

ACCESS SERVICES POLICY

The Panitza library at the American University in Bulgaria supports the curricular and research needs of the students, faculty and staff at the American University in Bulgaria. As the largest and highly diverse English language collection in Southeastern Europe it also provides opportunity for free access to library resources for all non-AUBG visitors. Library staff supports academic activities by providing:

- Research assistance in person or online
- Access to extensive print and electronic information resources
- Collaborative and individual study space for conducting information research

Readers are obliged to keep silence when in the library. Books and other library materials should be used with care. Underlining, highlighting, and any kind of damaging of the library materials will be penalized.

Coming in the library with food or any beverages is strictly forbidden. Use of cell phones is restricted in the library. Theft attempts will result in fine and deny for further access. If the violator is an AUBG member, she/he will bear responsibility before the library committee.

Circulation / Access

Circulation/reserve staff is responsible for the procedures concerning patrons' access.

Procedures include:

- Check-in and check-out of library materials
- Maintenance of the Panitza library patron database
- Maintenance of the collections' shelf order, keeping track of missing books, placing requests of overdue books and book re-shelving
- Helping with reference questions and usage of the catalogue in the absence of the Reference staff
- Helping the readers with all technical devices such as CD/DVD players, videos etc.
- Informing the library users about the library working hours and all changes in it. Four weeks before the finals, the head of Access/Reference prepares the extended working hours schedule and announces that the library begins to work until midnight

The Library's operations are fully automated using VIRTUA ILS. The VIRTUA integrated library system maintains:

- Patrons records, accounts and activities
- Check-in, check-out and renew operations
- Transactions – requests, audit trails, transaction logs
- Reserves maintenance

Eligible patrons

Panitza Library is open to all AUBG students, faculty and staff that hold a current and validated ID card. Outside visitors to AUBG are normally permitted to use the Library facilities and resources without checking out materials. Restrictions could be applied during exam periods in December and May. Service is provided at no charge.

Patron records

Patron records database is a part of the VIRTUA Circulation module.

VIRTUA stores all patron information in a patron record. The patron record stores contact and identifying information for the patron, statistical counts (maintained by the software), and data elements required by the Circulation Control subsystem to complete circulation transactions.

Compound part of the patron's record are patron's ID number, password, name and address, patron's type and code, and patron's e-mail address.

- The Patron ID number is an AUBG ID ten-digit barcode number. The Patron password is the same as the ID number. If the patron wants to change his/her password, he/she should contact the Circulation librarian.
- The Panitza library supports the following patron type codes:
 - Student – ST
 - ELI Student - ELI
 - Faculty – FT
 - Staff – SF
 - Library staff - LS
 - Special - SP
- The circulation staff registers the new students and faculty members the week before the beginning of classes.
- When a library patron is leaving the university she/he must return all library materials and the librarian signs the checklist. Simultaneously, the librarian deletes the reader's account from the VIRTUA database.

The procedure includes:

 1. The librarian deletes patron records online using the MARC Editor. When performing deletions, librarian should keep in mind that she/he cannot delete patron records in the following cases:
 - Records have current circulation transactions associated with them.
 - Records with associated fees that have not been waived.
 - Records associated with serials routing lists.

To delete a patron record:

1. Search by name or number for the patron record you want to delete. Patron Information window appears.
2. Click the MARC Format tab or the Card Format tab.
3. Click the Edit button.

MARC Editor opens, displaying the patron record.

4. On the VIRTUA menu bar click File and then choose Delete Record from Database.

A confirmation window appears asking you to confirm the deletion.

5. Click OK.

Renewal

Patrons can renew their materials at the Circulation desk of the library or visiting the library portal on www.aubg.bg/library.

Requests

If an item needed by the reader is on loan, the librarian can make a request. If a book on loan is overdue and is needed by another reader, the librarian sends a recall e-mail letter. Patron may place holds on library items through the library iPortal www.aubg.bg/library. Patron will need to log-in in his/her account using library barcode (as printed on the student/faculty/staff ID) and password. When patron has searched and found the item in the catalog she/he needs to click on the "Request" button.

