

Service Policies



Library Annex Service Policy

A. LIBRARY COLLECTIONS

- A1. Requests for materials may be made via the Libraries' Catalog [<http://library.ua.edu/>].
- A2. Articles from periodicals will be provided in the manner preferred by the requestor. Options include email, PDF, fax, or the original in the bound volume.
- A3. Items identified in the Libraries' catalog as circulating may be borrowed from the Annex and checked out according to University Libraries' Circulation Policies.
- A4. Items identified in the Libraries' catalog as non-circulating may not be checked out to patrons. However, they may be retrieved from the Annex and used in a library on campus.
- A5. Items are retrieved from the Annex twice a day Monday through Friday. Items are not retrieved on weekends or University holidays.
- A6. If an item request is received before 10 a.m. Monday through Friday, the item will be available at 1 p.m. the same day at the University Libraries location selected by the user. If an item request is received before 2 p.m. Monday through Friday, the item will be available at 4:45 p.m. the same day at the University Libraries location selected by the user. If an item request is received after 2 p.m. Monday through Thursday, the item will be available at 1 p.m. the next day at the University Libraries location selected by the user. If an item request is received after 2 p.m. Friday, the item will be available at 1 p.m. the following Monday at the University Libraries location selected by the user. Items not picked up within 10 days will be returned to the Annex.
- A7. The Annex is not open to the public. In special circumstances, permission for researchers to use library collections in the Annex workroom may be requested by contacting the Head of the Circulation Department: Janice Simpson, 348-8169, jsimpson@bama.ua.edu.
- A8. An item housed in the Annex may be sent to another institution's library for Interlibrary Loan if that item would normally be available for that purpose.
- A9. The Gorgas Library Circulation Department is responsible for the maintenance and operation of the Annex, including retrieving and reshelving materials.
- A10. For safety and security reasons, staff access to library collections in the Annex shelving area is limited to designated library employees as approved by the Head of Circulation Department.

B. UNIVERSITY RECORDS

- B1. Materials placed in University Records remain the property of the originating department. Hence, the originating department may borrow only its own files from the Annex.
- B2. University Records materials that are restricted for whatever reason or materials for which the requestor does not have authorized access may not be borrowed.
- B3. University Records are generally retrieved on Tuesday morning and Thursday morning. Top priority requests are retrieved on demand.
- B4. Requests for University Records are made to University Archives and Records Management personnel, via fax, phone, or email.
- Institutional Records Analyst, Tom Land, phone 348-0502, e-mail tland@bama.ua.edu, fax 348-1699.
 - Institutional Records Assistant, Kevin Ray, phone 348-0503, e-mail kray@bama.ua.edu,

fax 348-1699.

B5. The Annex is not open to the public. Attorneys, state auditors, and originating department members may use University Records collections in the Annex workroom with the permission of the Institutional Records Analyst and by appointment only.

B6. Staff access to the University Records section of the Annex shelving area is limited to designated University Records and Special Collections staff authorized by the Institutional Records Analyst or the Curator of the W.S. Hoole Special Collections Library.

Approved by Dean's Council, 3/18/03

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Document Delivery Service - Policy Statement

- I. UB faculty, staff, students and guests may request materials from the Annex.
- II. Requests will be submitted:
 - a. Through ILLiad - UB Community
 - b. By Web form - non-UB patrons
- III. Circulating material will be delivered to the UB Library Circulation Desk of the requester's choice.
- IV. Special Collections materials will be delivered to Special Collections room, 420 Capen Hall and must be used there.
- V. Photocopies of journal articles, book chapters, conference reports and other print materials can be delivered:
 - a. Electronically in .pdf format
 - b. By Campus Mail to a department office
 - c. By Library Mail to a Library Circulation Desk or Library office
- VI. Requests will be processed within 1 business day. Delivery method determines turnaround time as follows:
 - a. Electronic photocopy delivery: within 1 business day.
 - b. Library mail photocopy delivery: within 1 business days.
 - c. Campus mail photocopy delivery: within 2 to 3 business days.
 - d. Book/microform delivery to circulation desk: within 1 business day.
- VII. If request cannot be filled, requester will receive email notification.
- VIII. Annex delivery operates Monday through Friday, 8:30 am - 5:00 pm
- IX. For a status report of a request after 1 business day, call the Annex document delivery office: (not yet operational).

