULATIONS GOVERNING THE USE OF LIBRARY MATERIALS

1. Late return ~~fees fines~~ may be imposed, according to scales determined by the ~~Senate Library Committee~~, for late or non-return of Library materials after the date due or due notice of recall by the ~~Library University Librarian~~.
- ~~2.~~ All late return ~~fees fines over \$10.00 imposed~~ must be paid ~~immediately on demand for borrowing privileges to be reinstated~~ and the ~~reader's patron's~~ borrowing record will not be regarded as clear until all such ~~fees fines~~ have been paid. ~~External borrowers must pay any accrued late return fines for borrowing privileges to be reinstated. An additional billing charge will be imposed if it is necessary to send a bill for unpaid fees fines and replacement charges.~~ Unresolved disputes concerning fines or replacement charges may be appealed in writing to progressively higher levels. (Appeal Stage 1: Head of Access Services; Appeal Stage 2: University Librarian; Appeal Stage 3: Senate Library Committee. The decision of the Committee is final.
3. The following are forbidden:
 - a) removal ~~or attempted removal~~ of material from the Library without carrying out proper procedures as prescribed by the Library staff;
 - b) mutilation or destruction of Library materials;
 - c) wilful misplacement of Library materials;
 - d) marking or underlining Library materials.
 - e) use of ~~post-it notes, adhesive tape, or paper clips on Library materials~~A patron found responsible for the destruction or damage of any Library materials will be fined.

Failure to observe these regulations will be reported and may lead to an official reprimand, suspension of borrowing privileges, suspension of Library privileges, suspension from the University, or all of these.

IV. REGULATIONS GOVERNING THE USE OF THE LIBRARY

1. No area of the Library may be used for display or other purposes by individuals or organizations without the permission of the University Librarian.
2. Books being used in the stack reading areas should not be returned to the shelves by readers; they will be returned by the Library staff.
- ~~3. Private papers and materials should not be left unattended on tables or in carrels and group study rooms., and may be removed by the Library staff.~~
4. Individuals are responsible for any and all of their personal property brought into or in use on the Library premises, and the University shall not accept any responsibility for loss, damage, or the destruction of personal property on the premises of the Library.
5. Seats may not be reserved in any part of the Library **except in designated group study rooms.**
6. Quiet conversation is permitted at ~~the Circulation and Return Service~~ Desks, ~~in a designated reference consultation area in the Coffee Shop, and in a study subject to the consent of those already working in the study~~ **the designated group study rooms** provided the study door is closed. Library staff ~~will~~ **may** intervene to stop excessive conversation.
7. **Study carrels, tables and other Library furniture should not be moved or repositioned**

IV. REGULATIONS GOVERNING PERSONAL BEHAVIOUR WHILE IN THE LIBRARY

1. Any member of the Library staff may request a ~~reader~~ **patron** to produce his/her university identification card; failure to produce this card may lead to suspension of Library privileges.
2. All ~~users~~ **patrons** must submit books, brief cases, bags, etc. for inspection at the exit, if requested to do so.

3. No one shall create a disturbance while in the Library or engage in harrassment or disruptive behaviour including noisy or disorderly conduct, abusive or threatening language or actions

~~Smoking or the use of lighters or matches is not permitted.~~

- ~~4. Food or beverages may not be brought into the Library.~~ Snack foods and covered beverages are permitted only in designated study areas (carrels, study tables, lounges, and group study rooms). They are not permitted in book stacks, at map tables and cabinets, at computers, or in Special Collections and Archives.

5. Dogs and other pets may not be brought into the Library with the exception of Service Dogs.

6. Cellular telephones may be used only in areas already designated for telephone use (where pay phones are located). Cellular telephone ringers must be turned off.

7. Canvassing, posting, photographing, filming or video/audio recording are permitted only with the permission of the University Librarian.

Failure to observe these regulations will be reported and may lead to an official reprimand, suspension of borrowing privileges, suspension of Library privileges, suspension from the University, or all of these.

VI. REINSTATEMENT OF LIBRARY PRIVILEGES (Revised 13/05/93)

Reinstatement of borrowing privileges may be granted only after all overdue materials, replacement and/or compensation has been made. A reinstatement fee of \$50 may be imposed at the discretion of the University Librarian.

Appeals against decisions of the University Librarian under sections III, IV and V may be made in writing to the Senate Library Committee. On receipt of such an appeal, the Chair~~man~~ of the Senate Library Committee will establish a subcommittee to consider the appeal, consisting of one student member and one faculty member of the Committee, ~~chaired~~ presided over by the Chair~~man~~. The decision of the Committee shall be final.

**~~VI. GENERAL
VII. HOURS~~**

~~The hours of Library service shall be such as shall be approved by the Library Committee from time to time.~~

VIII. SANCTIONS ~~(Revised 13/05/93)~~

Library borrowing privileges will be suspended under any one of the following circumstances:

1. a patron ~~has three items overdue~~ owes more than \$10.00;
2. a patron has any book overdue for which a hold request is pending;
3. a patron has an ITV tape or RSV material overdue;
4. an ~~Outside~~ External Borrower has any unpaid fines or replacement charges outstanding;
5. a patron is delinquent in return of Interlibrary Loan materials. In addition, the Library will not process Interlibrary Loan requests for patrons who have had their Library borrowing privileges suspended.

