

CENTRAL UNIVERSITY LIBRARIES

PUBLIC SERVICE POLICIES

SMU FEDERAL DEPOSITORY COLLECTION

The Federal Depository Library Program (FDLP) was established by Congress to ensure that the American public has access to its Government's information. Since 1813, depository libraries have safeguarded the public's right-to-know by collecting, organizing, maintaining, preserving, and assisting users with information from the Federal government. The FDLP provides Government information at no cost to designated depository libraries throughout the country and territories. These depository libraries in turn provide local no-fee access to Government information in an impartial environment with professional assistance.

Depository libraries shall make Government publications available for free use by the general public. Legitimate security concerns of depository libraries may necessitate various methods for administrators to heighten security for their facilities and personnel. Permissible actions include asking patrons for identification, asking users to sign a guest register, asking questions that screen users to make sure that the library has what they need, and even escorting users to the depository collection. Additionally, depository libraries have the right to bar or remove any individual who poses a threat to library staff, other patrons, or to the security of their collections.

CONFIDENTIALITY OF LIBRARY RECORDS

Central University Libraries follow the American Library Association's Policy on Confidentiality of Library Records,

"We protect each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired or transmitted."

REQUEST FOR LIBRARY INFORMATION BY LAW ENFORCEMENT OFFICIALS

Based upon the American Library Association's policy on confidentiality of library records, circulation and check out information is confidential except upon request by subpoena or search warrant. Library staff will not relinquish any information concerning users unless identified law enforcement officials present subpoenas or search warrants. This includes subpoenas or search warrants from federal, state, and local authorities as well as provisions covered by the USA Patriot Act. SMU Legal Affairs (83233, PAB room 205) will be notified immediately and no action taken except upon instructions from that office. SMU Police Department and CUL administration will also be notified immediately.

Law enforcement agents seeking either the content of, or record of, electronic communications or any information about users of, or traffic on, the SMU network system with or without any form of written authorization will be referred directly to the Associate Vice-President for Budget and Information Technology Services. SMU Police Department and the SMU Office of Legal Affairs will also be notified.

BORROWER'S RESPONSIBILITY

Library users are responsible for reporting lost or stolen cards to SMU Police and to the library. Users are responsible for all materials checked out with their card and knowing when these materials are due to be returned. Library materials should be returned or renewed on or before the due date. Library users will be expected to meet any financial obligations resulting from non-compliance with library loan policies or have library privileges revoked.

Library notices of overdue materials and availability of materials are communicated using student's SMU email account. In accordance with SMU University Policy, students are responsible to reading email within this account for official university business and notifications.

SMU ID CARDS

A valid SMU ID card or library issued card must be presented for check out privileges. The SMU University Policy Manual states,

"All members of the faculty, staff, or student body are required to furnish personal identification via this card upon request by any faculty member or University official, including officers of the University Department of Public Safety."

Possession of someone else's SMU ID card is construed as theft.

GUIDELINES FOR COMPUTER USE

Library computers are provided for the purpose of retrieving information in support of the research, instruction, and service mission of the University. Non-research activities such as game playing, gambling, and commercial ventures are not permitted on library computers.

SMU students, faculty, and staff have first priority use of all computers and library resources. Library staff reserve the right to ask computer users for identification.

If other users are waiting, an individual's computer time may be limited. Library staff reserve the right to ask a computer user to surrender a computer or library resource to another user with a higher priority.

Reference desk staff are not responsible for computer failures or loss of data. Use computers at your own risk. Save to a disk often. Saving files to the desktop may result in loss of data.

Reference staff are available to assist users with library research resources (e.g., databases provided by the libraries) but not with other computer software programs (e.g., Microsoft Word).

Southern Methodist University's Computing and Communications Policy 12.3 (found within section 12.0 Intellectual Policy / Information Technology in the University Policy Manual) governs the use of all computers and networks of the University. The policy is available online at www.smu.edu/policy/S12/computer.html.

Any attempt to circumvent or disable security arrangements on any computer in the State of Texas is a misdemeanor and will be treated accordingly, including submitting a report to the SMU Police Department.

Visitors who violate this policy may be asked to leave and/or receive a criminal trespass warning from SMU Police. Those individuals who are issued criminal trespass warnings are subject to

immediate arrest if found on University property again. SMU computer users who violate this policy will be referred to SMU Police and further action may be taken.

Although the Central University Libraries make every attempt to protect library users' privacy, all university electronic information is the property of SMU, unless otherwise stated in a contractual agreement or other applicable policy (i.e. University Policy 12.3, "Intellectual Property") and may be subject to review by authorized officials.