Search IUB Libraries

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Library Services



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Request Materials from ALF

IU library materials that no longer fit into the stacks of the IUB Herman B Wells Library and the IUB Campus Libraries are housed in a collections vault at the Ruth Lilly Auxiliary Library Facility (ALF). Most materials from the ALF may be charged out for home or office use, with the exception of several **restricted use** collections (see *Restricted Use Items* below). Users must present an IU ID card or a Library Borrower's card to charge these materials out. Faculty, students and staff of Indiana University and Indiana residents may request materials to be delivered to the IUB Herman B Wells Library circulation desk or to the circulation desk of an IUB Campus Library.

The materials housed in the ALF are listed in the library online catalog, IUCAT. The designated location listed in IUCAT for general ALF materials is B-ALF. [To request an item from the ALF, just click the link next to the listing for the item.](#)

Delivery & Pick Up Of Requested Items

Requests for use on the BLOOMINGTON campus (non-restricted materials):

Requested materials must be picked up in person from the IUB Herman B Wells Library circulation desk or the chosen IUB Campus Library circulation desk. Materials requested prior to 12:00 pm (noon), Monday through Saturday, will be available from your selected Bloomington library delivery destination by 5:00 pm the same evening. Materials requested after 12:00 pm (noon), Monday through Saturday, will be available from your selected Bloomington library delivery destination by 5:00 pm the following business day. During academic breaks and holidays, many libraries have reduced hours. Please consult [Hours & Locations](#). Failure to supply an email address with your ALF request may result in delays receiving the item.

Requests for use on a NON-BLOOMINGTON campus (non-restricted materials):

Materials requested for use on other campuses are handled via [Request Delivery](#) policies, and should reach non-Bloomington campuses in 4 to 7 days. You must have an IU ID or IU Library Borrower's Card to request ALF materials via the ALF Request Form. If

Borrow, Renew & Request

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you do not have an IU ID or IU Library Borrower's Card, you should request ALF materials via [Interlibrary Loan](#) through your local library.

Duration of Loans

With some exceptions, material from the ALF circulates according to normal loan periods. Loan policies may be found at: <http://www.libraries.iub.edu/index.php?pageId=941#loan>. Most ALF materials can be renewed unless needed by another borrower. Renew ALF materials just as you would other materials borrowed from the Libraries.

Returning ALF Library Materials

Circulating ALF materials may be returned to any IU Library, on or before the due date to avoid overdue fines. ALF materials are subject to the same fine policies as other IUB Herman B Wells or IUB Campus Library items, including recall fines. Fine policies may be found at: <http://www.libraries.iub.edu/index.php?pageId=941#overdue>

Restricted Use Items

Materials housed in the ALF from the Lilly Library, Law Library, University Archives, David S. Bradley Film Collection and some other special collections are available for *restricted use* only.

Using Lilly Library Materials

Lilly Library materials housed in the ALF are listed in the online catalog as "Lilly Library – ALF". When requested, these materials will be delivered to and must be used exclusively in the Lilly Library Reading Room. All requests for Lilly items received prior to 12:00 pm (noon) on Monday through Friday will be delivered to the Lilly Library by 5:00 pm on the same day. There is no Saturday delivery to the Lilly Library. Users must follow these Lilly Library policies: <http://www.indiana.edu/~liblilly/visiting.shtml>. Failure to supply an email address with your ALF request may result in delays receiving the item.

Using Stacks, Restricted Materials

Some special collection materials housed in the ALF are listed in the online catalog as "Auxiliary Library Facility - Stacks, Restricted ". When requested, these materials will be delivered to and must be used exclusively in the Lilly Library Reading Room. All requests for Stacks, Restricted items received prior to 12:00 pm (noon) on Monday through Friday will be delivered to the Lilly Library by 5:00 pm on the same day. There is no Saturday delivery to the Lilly Library. Users must follow these Lilly Library policies: <http://www.indiana.edu/~liblilly/visiting.shtml>. Failure

to supply an email address with your ALF request may result in delays receiving the item.

