U.B.C. LIBRARY NEWS

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NEW LIBRARY LOAN REGULATIONS

General descriptions of the proposed new loan regulations have already been run by both the Ubyssey and UBC Reports. This look at the new regulations is intended to answer some of the questions which may have arisen from their descriptions or from the proposal circulated by the Librarian this summer.

The date on which the new regulations will go into effect depends on two things, first, the decision of the Board of Governors at their December meeting, second, the date on which the postal strike is resolved. Assuming that the Board approves the proposal, and that we have mail service available for sending out notifications, the Library hopes to implement the new system in January 1976.

SOME ANSWERS TO QUESTIONS ABOUT THE NEW LOAN REGULATIONS WHICH MAY SET YOUR MIND AT REST:

1. WHY NEW LOAN REGULATIONS?

Basically, because the old ones weren't working. Under the old system varying loan periods available to different groups of users, applying to different kinds of materials in different libraries, combined with an inherent inability to enforce loan periods of any sort, created serious problems of access for all Library users. And optimum access for users is what regulations should provide. People who couldn't find what they needed on the shelves were often kept waiting days, even weeks, while call-in procedures were followed. The low fines and inconsistent application of a too complex system of penalties were insufficient to ensure the return of overdue materials. Certain special borrowing privileges - such as those allowed faculty members - were abused and thus resented by those affected - including other faculty members. The system also involved the Library in a great deal of paper work and expense, to no apparent satisfactory end.

2. WHAT IS DIFFERENT ABOUT THE NEW REGULATIONS?

First, the same loan periods will apply for all campus borrowers.

Second, although there are basic loan periods for books and periodicals, all campus borrowers may apply for extended loan of items which are not in frequent demand.

Third, all campus borrowers will be subject to fines and to suspension of borrowing privileges if they do not respect the new regulations and thereby cause inconvenience to other borrowers.

Fourth, the regulations are experimental. If after a year they are shown to be unworkable, they will be modified or withdrawn.

3. WHAT ARE THE STANDARD LOAN PERIODS FOR BOOKS?

For most books, there are two standard loan periods: two weeks and one week, the shorter period applying in those libraries where a higher rate of turnover is necessary to meet demand.

2 weeks - in the Main Library, Animal Resource Ecology, Asian Studies, Crane, Fine Arts, Law, MacMillan, Mathematics, Music, Social Work, and Woodward Libraries.
1 week - in the Curriculum Laboratory, Government Publications, and Sedgewick Libraries.

There is also provision for shorter loan periods of two hours, one day, two days or three days, in the case of books on reserve. Each book will be marked with the appropriate loan period.

And there is the provision for extended loan, dealt with below.

4. WHAT ARE THE STANDARD LOAN PERIODS FOR SERIALS?

This is a controversial area. Many people feel that serials should not leave the Library at all. It is not possible to satisfy everyone, so the following periods represent an experimental compromise, based on present patterns of use.

1 week - in the Main Library, Animal Resource Ecology, Asian Studies, Crane, MacMillan, Mathematics, Social Work, and Woodward Libraries for bound periodicals.
3 days - in Main Library, Animal Resource Ecology, Asian Studies, Crane, MacMillan, Mathematics, Social Work and Woodward Libraries for unbound periodicals.
1 day - in Sedgewick Library.
Overnight - in the Curriculum Laboratory.
Library Use Only - in Fine Arts, Law, and Music Libraries.

5. WHAT ABOUT EXTENDED LOANS?

The extended loan privilege is intended to introduce greater flexibility in the system, and to permit users to retain for longer periods of time those items which are not in demand. Any borrower may request such an extended loan. Each branch or division will set its own clear-cut criteria to handle its own materials. Guidelines may differ according to type of material. The object will be to try to match the needs of the individual borrower with length of the loan period, while considering the needs of others.

At the same time, it is hoped that all users will understand the desirability of using the shorter loan periods wherever possible, and bringing back items as soon as they have finished with them. This improves access generally. In other words, don't hoard books.

6. HOW WILL EXTENDED LOANS BE ARRANGED?

You may request an extended loan at the branch or division from which you sign out your book or periodical. In the case of the Main Library stacks, the extension must be requested at the Loan Desk. The request may be made at the time of borrowing, or later when you renew. Telephone renewals will be accepted (except in Sedgewick, where high volume and a shorter loan period make this impractical), but without the book in hand, potential demand cannot be easily determined.

A due date must be set for each extended loan, but this date can be chosen by the borrower and will, within reason, be accepted by the Library.

