

Library Services Policies

The mission of Pellissippi State's Library Services is to provide an excellent collection of information resources to meet the educational, research, and enrichment needs of our students and faculty; teach information literacy skills in individual and group settings, thereby empowering our students to become successful, lifelong learners and informed citizens of their community; and continue research and investment in technological innovations for expanded access to resources to all campuses and online users in support of the college's diverse curriculum.

The Pellissippi State Libraries provide a collection of physical and online materials and services of the highest quality to meet the information literacy needs of students, faculty, and staff. Community Borrower's Cards, which allow limited library borrowing privileges, are available to Tennessee residents who are 18 years of age and can present a valid Tennessee driver's license or other acceptable proof of identification, age, and residency.

The Library Services program has been planned to meet the curricular needs of the college. The primary function of the program is to facilitate and improve learning by providing research resources and information literacy services. Additionally, the program provides resources and services relevant to the growth and cultural development of the total college population.

Libraries located at Blount, Division, Hardin Valley, and Magnolia campuses provide materials and services to all campus users. The Hardin Valley Library, located in the Educational Resources Center (ERC) building, contains the vast majority of its print circulating and reference book collection. Most of the building's first and second floors are devoted to the library's reference, circulation, and technical services areas; study and research facilities for students; and the central collection of materials. The building's public entrance is a secure entrance for the protection of the library's collection and equipment. All other doors are controlled emergency exits, and an alarm sounds when they are opened.

All facilities and services of the Pellissippi libraries are available to every member of the Pellissippi State College Community. Agreements with non-affiliated libraries provide additional resources for Pellissippi students, faculty, and staff.

Library Services provides off-campus access to its electronic resources, available to all members of the campus community with access to an Internet connection. Electronic resources available include the libraries' catalog for accessing the content of its physical collections, ebook, journal, film, image, and other streaming media online databases, from the [libraries' website \(www.pstcc.edu/library\)](http://www.pstcc.edu/library)

I. Hours

The hours of the libraries are posted at each campus and on the [libraries' website \(www.pstcc.edu/library\)](http://www.pstcc.edu/library). All library facilities are closed for official college holidays. When classes are not in session, hours of operation may vary. Contact the Hardin Valley Library's circulation or reference desk or the other campus libraries service desks for information.

II. Circulation of Materials

Borrowers must present an appropriate borrower's identification card in order to check out library materials.

A. Borrower's Cards/Borrowers by Category

Students, faculty, and staff must present a Pellissippi ID card, or other government-issued identification in order to borrow library and reserve materials. PSCC ID cards are not issued at the Hardin Valley Library, but can be obtained at the Student Life office in Goins 141. At the Blount, Division, Magnolia, and Strawberry campuses, IDs are issued at the campus libraries service desks.

While Pellissippi students, faculty, and staff are the libraries primary constituency, the libraries are open to members of the local community, students/faculty/staff from other TBR and UT schools, and students enrolled in TN eCampus courses. Pellissippi State students, faculty, and staff who need services or use of equipment or facilities will be given priority.

Tennessee residents who are 18 years of age and present a valid Tennessee driver's license may request a Community Borrower's Card. Tennessee residents who do not have a driver's license must present a photo ID to prove identity, acceptable proof of age, and acceptable proof of residency in order to receive a Community Borrower's Card. With this card, a community patron may check out a maximum of five items from the librari' circulating collection. The card is valid for one year and may be renewed. Community patrons who have overdue materials must return those items before borrowing additional items. Community patrons sign a statement agreeing to the libraries' loan and billing policy when applying for a card. Former Pellissippi students, faculty, and staff must apply for a Community Borrower's Card upon leaving Pellissippi in order to continue borrowing library materials. Community borrowers are not eligible for intercampus or interlibrary loan services, borrowing films or reserve items, or for borrowing privileges at University of Tennessee/TBR Libraries or other non-affiliated libraries providing services to the Pellissippi State College community. The Community Borrower's Card issued by Library Services allows the stated use of library materials, other than films, and does not imply or confer any other privileges or access to services and facilities of any other area or department of the college to members of the community. The libraries reserves the right to refuse to issue or reinstate a Community Borrower's Card to a requester who has unpaid bills from previous use of the libraries.