COLLECTION SECURITY POLICIES

Anyone exiting the library must pass through the 3M security gates. If the 3M security alarm sounds, staff will inspect any backpacks, bags or boxes that the user may have to determine if library materials are being removed without charging out through the circulation system. If library property is found that has not been checked out, staff will require that the user either check it out or staff will confiscate the material. If the user is an SMU faculty, staff or student, circulation staff may enter a note documenting the event into the Voyager patron account. Upon a second occurrence of failing to check out material by a student will result in a letter being sent to the student warning that if a third offense occurs that the matter would be forwarded to Student Judiciary.

If a non-SMU affiliated library user with no check out privileges attempts to leave the library with materials, it will be considered attempted theft. Circulation staff may immediately take the library material, obtain identification from the person and attempt to safely detain the person until SMU Police arrive to issue a citation and escort the user off the campus.

If a library user mutilates or destroys library materials, they will be billed the replacement or repair cost of the item. A report will be made either to the SMU Police or Student Judiciary.

STUDY ROOMS

Short-Term Group Study Rooms

Fondren Library Center group study rooms are available for SMU students, faculty, and staff only and may be reserved at the Fondren Library Center Circulation desk or by phone (214-768-2329). Rooms may be booked individually or by groups of students for 2 hour time periods and may be renewed at the end of that period, if there are no other bookings. Occupants without reservations must relinquish rooms to users with reservations. Chalk is provided at the Circulation desk for those rooms that have blackboards. Dry-erase markers are available in each room that is equipped with a dry-erase whiteboard.

Long-Term Individual Study Rooms

Individual study rooms are available on the 2nd floor of the Science Information Center building of the Fondren Library Center complex. These rooms are assigned on a first-come, first-serve basis to SMU Graduate and Doctoral students. When there is a waiting list, first priority will be given to students working on dissertations and theses.

Room assignments for these individual study rooms are handled in the library office, Fondren Library Center East wing, Room #300, phone number 214-768-2401. Rooms may be requested anytime throughout the calendar year, but must be renewed annually in August.

Rooms are assigned to individual students, however if demand requires, rooms can be assigned to two or three students for a period of time. Students sharing these rooms should work out a schedule of use between themselves. Students are assigned individual keys and a refundable key deposit is required.

All study rooms are subject to FLC open [hours](#) and policies. No food is allowed, drinks are allowed only in closed containers with screw-on type lids.

Carrels/Lockers

Study carrels with lockers in the West Stacks of Fondren Library Center complex are available to SMU students, faculty, and staff. Individual lockers are located on the 2nd floor East wing of the Fondren Library Center complex (see library [floor plans](#)).

Carrels and lockers are assigned to SMU students, faculty, and staff on a first-come, first serve basis and must be reserved at the Fondren Library Center Circulation desk (214-768-2329). A valid SMU ID card is required.

Only your personal materials and materials that you have checked out from an SMU library should be left in a carrel. Non-circulating library materials or materials not checked out may not be left in the locker.

Library staff reserves the right to monitor lockers regularly and will remove materials not checked out or that are non-circulating.

COPYRIGHT

Copying, modifying, displaying, performing or distributing another's work are activities that may require copyright ownership considerations. The Central University Libraries make every effort to follow copyright law and guidelines pertaining to reserve materials, photocopying and interlibrary loan. Central University Libraries follow published procedures endorsed by the American Library Association to make determinations of Fair Use exemptions for copied, reproduced or digitized materials.

ASSISTIVE TECHNOLOGY CENTER

The Central University Libraries are committed to providing accessibility to library materials, programs, and services for all users. The Assistive Technology Center (ATC) offers hardware and software to expand accessibility to library resources. The ATC also provides the flexibility and privacy necessary for voice-activated and speech-output software.

Library staff will make every effort to accommodate reasonable requests from library users with disabilities. If your disability is not visible, please identify yourself as having a disability when you seek assistance.

Access priorities in the Assistive Technology Center are:

- First Priority: Southern Methodist University Students, faculty and staff who require the technology to complete their learning, teaching and work.
- Second Priority: Southern Methodist University students, faculty and staff who need to use the equipment because it supports their academic work (i.e. students who need to use a publicly accessible scanner).
- Third Priority: Members of the community with disabilities who need access to the assistive technology for education or research.

Library staff reserve the right to ask an ATC user to surrender a computer or resource to another user with a higher priority.