At the end of the extended loan period the item will become overdue just like material signed out for the standard loan period. Extended loans are subject to immediate recall if requested by another borrower, but before the due date there will be no penalty if the original borrower responds promptly to the recall notice.

Of course, in the case of both standard and extended loans, items can be renewed if they have not been requested by another borrower.

7. WHAT SORT OF NOTICES AND REMINDERS WILL I RECEIVE FROM THE LIBRARY?

Reminders. You will receive a reminder notice ten days after the due date if no other borrower has requested the item. You will not be liable for a fine unless some other borrower actually requests the item, in which case the overdue fine will be assessed from the day that the call-in notice is sent.

Call-Ins. You will receive a call-in if another user requests an item you have on extended loan (but not on standard loan - in the case of the shorter loan periods you may retain the book until the due date). The notice will state the new due date of the item. You will also receive a call-in list at the end of each term, covering all items outstanding at that time.

Overdues. You will receive one overdue notice for an item which has been requested by another borrower, and which you have not returned by the due date. If you do not return the item by the time the maximum fine is due, you will receive a bill and your name will be placed on the list of borrowers eligible for suspension.

8. WHAT ABOUT FINES AND SUSPENSIONS?

Fines will be assessed only in cases where another borrower is inconvenienced or if Library material has been lost.

The following penalties for late return of Library materials will apply equally to all borrowers.

Home Use Materials, Serials, and 'Restricted Use' Materials. $1.00 per day, up to a maximum of $25.00 per item, will be charged on overdue material requested by another borrower. The fine will begin to accumulate from the day of the request if the material is already overdue when requested. If material is requested before it becomes due, the fine will begin to accumulate on the due date. If there has been no request, overdue materials will not be subject to fines, but the high cost of late returns when there is a request should incline borrowers to bring things back on time.

Reserve Materials. $1.00 per hour, up to $5.00 per day, with a maximum of $25.00 per item will be charged on overdue reserve material requested by another borrower.

Extended Loans. When material on extended loan is called in for another borrower, seven days - without penalty - will be allowed for return of the material. The seventh day will be considered the new due date and if the material is not returned by then, penalties will be charged as above.

If material requested by another borrower is still not returned by the time the maximum penalty has accrued, a bill for $25.00 per item will be issued, and the offender's borrowing privileges will be suspended. The suspension will remain in effect until the material is returned. If the offender does not return the overdue material by the end of term, despite being suspended, then, in addition to being billed $25.00 per item overdue fees, she or he will be billed the cost of replacement plus a $10.00 processing fee for each item.

When Library material is reported lost prior to the issuance of call-in notices, the borrower will be billed the replacement cost plus a $3.00 processing fee. If material is not reported lost until after notices have been sent, the processing fee will be $10.00.

Although call-in notices will be sent when overdue materials are requested by others, borrowers should realize that by the time a notice is received, penalties will already have accrued.

9. WHAT ARE MY RESPONSIBILITIES UNDER THE NEW SYSTEM?

First, take note of the due date and return books on or before the date they become due. That way, you avoid the possibility of a fine: but more important, it keeps books circulating for everyone. Second, respond promptly to call-in notices for material on extended loan. Faculty members particularly should remember to return materials before leaving on an extended absence, or make arrangements for someone to watch their mail for call-ins. Third, make sure that the Library has your current address. Penalties will not be waived if failure to receive a call-in notice is attributable to your failure to keep us aware of your whereabouts. Fourth, for your own convenience consider using a single due date for all extended loans.

10. WHAT DO I DO IF I HAVE A PROBLEM?

See the staff member in charge of circulation overdues in the Library branch or division from which you borrowed the item in question. The staff member is empowered to cancel a bill if the Library has made an error. If you are not satisfied with the Library action, appeal can be made through the branch or division head to the Appeals Committee. This committee will be appointed by the Senate Library Committee and will consist of two faculty members, two students, and one Library staff member.

11. WHAT HAPPENS IF I AM SUSPENDED?

Borrowing privileges will be suspended only in extreme cases. (See question 8.) The solution is simple: return the item (worry about the fine later) or present proof to the Library that replacement and processing charges have been paid.

12. WHAT ABOUT THE OVERLAP PERIOD?

If the Board of Governors approves the proposed regulations at its December meeting, the usual December call-in will be replaced by a combination call-in notice plus a notification of the beginning of the new system. The deadline for call-ins may have to be delayed slightly, but the usual December routine of return or renewal should allow everyone a smooth transition to the new rules.

THE POSTAL STRIKE AND THE LIBRARY

While to many the postal strike means a respite from bills and a chance to catch up on projects that have been postponed under the pressure of daily correspondence, to the Library the postal strike means a nuisance while it lasts and an instant backlog of work as soon as it ends. There follows a look at the public and technical service divisions - how they are coping now, and what they predict will be the problems once mail service resumes.