Missing book on the shelf

If a book is with status 'Available' on the catalog record but is missing on the shelf, the reader fills in a search form. The librarian makes three book searches within a month. If the book cannot be found during that period the Circulation/Reserve librarians submit the lost book form to the Acquisitions librarian for further processing.

Overdue/Lost library materials

When library materials are overdue the reader will be notified by email, sent automatically by the library system.

If any part of the library material is missing upon return, (e.g. missing cassette, missing booklets, disks, etc.) user can replace the missing part(s) and will be charged a replacement fee only. If the patron is not possible to replace the missing part(s), user will be charged for the entire cost. In case of lost library materials the librarian gives the patron a 'lost book form' to fill in and sign. After the reader brings to the librarian a receipt from Business office for the payment of the book and shipping costs, the librarian deletes the book from the account of the reader and then gives it to the acquisition librarian to be further processed.

Circulation rules

All registered students, staff and faculty may borrow materials from the library on their accounts. Library materials may be checked out ONLY with the ID card.

Report if your card is lost or stolen. You are responsible for items checked out with your library card.

Students and Staff

Students and staff members may take out up to 10 items at a time for a period of three weeks. The specified due date is stamped on the book due-date slip by the Circulation librarian /usually the loan period is 21 days/.

A renewal is possible, if the book is not reserved by another reader and a recall is not placed. The first renewal requires only the ID card; any other renewal requires that the material is brought to the library.

Library materials on Loan to other readers can be reserved by a student/staff member by providing the accession number of the material. An e-mail is automatically sent by the system when the material is returned. The reservation will be valid for three days after the day of the return.

All materials checked out on a student's/staff member's account should be returned to the Circulation desk to be checked off the account and then reshelved.

All books used within the library must be placed at the Books to be shelved – not left on the reading desks.

Students and non-library staff are not allowed to enter the Circulation desk area.

Faculty members

Faculty members may take out up to 30 items at a time for 90 days period. A renewal is possible, if the book is not reserved by another reader and there is not a recall. For first renewal the ID card is enough, for next renewals the user should bring the material itself.

Library materials on Loan to other readers can be reserved by a Faculty member by providing the accession number of the material. An e-mail is automatically sent by the system when the material is returned. The reservation will be valid for a week after the day of the return.

All materials checked out on Faculty member's account should be returned to the Circulation Desk to be checked off the account and then reshelved.

Outside AUBG visitors

Outside AUBG visitors fill in a form before using library materials. The Circulation librarians help them to find the needed material.

Violators of the circulation rules may include severe restrictions for library usage, fines or report to the University administration.

Fees

. Fines for overdue library materials are as follows:

- a. Reserves and other limited check-out materials – \$1.00 per day
- b. Regular check-outs - \$0.10 per day

Faculty is not charged overdue fines.

If a material is lost, its full cost plus \$10.00 shipping and processing fees will be charged towards the reader's financial account.

A repairable damage of a book will result in \$5.00 fee. If a material is non-repairable damaged, the reader will be charged the cost plus \$10.00 shipping.

Reserve Materials

About the reserve service

The Reserve materials service provides for the:

1. Submission of reserves
2. Processing of reserves
3. Copyright management, and access to all course readings of books and journals both online and in print. Where available, it also provides links to past exam papers, lecture notes and online courses.

Materials on Reserve can be used in the library for 2-hours, and if there is no reservation made for the item, it may be re-borrowed. Reserve materials cannot be taken out of the library. Students may check-in up to three reserve materials at one time. Students should ask for a reserve material by giving the author and the title of the material, the course and the name of the faculty member. Dismembering, damaging and highlighting of reserve materials are not allowed. Reserve materials must be returned at the Reserve Desk. Students are not allowed to enter the Reserve Desk area. Electronic reserves can be accessed through the link on the reserve bibliographic record.