Students enrolled and faculty/staff employed at other participating Tennessee Board of Regents (TBR) or University of Tennessee (UT) schools must present a TBR/UT card from their school that is valid for the current semester in order to check out materials. Procedures for borrowers using TBR/UT cards are in compliance with a cooperative agreement among participating schools, and borrowers are subject to the library's lending and billing policies.

Students enrolled in TN eCampus courses are eligible for a TBR/UT Borrower's Card in accordance with practices stated on the [TN eCampus Website](http://elearn.rodip.org/) (elearn.rodip.org/).

B. Loan Periods

Loan periods for circulating materials may vary by type of material and by borrower category. The loan periods are as stated on the Circulation Services Information Sheet. It is available at all campus locations in paper format and is posted on the [libraries' circulation Web page](http://lib.pstcc.edu/circ), (lib.pstcc.edu/circ). Reference items and most reserve items are available for in-house use only. All materials are subject to recall.

III. Overdue Materials

All patrons (students, full-time and adjunct faculty, staff, community borrowers, and patrons with TBR/UT cards) are subject to the same overdue and billing policies. The libraries do not charge daily fines for overdue materials. However, failure to return library materials will result in overdue notices, followed by a bill if materials continue to be delinquent. Approximately one month after the due date, a billing request for the replacement cost of each item plus a per item processing fee of \$15.00 for fully cataloged books and bound periodicals or \$5.00 for non-cataloged books and periodical issues is sent to Business Services. Business Services bills the patron. Lost or damaged items are billed at the same rate. If an item is returned after the billing request has been sent to Business Services, a credit memo for the price of the book will be submitted and the patron's account will be credited for that amount. Processing fees will not be credited or refunded after the billing request has been sent to Business Services. Payments made for overdue and lost books (price of item only) are refundable for up to one year upon return of the item in good condition. Items that have been billed will not be renewed until after they have been returned to the libraries and credited. Overdue notices may be sent via campus email and via regular mail. Overdue notices are a courtesy extended by the libraries. Non-receipt of notices does not negate the libraries' overdue billing policy. It is the responsibility of the patron to notify the libraries of any change in address.

The circulation staff at the Hardin Valley Library processes overdue and billing notices for patrons at all Pellissippi State locations and maintains billing files. The library staff at other campuses will refer patron inquiries regarding overdue notices/billing, process returned materials billed, to staff members at the Hardin Valley Library for the status of transactions related to overdue/billed items at their campus in accordance with established procedures.

IV. Reserve Materials

Faculty members may request that library material, their personal copies of items, and their photocopies (in compliance with copyright law) be placed on reserve for the use of their classes. The request must include the class name and number, the instructor's name, loan period desired, and any instructions for usage of the materials. Reserve requests and materials for reserve should be delivered to the Hardin Valley Library circulation desk for courses offered at Hardin Valley, or to the campus library service desk at other campus locations. Allow 48 hours for the materials to be processed for the reserve shelf before sending students to the library to use the items. Items received near the beginning of the semester may be delayed in availability due to the heavy volume of items received at this time. Most reserve items have a 2-hour loan period for use only in the library. At the request of the faculty member, overnight and 3-day loan periods are also available. However, the purpose of reserve is to allow more access to high-demand items by limiting the loan period, it should not be used for long-term loans. Items borrowed from other libraries either through interlibrary loan or directly by the instructor will not be accepted for reserve room use. Handouts, tests, and other materials intended for distribution to classes or individual students will not be accepted for distribution by the library circulation staff.

Faculty members teaching the same course concurrently at more than one campus should place materials on reserve at each campus. The libraries at each campus provide requested reserve services in support of courses offered at a campus.