Interlibrary loan is an area which depends heavily on mail service for its daily operation. At present, the only incoming material they are receiving is from Simon Fraser and the libraries participating in the Greater Vancouver Library Council's Federated Information Network plus a limited exchange of photocopied material. Requests from U.B.C. borrowers are being processed as far as possible, then being held until they can be mailed. Staff who would normally be occupied with processing incoming material are being temporarily reassigned to other duties that the Library cannot normally afford the time for, for example, shelf reading. Margaret Friesen of the Interlibrary Loan Division predicts chaos once the strike ends. Queries will have to be made on all requests sent out from U.B.C. at the time the strike began, material addressed to Blaine in the later stages will have to be fetched for an indefinite period, and of course there will be the flood of incoming loans to be received, sorted, and held for pickup.

The Circulation Division reports that the Extension Library is virtually closed down, overdue notices are not being sent, and returns are down accordingly. Telephone call-ins are being made to a limited extent. The only good thing coming out of the strike is that the copy service has been able to achieve currency in dealing with its invoices. The end of the strike is expected to bring mass mailings of overdue notices, complicated by the problem of bills for replacement costs which will have to be held until overdue notices have been sent out.

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The reference divisions are feeling the lack of new journals and the disruption of current awareness service. They foresee problems with missing periodicals and delays in binding.

The Acquisitions Division reports that the receipt of books is down by 30-40%. Nothing is coming in from vendors other than the large North American vendors who can afford to ship by freight or express. For the first time in years, there are no invoices waiting for payment, and so far illness and holidays have coincided with a lowered workload. The problems foreseen when the strike ends are mainly those of bulk - floods of invoices and floods of books to be processed.

Serials Acquisitions' problems will be more complex. Issues will arrive out of order, making claiming difficult. It is expected that no claiming will be possible for one to two months. In the meantime, the Serials Division is putting their time to good use preparing for conversion to a more advanced serials system.

The Cataloguing Divisions have not felt any fall-off in input yet. Much material is received in cataloguing that does not come in the mail and if material for processing does run out before the strike ends, there are always special projects which can be carried on. At the moment, however, there are two staff vacancies in Cataloguing. Once the books now waiting in the mails arrive, U.B.C. might have to face a cataloguing backlog again for the first time in five years, especially if no staff replacements can be found.

Right now, Library staff and users are suffering together the delays and deprivations resulting from the strike. The worst is yet to come however, and we hope that Library users will be patient with us during the digging-out period that will follow the resumption of mail service.

ANNOUNCEMENTS

LIBRARY POETRY

The Library is sponsoring a series of readings by U.B.C. faculty, staff, and student writers. The readings have been organized by Michael Kasper and they are held Thursdays at 12:30 in the Sedgewick Library orientation room. Michael Bullock, Jill Mandrake, and Avron Hoffman have already given readings, Toby MacLennan, Fine Arts instructor, will read next, on January 15, and Audrey Thomas, Ken Fernstrom, Cathy Ford, Andrzej B'sza, A. Delaney Walker, and Carolyn Borsman are yet to be heard from. Names and dates will be published in This Week at U.B.C.

WANTED

The following out-of-print items are needed to complete the Library's holdings:

American Anthropologist. vol.76 no.3 (1974)
Atlas; World Press Review. vol.21, no.1 (1974)
British Columbia Business Journal. vol.4, no.2 (March 1972)
Canadian Geographer. vol.18, no.2 (1974)
Canadian Geographical Journal. vol.89, no.3-4 (1974)
Canadian Journal of Economics. vol.7, no.3 (1974)
Current History. vol.67, no.398 (1974)
Economist. vol.253, no.6848 (Nov.23-29, 1974); and no.6851 (Dec.14-20, 1974)
Far Eastern Economic Review. vol.83, no.3 (1974); vol.84, no.6 (1974); vol.85, no.36-37 (1974) vol.86, no.43,45,50 (1974)
Fire Control Notes (Canadian Forestry Assoc., Vancouver). no.1-3,8,12-14.
Harper's Magazine. vol.249, no.1495 (1974)
National Geographic Magazine. vol.145, no.1-4 (1974); vol.146, no.3-4 (1974)
New Statesman. vol.88, no.2263, 2274 (Aug.2, Oct.18, 1974)
Saturday Night. vol.89, no.1-2 (1974)
Spectator. vol.233, no.7637 (week ending Nov.9, 1974)

If you can supply any of these, please get in touch with Graham Elliston, local 2304.

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