

Library newsletter

1982

BOISE STATE UNIVERSITY LIBRARY

RESPONSE TO THE NEWSLETTER SURVEY

Your responses to the Newsletter survey demonstrated that there is a desire (need?) for such a publication. Twenty six of forty two questionnaires were returned - some with suggestions and offers to help.

The overwhelming consensus favored a monthly publication with one circulating copy to each department. One respondent noted that there should be one copy per staff member because some were laggard in passing the issue on. Your editors thought one copy per person would be desirable if in fact we included information that had a time value. One copy per department it is - and pass them on with dispatch. There was a unanimous response in favor of the present logo and design. Artists put your pencils down.

What would you like to see in the Newsletter? Hours, displays, moves, conferences, biographical info on new staff, acquisitions, equipment, renovations, staff accomplishments and announcement of new policies and procedures all had 15 or more votes. Those with 10-14 votes were: availability of new library publications, news of meetings, changes in assignment, local library developments, updates on the Library Science program including who's teaching what, statistics, information on student assistants, highlights of Public Service meetings, Technical Service doings, updates on COM and Apple, book reviews and EMS doings (Ben do you have a reporter?). The few categories not noted received 9 or less votes.

There were some suggestions of merit which did not appear on the check-list. One was to list the titles of new (to BSU) periodicals and changes in title. Dave Crane and his fine serials crew have volunteered to do this and we accept their effort. Perhaps a brief word on the subject of the journal would be helpful. Another suggestion was to continue to reproduce appropriate cartoons and humorous articles. PN6147 here we come! And last but not least one respondent asked for an "editorial" page or morale boosting articles by the administration.

Well, we have our work cut out for us.

PROBLEM PATRONS

On April 22, 1982 Officer Rick Fuhrman of BSU Campus Security met with library staff to discuss appropriate ways of responding to the incidences of unorthodox behavior that have been so prevalent in the Library this spring.

Fuhrman explained that the BSU Campus Security force consists primarily of officer trainees affiliated with BPD who have most of the authorities if not all of the expertise of full-fledged officers. Their office is in the SUB lobby, but as they spend most of their time out on campus, there is often no one there to respond to telephone reports or queries: calls are picked up by student assistants in the SUB Union Station who may be somewhat less than helpful to someone in need of assistance. In such cases, the BPD

Dispatch (377-6790) should be called, and they will summon an officer to the scene. (The 911 Emergency number should not be used except for bona fide emergencies).

Most of the problems reported in the University Library are crimes, but of the misdemeanor rather than felony classification. The person making an arrest for a felony must actually witness the activity. If a summoned officer arrives in time to see the crime in progress s/he may make an arrest; they may not arrest on the basis of a witness' description, however. Instead the witness must make a citizen's arrest, with support from the officers, who will complete the necessary paperwork, give the accused their rights, and provide transportation "downtown." The citizen making such an arrest must be aware of the risks entailed in such action (such as being sued for false arrest) and be prepared to follow up (by swearing out a complaint, testifying in court, etc.) Fuhrman suggested that the higher in the administrative hierarchy the arresting citizen, the more credence the complaint will carry in court: for this reason, library employees should summon the University or Associate University Librarian, the library faculty member in charge, or the full-time staff person responsible for the department, in that order, to handle the situation.

When library employees see a felony in progress (Section 6110 of the Municipal Code describing disorderly conduct covers most of the variant behaviors) Fuhrman advises approaching the errant individual, identifying the unwelcome behaviors, and asking they desist and that the person leave the building. If the offender refuses to comply, Campus Security should be summoned (no staff heroics welcome here: but be prepared to provide as detailed a description of the person as possible, in case s/he doesn't wait around until the officer arrives). Or the staffer might be better advised to call Campus Security before approaching the person. While the officer cannot arrest for behavior s/he hasn't witnessed, the uniform adds a measure of authority when the offender is approached. After the staff member tells the offender not to return to the library, s/he should send a registered letter reiterating the message, so that subsequent offenses can result in arrest for trespassing.