Faculty members should review the items they have on reserve at the end of each semester to determine if materials need to be replaced with new editions or if any items are no longer needed for their courses. The circulation staff at the Hardin Valley Library and the library staff at other campuses are responsible for following established policies and procedures for circulating and maintaining reserve collections at their location.

V. Interlibrary Loan Service

Interlibrary loan service is available to Pellissippi State students, faculty, and staff. Community borrowers are not eligible for interlibrary loan service and are referred to their local public library for such service. TBR/UT borrowers are referred to their home school. Books and periodical articles not available in Pellissippi State's collection may be requested via interlibrary loan. Interlibrary loans may be made online or from any PSCC Library. Only interlibrary loan requests that comply with copyright law are processed. The online form is available on the [libraries' circulation Web page](http://lib.pstcc.edu/circ) (lib.pstcc.edu/circ), click on the desired campus location. Interlibrary loan forms are available at all libraries. Requests for photocopies of periodical articles are accepted in compliance with copyright law. Requests that do not meet copyright guidelines will not be processed. The patron should allow a minimum of two weeks for requested items to arrive. Service varies depending upon the procedures and availability at the lending institution. The patron is responsible for damage or loss of materials borrowed.

VI. Reference Service

Reference Services are available at all Pellissippi Libraries from 8 a.m. until closing Monday through Friday and at the Hardin Valley Library from 10:00 a.m. until closing on Saturday during the fall and spring academic semesters. Hours are adjusted during summer sessions and may vary during interim periods and breaks. Reference service is available to all library users during announced hours. Request service in person, by calling 865.539.7107 or texting 865.630.4922, or by using the [Ask a Librarian Web page](http://libanswer.pstcc.edu/) (libanswer.pstcc.edu/) to chat with or email a librarian. Services include finding library materials, choosing and narrowing a research topic, navigating library databases, finding appropriate Web resources, evaluating the credibility of sources, citation, and more. The reference area at the Hardin Valley Library houses a current reference collection of print resources pertaining to all areas of the college curriculum. Computer workstations available in the reference area and at the other libraries provide access to the online catalog of library resources and to the online library databases. These online resources are accessible from home or other locations via the Internet.

VII. Library Instruction

Instructors teaching a Pellissippi State course at any campus, high school, or fully online who wish to schedule a research instruction session should complete the [Research Instruction Form](http://lib.pstcc.edu/facultyservices/instruction) (lib.pstcc.edu/facultyservices/instruction), call the Hardin Valley Library reference desk (865.539.7107), or contact the librarian at their library. Please provide a week's notice if possible. Advance notice allows for preparation time, coordination of a computer lab, and other instructional activities. In order to make instruction targeted and engaging to students, the instructor should provide information about the nature of the assignment and the desired learning outcomes.

VIII. Acquisition of Materials

Funds for the purchase of all materials and services, including the purchase of books, periodicals, electronic resources, and video and audio materials, are placed in the Library Services budget. The selection of materials is a joint responsibility of the Library Services faculty and the faculty members of the departments of instruction. Materials requested by the teaching faculty are given preference in the decision-making process. Requests for materials are reviewed for adherence to the selection guidelines in the library's collection development policy. When an item requested by a faculty member is processed and ready for the shelf, the requesting faculty member is notified. A list of new titles added to the collection is posted monthly during the academic year on the [libraries' website](http://www.pstcc.edu/library) (www.pstcc.edu/library) under the What's New tab.

Materials for inclusion in the library's collections are selected primarily on the basis of the suitability of the materials to meet the curricular needs of the individual departments of the College. As the acquisition of new periodical titles involves an ongoing commitment of budgetary resources, physical space, and staff time, requests for new periodical titles are carefully considered before a purchasing decision is made. This process includes a review of similar titles to which we currently subscribe to determine if the subject need is already being met, and consideration of whether the title is accessible in an electronic, full-text resource. All recommended resources are reviewed before they are selected. Reviews may include trial subscriptions before final determinations are made.