Borrowing privileges will be reinstated when ALL overdue materials are returned and applicable fines are paid.

~~IX. SCHEDULE OF FEES~~

~~Alumni of Carleton University may borrow ten books at any one time for a period not exceeding two weeks on payment of an annual fee of \$25.00. They may not borrow reserve materials, or use the interlibrary loan service.~~

~~Faculty and graduate students of other universities and other persons at the discretion of the University Librarian may borrow ten books for a period not exceeding two weeks on payment of \$25.00 for four months. They may not borrow reserve materials, or other materials in heavy demand, or use the interlibrary loan service. In the case of faculty members of the University of Ottawa and other post-secondary institutions in the Ottawa area the fee is waived by reciprocal agreement.~~

~~Graduate students and faculty members of the universities participating in the Ontario Council of University Librarians Agreement on Cooperative Use of Collections and the Conference of Rectors and Principals of Quebec Universities Sub-Committee on Libraries will be eligible for these privileges as well as those acquired through the agreements. These privileges will also be available to faculty members of universities belonging to the OCLC Reciprocal Faculty Borrowing program as well as faculty members from Algonquin College, Cite Collegiale and Kemptville Agricultural College.~~

~~Students from Algonquin College, Cite Collegiale, Kemptville Agricultural College and OAC students from High Schools belonging to the university's Partnership in Education Program may borrow four books per visit for a period of two weeks. The fee is waved by reciprocal agreement. Staff members from Statistics Canada with a letter of introduction from their Librarian will be granted outside borrower privileges for no fee.~~

~~X. VIII SCHEDULE OF LATE RETURN FINES (Revised 01/01/93)~~

Late return fines are ~~as charged~~ to be ~~if~~ paid at the Circulation Desk at the time the book is returned. ~~A \$3 billing charge is added for late return fines not paid when the books are returned.~~ Late return fines go into effect the day following the due date.

~~XI. REPLACEMENT CHARGES (Revised 01/01/93)~~

The normal replacement charge for a book, in addition to any late return fine incurred, will be \$65.00, except in the case of more expensive items when the reader may be required to pay such sum of money as the University Librarian may consider necessary towards replacement or compensation. As well, there will be a non-refundable administrative charge of \$10.00 added for each replacement item.

~~XII. RENEWAL OF LOANS~~

1. Books may be renewed to all borrowers providing there are no holds on the books and they are not overdue.
2. ~~Course~~ reserve items, ~~ITV tapes~~ and special loan materials may not be renewed.

3. Patrons in good standing may use the self-renew feature in ~~CUBE~~ the Library's online catalogue three times per item in order to renew materials without bringing them back to the Library.
4. Materials may be presented at the Circulation Desk for renewal ~~an unlimited number of times providing no restrictions on the item or patron record apply.~~
5. Overdue materials ~~may~~ must be renewed at the Circulation Desk ~~if the fine is paid at the time the renewal is requested.~~
6. Materials may not be renewed by telephone.

APPENDIX B

DRAFT **Library Regulations**

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- a) Alumni of Carleton University, on presentation of a Carleton University Alumni card and an additional photo identification card.
- b) Students, faculty and staff members in good standing from institutions participating in the Canadian University Reciprocal Borrowing Agreement on presentation of a valid university identification card with proof of current registration. Students, faculty and staff of other universities and other persons not in other categories, at the discretion of the University Librarian, on presentation of a current university identification card and an additional photo identification card.
- c) Residents of the City of Ottawa and environs on payment of the appropriate fee and presentation of a photo identification card.
- d) Graduate students and faculty members from Quebec universities on presentation of a CREPUQ card issued by their home library and a current university identification card.
- e) Grade 12 and OAC students from high schools belonging to the Partnership in Education Program, with a letter of introduction from their school library and a current student card with photo identification.
- f) Students from Algonquin College, Cite Collegiale and Kemptville Agricultural College with a letter of introduction from their home library and a current student card with photo identification. Faculty members may show a valid institutional identification card.
- g) Staff from Statistics Canada, with a letter of introduction from their library and additional photo identification.

- h) Faculty members from institutions belonging to the OCLC Reciprocal Faculty Borrowing Program on presentation of a card of introduction issued by their home library and a current university identification card.
- i) Employees of the Library's local business partners, with a letter of introduction and an additional photo identification card.