Fuhrman emphasized the dangers of getting involved with a confrontation, noting that Campus Security officers may be more experienced at handling such situations without escalating the level of aggression. But he emphasized too that staff members have rights, and that the library, its patrons and staff, need not tolerate lewd, abusive, obscene, or threatening behavior from aberrant individuals. As library administration backs up its complaints with subsequent action (sending the registered letters, etc.) we hopefully will have fewer chronic problems in the future.

BAM

Since Officer Fuhrman's talk two of our most persistent problem patrons - the book fanner and the mirror man have been "apprehended". After lengthy discussions with officers from Campus Security and Mr. Hansen they agreed not to return to the Library. Neither were members of the BSU Community, nor have any of the other problem patrons who were removed from or asked to leave the Library in recent weeks.

OVERDUES & SUCH

There have been some questions from staff about Circulation Department overdue notice and billing procedures to staff who have overdue books. Library staff are treated as any other University staff. Books are checked out for 4 weeks and may be renewed as long as there is not a hold on the book. After the 5 day grace period, cards for overdue books are pulled from the file, searched against the shelves, notices typed, and sent. Approximately 3 weeks later, if there has not been a response to the notice, a bill is sent. The amount of the bill will be for the current replacement cost of the book and a \$10.00 processing fee. We only send one notice and one bill. After the bill has been sent, the book card is searched against the shelves twice and then

the card is placed in the lost book file. We do not have any way to force staff to pay for lost books but we do ask for your cooperation. We do not charge fines for faculty and staff; again, because we have no enforcement procedure.

Permanent faculty may check books out for a semester at a time. Notices are sent once a semester. After 3 notices with no response, faculty are billed for lost books. As with staff, we have no enforcement procedure and have to depend on the conscience of the person being billed to either return books or pay for lost books. Special lecturers and part-time faculty are treated as staff regarding check-out time and billing procedures. Bills have been somewhat effective in recovering books thought to be lost.

In the interest of service to all Library users, staff are urged to check out books at the appropriate circulation desk before taking them to desks or offices. It is a great temptation to pick up a book to look at. One often thinks that the book will only be off the shelf for a little while but sometimes the little while turns into a long while. In the meantime Circulation or CRC may have spent several hours and had to deal with frustrated users trying to find a particular book - often one that is in an office or desk, not checked out. The fewer frustrations the users have to face, the better off we all are.

JS

PROMOTIONS, CHANGES & NEW HIRES

Congratulations to Liz Cardinale who moved from CRC to take over the responsibilities of the Periodicals/Microtext collections.

Nancy Rosenheim is Liz's replacement in CRC. Nancy is from Massachusetts and a graduate of Wheaton College (Massachusetts). She has had library experience with the Andover Public Schools and a brief fling as a stack attendant at the Library of Congress. Her most recent employment has been with the Biscuitroot Park in Northern Idaho. Mr. Rosenheim is a budding lawyer in Boise.

Replacing Lani Doremus in the Circulation Department is Cheryl Fost-Bessaw. Cheryl is a Social Work major at BSU and has had a broad range of experience as a student and/or worker in various Idaho State departments, and at Walla Walla Community College, Whitman College and San Francisco State University. Cheryl's husband is an engineer with Morrison-Knudsen.

Both Nancy and Cheryl work half-time so you may have to put out an extra effort to find them in order to welcome them to the Library.

Three members of the Library faculty were promoted to Associate Professor. They are Dave Baldwin, Don Haacke and Gloria Ostrander. In addition Dave Baldwin was granted tenure as was Adrien Taylor. Congratulations Dave, Don, Gloria and Adrien on achieving these important milestones.

COMINGS & GOINGS - PEOPLE

By the time you read this issue Gloria Ostrander, Anne Matjeka, Dave Crane, Ralph Hansen and Tim Brown will be at ILA in Sun Valley. The program, emphasizing Intellectual Freedom and Censorship, Library Automation and a host of additional topics should keep us off of the ski runs. P.S. Adrien Taylor will also be at ILA.

Gloria Ostrander will be in Olympia, Washington on May 7 to serve on the WLN terminal selection advisory group. Since the Hazeltine Company will discontinue production of the Mod One this group of eleven librarians from the WLN service area will help WLN choose a replacement machine.