IX. Gifts

Gift materials are processed through the Pellissippi State Foundation Office. The Foundation acknowledges receipt of materials and in cooperation with Library Services assigns a value to any donation. The same selection standards used for choosing other materials to be added to Library Service's collections also apply to gifts. While Library Services welcomes and encourages gift materials, the libraries reserve the right to make appropriate disposition of materials given to the College. Donors wishing to contribute materials for the Faculty Senate Scholarship Annual Book Sale may wish to contact the libraries' Faculty Senate Steering Committee representative.

X. Displays

Displays promoting educational, informational, or cultural concepts may be scheduled in the libraries by "Affiliated Individuals" or "Affiliated Groups or Organizations" as defined by TBR Policy 3:02:02:00. "Non-affiliated" individuals or groups requesting space for displays in the library should contact the vice president of Business and Finance.

- Displays may be scheduled in the library by contacting a librarian.
- Displays are scheduled for a specific period of time, usually not exceeding one month.
- Displays must be placed in areas designated by the library to avoid impeding building traffic and hindering access to library facilities.
- It is the responsibility of the sponsoring party to set up, maintain, and remove the display.
- Displays will be removed on the specified date.
- The libraries reserves the right to deny displays that contradict the mission of the college and any college or state policies.
- Displays may be refused on the basis of one or more of the following:
 - The person or group is not authorized to use the facility.
 - The materials to be displayed are obscene or otherwise violate any federal or state law or regulation of the institution or the school.
 - There is insufficient space available at the time requested due to the previous scheduling of other displays in designated display space.

XI. Group Study Rooms

Study rooms are available to students for the purpose of group interaction and discussion. Study rooms may be scheduled at the reference desk or using the [Book a Study Room Form](http://libcal.pstcc.edu/) (libcal.pstcc.edu/). Rooms may be reserved no more than two weeks (current and following weeks) in advance. As the rooms are popular, they are booked in blocks of not more than two hours per group. The individual booking a study room is limited to booking one two-hour block per day to allow greater availability to more students.

XII. Service Agreements with Non-Affiliated Libraries

A. TBR/UT Libraries

In accordance with an agreement reached by the Tennessee Academic Library Collaborative (TALC), any currently enrolled Pellissippi State student and any currently employed Pellissippi State faculty or staff member may borrow books from the libraries at participating TBR/UT schools. The borrower is subject to the loan policies of the lending library and is responsible for any fees incurred at the lending institution.

Pellissippi State students, faculty, and staff members who plan to use the library facilities at participating institutions may visit any Pellissippi State library and request a TBR/UT Borrower's Card. The card will be valid for one semester and may be renewed. The TBR/UT Borrower's Card and a photo ID must be presented at the lending library in order to check out materials. The libraries reserves the right to terminate this privilege for any patron at the request of the lending library.

Library Services will reciprocate by lending materials to students, faculty, and staff from other TBR/UT schools when valid TBR/UT identification cards are presented. Borrowers from other schools agree to follow Pellissippi State's lending policies.

XIII. Distance Education – Library Support

Students enrolled in (and faculty teaching) distance education courses may contact the library for service information. The online catalog, library databases, individual reference and research assistance via Ask a Librarian, and instructional tutorials are available on the [libraries' website](http://www.pstcc.edu/library) (www.pstcc.edu/library). Research instruction is available to online courses and can be requested using the [Research Instruction Form](http://lib.pstcc.edu/facultyservices/instruction) (lib.pstcc.edu/facultyservices/instruction). Students and faculty members who live in close proximity to a Pellissippi State location are able to use the services of the library at that location, including interlibrary and intercampus loan. Students and faculty who live in Tennessee may borrow materials from any participating TBR/UT school with a TBR/UT Borrower's Card. Those living outside the state of Tennessee may request that circulating books from the libraries' collection be delivered by mail. Service accommodations will be considered as they are requested for students enrolled in distance education courses who live more than 30 miles from any Pellissippi location or who require an ADA accommodation.