Faculty may place personal or library copies of material on Reserve at the library by completing the following steps:

- Bringing materials to the Circulation desk
- Fill in a Reserve desk Request Form
- Sign and date the form

At the end of the semester items on Reserve will be automatically withdrawn, unless faculty member requests a renewal of the reserve status. Professors may also place material in electronic format.

Online reserve materials

Access to the on-line materials is available through the Library portal. The access is restricted via the university net. The policy also supports direct linking to the collection of licensed journals articles and e-books, rather than digitizing from print. Note that the licenses do not permit storing copies of the licensed material on another server for the purposes of printing or online access.

Print reserve materials

Book chapters

The Copyright Act permits the copying of a reasonable amount, which generally means a maximum of one chapter. This is the maximum from any book that may be copied in print for any course for the period that the course is being offered.

Journal articles

The Copyright Act permits the copying of one article per journal issue, or two or more if they are from a special issue of a journal. No greater quantity from a single issue may be copied for students for the duration of the course.

What faculty members need to do to place materials on reserve

Discuss the reading list requirements with circulation librarian, including online access to resources. Provide reading lists to Circulation/Reserve Librarian at least 4 weeks before each semester commences. The list should include bibliographic information about each item. During the semester, the faculty member should contact the circulation librarian at any time if he/she wants to add additional resources.

For Electronic copies of journal articles or book chapters we prefer the files to be in Adobe PDF format, but we will also accept: Raw text, Microsoft Word, PowerPoint, jpeg, gif. Electronic copies of journal articles or book chapters should be sent either as an email attachment or on CD-ROM.

Requirements for print copies of journal articles or book chapters:

Margins on the left-hand side of the copy should be at least two centimeters. Double-sided copies are preferred. Copies should be as clean as possible

Rules of using library computers

The access to computers is free to all library users with valid AUBG ID card. Users can work with computers only if they comply with the AUBG Computer Lab Rules and Regulations available on the university web site. Students failing to comply with these policies may face university disciplinary action.

Library may determine local rules governing specific terms of Internet use. Such rules include time limits, signing-up, and number of users per terminal, downloading and printing.

Computers in the library are meant to be used only for searching in catalogues and databases subscribed by Panitza library, for study and research work. Users are not allowed to use computers on non-information search purposes (Internet relay chats, computer games, etc.). Students wishing to do e-mail are referred to the computer workstations at computer labs

Users must keep to Internet ethics, copyrights and related rights and must take responsibility for their passwords and not to give them to other persons.

Users are allowed to use only programs installed into the computers by the OCC staff. Attempts to modify hardware or software configurations are prohibited.

Users can register themselves in advance in a registration list

10 minutes before library's working time is over, computers are to be turned off.

Library's working time

During the academic year:

Monday – Thursday - : 8:00 a.m. – 10:00 p.m.

Friday – 8:00 a.m. – 8:00 p.m.

Saturday – Sunday – 12:00 a.m. – 9:00 p.m.

During final exams: Monday- Sunday - 8:00 a.m. – 12:00 p.m.

During vacations:

Monday – Friday - 8:00 a.m. – 5:00 p.m.

Saturday – Sunday – Closed

Library opening procedures

Open 10 minutes before working hours

- Turn on the lights in the library
- Fill in Visitor's statistics
- Turn on VTLS client stations, OPAC stations, video room equipment
- Tidy up reading area. Observe main reading rooms, group –study rooms and prepare daily plan for checking stack order
- Inform Head of Access/Reference about problem or necessary daily tasks, concerning services.

Library closing procedures

- 10 minutes before closing turn off video room equipment and OPAC stations
- Tidy up reading area. Observe main reading rooms, group-study rooms and collect library materials.
- Turn off VTLS client stations.
- Inform guards about any problems or necessary tasks, concerning security of the library.
- Turn off the light, observing all offices and rooms.
- Lock up the door

Freedom of access: Panitza Library does not restrict access to any materials. Library privileges may be canceled if abused.

Confidential information:

Library registration files and circulation records are confidential under Bulgarian law in order to protect the individual's right to privacy.

Unpaid Library debts are financial records which are not confidential and may be disclosed.