Darryl Huskey, a member of the State Advisory Council for Vocational Education, attended their most recent meeting in Rexburg on April 14-16.

Ralph Hansen participated in the Filer School District re-accreditation on April 6-7-8 as the media specialist.

COMINGS & GOINGS - COLLECTIONS AND OTHER INANIMATE THINGS

STORAGE COLLECTION

The BSU Library no longer stores periodicals in the State Library storage warehouse. Using surplus State Library wooden shelves an in-house storeroom was set up in Room 239 (by CRC). A memo establishing retrieval procedures was sent out by Janet Strong.

MICROFICHE DUPLICATION

Responsibility for duplicating microfiche has been transferred from Anne Matjeka to the periodicals unit of the Circulation Department.

Requests for fiche duplication should be sent to or dropped off at the general circulation desk. Orders can be picked up at the same desk.

POT-POURRI

Your attention is called to changes in parking fees and parking regulations. This information has been widely disseminated but two important changes need to be emphasized.

First, reserve space holders will not be allowed to park in general decal required areas unless they purchase a general decal.

Second, no student, staff or faculty will be allowed to park in the visitor spaces.

This last change should make it easier for visitors to the Library to find a parking place in the Library lot.

The office of Financial Aids has tightened up on its standards "in order to allocate shrinking student aid resources to the most deserving students." We have the resources and we would like to know where the shrinking students are.

Gloria Ostrander reports that as of March 31st the BSU Library contained 272,060 volumes in 225,810 titles. The COM Catalog now contains 147,689 entries including 24,600 in the April supplement. That represents 65.4% of our holdings in COM.

The Library is three tables richer thanks to the welding students at Vo-Tech. We had three table tops but no legs. Vo-Tech provided the legs at no cost to the Library and two of the tables were immediately put to use, one for the third floor COM machines and the second is being used as the book sale table.

Summer hours are to be as follows:

Monday-Thursday	7:30 a.m. - 8:00 p.m.
Friday	7:30 a.m. - 5:00 p.m.
Saturday	12:00 noon- 5:00 p.m.
Sunday	Closed
July 3-4-5	Closed

The Public Services Council has made recommendations for summer desk assignments and these will be taken up by the full faculty at the next faculty meeting.

Extended hours for the last weeks of school when the Library will remain open until 11:00 p.m. will be observed on: Friday, April 30; Sunday, May 2; Friday, May 7; and Sunday, May 9.

A new Savin copier arrived on Thursday, April 22. It replaces the machine rented for 1981-82. The old machine had numerous problems which caused constant frustration to Circulation and student users. The new machine is "guaranteed" to be better. However, it failed to work when plugged in. Apparently the trip from the Savin office to the Library caused a small tear on a chip board. That has been replaced and the machine was working as this was written.

After a long delay for parts the linedex has been expanded. Thirty copies of the revised list have been made for student use in the Reference Department. More will be made at a later date.

LIBRARY SCIENCE PROGRAM

A new library science course being offered at BSU this summer capitalizes on the talents of one of the Library's own. Anne Matjeka will be team-teaching the course, Introduction to the Use of Libraries and Teaching Library Skills, with another education expert, Ruth Hadzor. Hadzor, a reading specialist, is currently librarian at Hillside Junior High.

The new course is offered as a special-topics, 3-credit hour class. It incorporates LS 102, Basic Library Skills: students must complete both courses by the end of the first five weeks. (Basic Library Skills will also be available to summer school students for the first time this year, on the usual 1-hour credit/no-credit basis).

According to Anne, who is in the process of developing the new class now, it will emphasize the importance of teaching library skills to students from levels K through 12. Discussion of who should teach library skills to students (librarian or teacher) will be included. Participants will also be instructed in different techniques for imparting such skills to elementary and secondary school students.

The summer school catalog distributed last week erroneously lists the course as available for upper-division and graduate level. It is LS 297/497 and enrollees may receive either upper division or lower division credit.

VOLUNTEERS

Those who expressed an interest in working with or for the Newsletter will be contacted shortly for a brief meeting.

If a man empties his purse into his head, no one can take it from him.

Benjamin Franklin

A room without books is a body without a soul.

Cicero