A. Pellissippi State Identification Cards

Students enrolled in (and faculty teaching) distance courses should request a Pellissippi State ID card. The card (and subsequent revalidation) can be requested directly by visiting the open computer lab in ERC 347 at Hardin Valley or the library at other campuses. Pellissippi students and faculty must have a Pellissippi ID or an official picture ID in order to check out library materials while visiting.

B. Reference Service

Reference Services are available at all Pellissippi Libraries from 8 a.m. until closing Monday to Friday and, at the Hardin Valley Library, from 10:00 a.m. until closing on Saturday during the fall and spring academic semesters. Hours are adjusted during summer sessions and may vary during interim periods and breaks. Reference service is available to all library users during announced hours. Request service in person, by calling 865.539.7107 or texting 865.630.4922, or by using the [Ask a Librarian Web page](#)

(libanswer.pstcc.edu/) to chat with or email a librarian. Services include finding library materials, choosing and narrowing a research topic, navigating library databases, finding appropriate Web resources, evaluating the credibility of sources, citation, and more. The reference area at the Hardin Valley Library houses a current reference collection of print resources pertaining to all areas of the college curriculum. Computer workstations available in the reference area and at the other libraries provide access to the online catalog of library resources and to the online library databases. These online resources are accessible from home or other locations via the Internet.

C. Access to Circulating Books

Students enrolled in distance courses who live outside the state of Tennessee and students requiring ADA accommodation may request that books from the general circulating collection (print format) be sent to them via mail. Materials on reserve are not available for loan by mail. The student is responsible for returning borrowed items in a timely manner and for any fees that accrue due to late return or failure to return materials. The postmark date will be considered the date of return. Borrowers are required to return books via first-class postage or parcel service (e.g. UPS) or to return items directly to one of the Pellissippi libraries. Qualifying faculty members are also eligible for this service.

Distance students and faculty members eligible for mail service may request books from the circulating collection by phone, mail, or email. In the event that the material is unavailable at the time of request, the requester will be notified. The request must include: 1) call number of the requested book, 2) author and title of the requested book, 3) publication date or edition, and 4) the requester's name, Pellissippi P number, and mailing address.

In addition to the collection of materials in print format, off campus access to a collection of over 200,000 ebooks is available to enrolled students and currently employed faculty and staff.

Students enrolled in distance courses who live in Tennessee may use their borrowing privileges at participating TBR/UT libraries across the state (described below) for access to nearby materials.

D. Borrowing Privileges at Non-affiliated Libraries

Distance education students and distance education faculty living in Tennessee are eligible for borrowing privileges at participating TBR/UT schools throughout the state. A TBR/UT Borrower's Card may be requested at any of the libraries. Students living more than 30 miles from a Pellissippi State location may call the Hardin Valley Library circulation desk (865.694.6516) or email the circulation librarian to request that a TBR/UT Borrower's Card be mailed to their home address. This card and a photo ID must be presented at the participating library in order to check out materials. The student is subject to the policies of the lending library and is responsible for any financial obligation incurred at the lending library.

E. Interlibrary Loan Service

Distance students and faculty members may request titles not available in the collection of the Pellissippi State Libraries or their local library via interlibrary loan. Requests may be submitted at any of the PSCC libraries or via the Interlibrary Loan link from the [libraries' circulation Web page](#), (lib.pstcc.edu/circ). Allow a minimum of two weeks for materials to be received. Items requested via interlibrary loan may be delivered via an email attachment, or mailed to the requester's home address if the requester lives more than 30 miles from a Pellissippi campus. Interlibrary loan books returned by

mail must be sent to the libraries via first class postage or parcel service (e.g. UPS) or returned directly to one of the PSCC libraries.

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