Using Law Library Materials

Law Library materials housed in the ALF are listed in the online catalog as "Law Library - ALF". When requested, these materials will be delivered to and must be used exclusively in the Law Library. All requests for Law items received prior to 12:00 pm (noon) on Monday through Saturday will be delivered to the Law Library by 5:00 pm on the same day. Failure to supply an email address with your ALF request may result in delays receiving the item.

Using University Archives Materials

University Archives materials housed in the ALF are listed in the online catalog as "University Archives--ALF." Patrons who wish to use University Archives materials must contact the Archives Staff by email at archives@indiana.edu or by phone at 855-1127. Once the request is received, Archives Staff will then contact the ALF. The materials will be delivered to and must be used exclusively in the University Archives Reading Room. For regulations governing the use of materials in the Indiana University Archives, see <http://www.indiana.edu/~libarch/reg-use.html>.

Using the David S. Bradley Film Collection

David S. Bradley filmic materials housed in the ALF are listed in the online catalog as "Auxiliary Library Facility - Bradley Film Collection." Requests submitted via IUCAT for Bradley materials are first reviewed by the IUB Media Librarian. If use is granted, the materials may only be used in the Wells Library Media Center (Kent Cooper Room). For more information on the Bradley Film Collection, please visit: <http://www.indiana.edu/~bradfilm/index.html>

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HERMAN B. WELLS LIBRARY 1320 EAST TENTH STREET, INDIANA UNIVERSITY, BLOOMINGTON, INDIANA 47405 PHONE: 812 855-0100 LIBREF@INDIANA.EDU

INDIANA UNIVERSITY

<http://www.libraries.iub.edu/index.php?pageId=54>

Comments to libref@indiana.edu

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FindIt!

Franklin Catalog

Using the Collections at High Density Storage

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Access Policies

The nature of a high density facility precludes the possibility of browsing through the collection to locate materials. Generally, users with specific needs are encouraged to request delivery of books and journals to the on-campus library of their choice. In cases where the user must consult a large number of volumes at once, however, it may instead be more convenient to ask for those materials to be retrieved and held in the reading room at the Facility. Both Penn and non-Penn users may contact the High Density Storage Facility staff at 215-573-5662 or at storage@pobox.upenn.edu to arrange a visit if it is appropriate.

Please note: Visits MUST be arranged in advance, to give the staff time to retrieve the needed materials.

Borrowing Policies and Procedures

Any library user, including visitors, may request that materials stored at the High Density Storage Facility be delivered to an on-campus library. Patrons may request materials for weekday on-campus delivery. Materials are delivered twice each weekday to Van Pelt Library, and once each weekday to other Penn Libraries, so turnaround time is 24 hours or less.

Any person who is authorized to borrow other Penn materials may also check out circulating Storage materials. Some materials, including those published before 1850, must be used in the library. Storage materials may be charged at any Library pickup point, including Van Pelt or any of the other Penn Libraries. Loan policies for Storage materials are the same as Van Pelt Library policies for other materials with the exception of bound journal volumes. Bound journals from Storage may circulate for one week. People who don't have borrowing privileges must use Storage materials at the designated library pickup point.

Requesting a Delivery from Storage

There are a number of ways to request storage materials. Penn faculty, staff, students, affiliates and medical staff should use the "Place Requests" feature in [Franklin](#). Once you have displayed a record for available Storage material in Franklin, click on "Place Requests" and log in using your Patron Barcode and Last Name. Then select either "Deliver to Another Library" for monographs or entire journal volumes, or "Get from Storage" for specific articles. Fill out the required information, including your Barcode and the Comments box, and then submit your request.

Courtesy borrowers should use the "Get from Storage" form for all requests.

Non-borrowers may not use the "Place Requests" feature but instead need to use either the [Storage - Request Article Retrieval](#) form or the [Storage - Request Book/Recording/Video Retrieval](#) form on the Library Forms Web Page, or fill out a paper request form at any Library circulation desk. Paper requests will be faxed to High Density Storage, while electronic forms will be sent automatically.