II. LOANS

1. Books may normally be borrowed by undergraduates for two weeks from the date of issue, and four weeks by graduate students, teaching and research staff, and non-academic staff, subject to recall. In exceptional cases, a request may be made for special loan privileges, to be granted at the discretion of the University Librarian.
2. All items are subject to recall after the patron has had a two week loan period. Requests to have items recalled may be made at the Circulation Desk and will be accepted if the book is overdue or if the current loan is for a duration of more than two weeks.
3. Periodicals except for duplicate copies may not be borrowed, except in special circumstances at the discretion of the University Librarian. Duplicates may be borrowed for 5 days.
4. Course reserve books may be borrowed for periods of 5 days, 4 hours, 2 hours, or .24 hours. Books stamped "For Reference Only" may not be borrowed from the Library.
5. A patron must present each item to be borrowed at the appropriate service point together with his/her validated I.D. card with a patron barcode label.
6. Any patron who has borrowed an item from the Library will be held responsible for the volume until its return has been noted in the Library system.

NOTE: The preceding loan regulations apply to the general collections of the Library. Special collections shall be administered by specific regulations.

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 - b) mutilation or destruction of Library materials;
 - c) wilful misplacement of Library materials;
 - d) marking or underlining Library materials.
 - e) use of post-it notes, adhesive tape, or paper clips on Library materials

A patron found responsible for the destruction or damage of any Library materials will be fined.

Failure to observe these regulations will be reported and may lead to an official reprimand, suspension of borrowing privileges, suspension of Library privileges, suspension from the University, or all of these.

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2. Books being used in the stack reading areas should not be returned to the shelves by readers; they will be returned by the Library staff.
3. Private papers and materials should not be left unattended on tables or in carrels and group study rooms.

4. Individuals are responsible for any and all of their personal property brought into or in use on the Library premises, and the University shall not accept any responsibility for loss, damage, or the destruction of personal property on the premises of the Library.
5. Seats may not be reserved in any part of the Library except in designated group study rooms.
6. Quiet conversation is permitted at Service Desks, in the Coffee Shop, and the designated group study rooms provided the study door is closed. Library staff may intervene to stop excessive conversation.
7. Study carrels, tables and other Library furniture should not be moved or repositioned

V. REGULATIONS GOVERNING PERSONAL BEHAVIOUR WHILE IN THE LIBRARY

1. Any member of the Library staff may request a patron to produce his/her university identification card; failure to produce this card may lead to suspension of Library privileges.
2. All patrons must submit books, brief cases, bags, etc. for inspection at the exit, if requested to do so.
3. No one shall create a disturbance while in the Library or engage in harassment or disruptive behaviour including noisy or disorderly conduct, abusive or threatening language or actions.
4. Snack foods and covered beverages are permitted only in designated study areas (carrels, study tables, lounges, and group study rooms). They are not permitted in book stacks, at map tables and cabinets, at computers, or in Special Collections and Archives.
5. Dogs and other pets may not be brought into the Library with the exception of Service Dogs.
6. Cellular telephones may be used only in areas already designated for telephone use (where pay phones are located). Cellular telephone ringers must be turned off.

7. Canvassing, posting, photographing, filming or video/audio recording are permitted only with the permission of the University Librarian.

Failure to observe these regulations will be reported and may lead to an official reprimand, suspension of borrowing privileges, suspension of Library privileges, suspension from the University, or all of these.

VI. REINSTATEMENT OF LIBRARY PRIVILEGES

Reinstatement of borrowing privileges may be granted only after all overdue materials, replacement and/or compensation has been made. A reinstatement fee of \$50 may be imposed at the discretion of the University Librarian.

Appeals against decisions of the University Librarian under sections III, IV, and V may be made in writing to the Senate Library Committee. On receipt of such an appeal, the Chair-of the Senate Library Committee will establish a subcommittee to consider the appeal, consisting of one student member and one faculty member of the Committee, presided over by the Chair. The decision of the Committee shall be final.

VII. SANCTIONS

Library borrowing privileges will be suspended under any one of the following circumstances:

1. a patron owes more than \$10.00;
2. a patron has any book overdue for which a hold request is pending;
3. a patron has an ITV tape or RSV material overdue;
4. an External Borrower has any unpaid fines or replacement charges outstanding;
5. a patron is delinquent in return of Interlibrary Loan materials. In addition, the Library will not process Interlibrary Loan requests for patrons who have had their Library borrowing privileges suspended.

Borrowing privileges will be reinstated when ALL overdue materials are returned and applicable fines are paid.

VIII. SCHEDULE OF LATE RETURN FINES

Late return fines are to be paid at the Circulation Desk at the time the book is returned. Late return fines go into effect the day following the due date.

X. REPLACEMENT CHARGES

The normal replacement charge for a book, in addition to any late return fine incurred, will be \$65.00, except in the case of more expensive items when the reader may be required to pay such sum of money as the University Librarian may consider necessary towards replacement or compensation. As well, there will be a non-refundable administrative charge of \$10.00 added for each replacement item.

XI. RENEWAL OF LOANS

1. Books may be renewed to all borrowers providing there are no holds on the books and they are not overdue.
2. Course reserve items and special loan materials may not be renewed.
3. Patrons in good standing may use the self-renew feature in the Library's online catalogue three times per item in order to renew materials without bringing them back to the Library.
4. Materials may be presented at the Circulation Desk for renewal.
5. Overdue materials must be renewed at the Circulation Desk. Materials may not be renewed by telephone.