Reference staff are available to offer basic assistance and troubleshooting on software and equipment in the Assistive Technology Center. Manuals and user guides are available for software and equipment in the ATC.

Users needing additional training or services may want to contact the [Center for Computer Assistance to the Disabled](#). C-CAD services may involve a fee; C-CAD brochures are available in the Assistive Technology Center.

SMU Coordinator for Services for Students with Disabilities (SSD) helps students identify and utilize resources they may need, and helps them work with professors and staff in obtaining appropriate and reasonable accommodations. The staff of the general libraries of the University are available to provide reasonable accommodations for students with disabilities. Students should request assistance at the Information Desk in the library. SSD can find volunteers to work with students who will need assistance over an extended period of time to complete research tasks. The general libraries may allow individual students who need distraction-reduced study space to use group study rooms, permit students to check out materials by proxy, and, when possible, modify regulations applicable to use and removal of reserved materials. In order to receive these accommodations, students must provide documentation to SSD of the disability that necessitates these services. SSD works with students and library staff to make arrangements for such services.

FOOD AND DRINK POLICY

In order to protect library collections, equipment and furnishings from damage caused by food and drink while providing a casual library environment for users, each Central University Library has a policy governing acceptable behavior. Drinks are allowed into Fondren Library Center and the Norwick Center for Media and Instructional Technology only in spill proof containers with screw-on type lids. Food purchased from the vending machines in Fondren Library Center basement must be consumed within that room. Users may not bring any other food in the library. No food or drink is allowed in the Hamon Arts Library, DeGolyer/Special Collections and the Institute for the Study of Earth and Man Reading Room.

LOST AND FOUND

All lost and found items within Fondren Library Center will be tagged and dated. Valuable items such as jewelry, watches, prescription glasses, keys, cell phones, and SMU and government issued ID's will be taken to SMU Police Department headquarters daily. Other lost and found items (including computer disks) will be identified with date, time and place found. Lost and Found slips are available at all public service points (including CMIT, the Periodicals office and the Computer Labs).

Small items are bagged in clear zip-lock bags and brought to the circulation desk as soon as they are found. It is currently the practice for cleaning crews to leave found items at the circulation desk even after hours. Public Services staff at the reference and circulation desk will try to determine the owner of the item. Computer disks will be viewed in an attempt to find a user's name. If the identity of the lost and found article can be determined, public services staff will try to contact them either by phone or email. If space permits, lost and found articles will be stored at the circulation desk until the end of the semester.

FONDREN LIBRARY CENTER RESTRICTED BUILDING ACCESS

After 10:00 p.m. Fondren Library Center is reserved for use by current SMU faculty, students and staff only. Non-SMU library users will be asked to leave the building at 10:00 pm and remaining SMU users must be prepared to show valid SMU ID to security personnel.

PRIORITY OF REFERENCE SERVICE

Reference Librarians encounter a variety of types of patrons with varied expectations and service needs in reference. The following is a general description of the types of support offered and the patron types served. On some occasions, patrons may have service needs that cannot be met with the resources at SMU. If so, Reference Librarians make a reasonable attempt to identify other organizations or institutions that may offer the necessary service or support and provide a general referral whenever possible. Librarians do not give medical or legal advice under any circumstances.

Although Central University Libraries' level of service may be dependent on a patron's current affiliation with SMU, all library patrons deserve respectful attention and courtesy. In addition, Reference Librarians represent SMU and Central University Libraries to patrons. These patrons may have some relationship with, or interest in, SMU that they do not reveal and that is not immediately apparent. They may be prospective students, parents of current or prospective students, alumni, former faculty or staff, current or potential donors, or Friends of the Library.

In-person reference service takes precedent over telephone service. If the phone rings while Reference Librarians are helping someone at the desk, the person calling will either be placed on hold or the telephone will be answered by available staff within the Reference Office.

If it is absolutely necessary to make a choice, walk-up reference desk patrons will take precedence over telephone patrons.

INTERLIBRARY LOAN

Interlibrary Loan (ILL) service is limited to current SMU faculty, students, and staff. The materials requested should be for course assignments and research only. Borrowed ILL material will not be re-requested for the same user within a six-month period. ILL cannot borrow course textbooks, reserve materials or materials that are owned within SMU collections. Interlibrary Loan will not supply a print copy of an SMU dissertation if it is offered for sale through a commercial vendor such as Dissertation Express. Central University Libraries ILL follows the American Library Association Interlibrary Loan Code (<http://www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibrary.htm>).

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