Article Delivery and Photocopy Services

Users may request individual articles rather than delivery of journal volumes. If you provide complete citation information, you will receive, at no cost to you, electronic delivery of the articles up to 50 pages in length. If you prefer, a hard copy can be delivered to the library pickup location of your choice. Persons who are not authorized to borrow Penn materials will receive hard copies only.

Reading Room



Although the Storage Facility is not a browsable collection, it does accommodate users who need access to long runs of serials or a large number of books. The Facility has a reading room and photocopier available for onsite consultation of materials. The reading room is available Monday through Friday from 9:00 a.m. to 5:00 p.m. Due to staffing constraints we ask patrons to call in advance so that the Storage staff can retrieve materials and have them ready for use.

Services to Patrons with Disabilities

The Map/Reading Room is accessible to all users, including those with disabilities. Material can be delivered to the Van Pelt Library and used with available **adaptive equipment and software**.

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Send mail concerning this page to: library@pobox.upenn.edu

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PENNSYLVANIA STATE UNIVERSITY LIBRARIES



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Collection Maintenance

Library Annexes

The library annexes are buildings on and off-campus where lesser-used library materials are stored. These facilities serve to relieve congested shelf space in the subject libraries at University Park, and also provide a controlled environment to help preserve fragile materials.

Please Note: The procedure for requesting Annex materials has changed. Please read the following information as the Online Annex Request Form has been removed.

The Penn State Libraries Catalog, "The CAT", will indicate if materials are housed in the annexes.

Beginning on Monday, June 28, 2004 the Library Annex in the Academic Activities Building (at the intersection of Bigler and Hastings roads) will be changing the schedule that the facility is open for public visitation to the following:

Tuesday and Thursday - 8:00 am to 12:00 noon (Circulation and photocopy services will be available until 15 minutes before closing.)

Monday, Wednesday, Friday, Saturday and Sunday - CLOSED to the public

Requests for delivery of book materials and scanned articles will continue to be processed Monday - Friday, 8:00 am - 5:00 pm.

The Cato Park library annex is not open to the public at this time, but materials may be requested for scanning or delivery to a PSU Library.

Requesting Items

All Library users are expected to understand and comply with the Penn State Libraries [Policies](#) and [Lending Code](#). Instructions for requesting annexed materials are provided below.

Penn State Students, Faculty, and Staff

Books: Individually catalogued book materials listed as having a shelf location of **"Submit Request for Annexed Material"** in the CAT, may be requested directly from the single item display screen by clicking on the **"I WANT IT"** button at the top of the screen. Instructions to users are included at the login screen. Materials marked **"nocirc"** under shelving location should be requested through ILLiad.

Articles and Bound Volumes: Copies of specific journal articles or individual bound volumes may be requested by using the Interlibrary Loan request tool,

[ILLiad](#). Copied articles will be posted to the patron's ILLiad account.

Other Users

Books: Registered library patrons may request individually catalogued book materials listed as having a shelf location of "**Submit Request for Annexed Material**" in the CAT, by clicking on the "**I WANT IT**" button at the top of the single item display screen. Instructions to users are included at the login screen.

Unregistered patrons may download or print a copy of the [Annex Request Form](#), and submit the completed form to a Circulation desk at any Library location. Requested materials may be used in-house or by arrangement with Lending Services staff.

Articles and Bound Volumes: Copies of specific journal articles or individual bound volumes may be requested by users without a Penn State Access Account by downloading or printing a copy of the [Annex Request Form](#), and submitting the completed form to a Circulation desk at any Library location.

Delivery

University Park Libraries: Hardcopy materials will be delivered to the designated location within 24 to 48 hours during weekdays. Items requested during weekend hours should be delivered by 3:00pm Tuesday.

Campus Libraries: Deliveries will be dependent upon the timing of request, travel distance, and delivery services that are available. Materials usually take five to seven days to deliver between Penn State Campus College libraries, as long as the materials are readily available.

Please note: Items will be held at the designated location for **7 days** from the date the materials are received. Patrons must pick up requested materials during that time.

Annex Request Form

The [Annex Request Form](#) is available for download by unregistered patrons or patrons without access to ILLiad. The form is in .PDF format. If you do not have the software or browser plug-in to read this format, go to [Adobe Reader - Download](#). Patrons may also obtain print copies of the form from any library service desk that has printing capabilities.

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