

Shapiro Library

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Off-Campus Library Services Policies and Procedures

“Library resources and services in institutions of higher education must meet the needs of all their faculty, students, and academic support staff, wherever these individuals are located, whether on a main campus, off campus, in distance education or extended campus programs, or in the absence of a campus at all; in courses taken for credit or non-credit; in continuing education programs; in courses attended in person or by means of electronic transmission; or any other means of distance education.”
<http://www.ala.org/acrl/guides/distlrng.html>

The following policies and procedures have been adopted in response to the Association of College and Research Libraries guideline quoted above as well as to demonstrate the commitment of Shapiro Library to provide academic support to Southern New Hampshire University’s off-campus students, faculty and staff.

Off-Campus Library Services (OCLS) are limited to currently enrolled **Continuing Education** undergraduate and graduate students; faculty and staff whose centers of record are outside of Manchester, NH; **SNHU Online** and **Cohort Program** students and faculty living outside of Manchester, NH; and **Overseas Students** and their SNHU employed faculty. The Shapiro Library’s OCLS web page acts as a gateway to services for these students, faculty and staff (patrons): www.snhu.edu/1670.asp

Article Requests – In House Shapiro Library Collections

Off-campus patrons may request copies of articles from in-house print periodicals in accordance with copyright laws of the United States (Title 17, United States Code) by e-mail, fax, or the link to: “**Journal, magazine, or newspaper** article copies from the Shapiro Library in-house print collection” located on the OCLS web page. The subsequent web page will have a link for the “**OCLS Article Book Request Form**” to be filled out. Patrons should first check the availability of the periodicals via our online journal list (“Electronic & Print Journals by Title”) located on the Library’s Home Page. The online journal title list includes all of the full-text periodicals subscribed to within our online databases as well as our in-house print journal, magazine and newspaper subscriptions. Copied articles from in-house titles will be transmitted to the patron in a timely manner, most often by First Class mail. Articles from periodicals not in the Shapiro Library print or online collections can be requested through Interlibrary Loan (see Interlibrary Loan below). Currently there are no charges for copying or forwarding articles from our in-house periodical collections. Articles do not have to be returned to the Library.

Education Resource Information Center (ERIC) Documents 1966 – 1992

Recent contractual changes initiated by the U.S. Department of Education and the new ERIC provider, Computer Sciences Corp. indicate that ERIC Documents on microfiche dated from 1966 through 1992 will no longer be available for purchase as part of the contract's restructuring from the previous agreement with EDRS. OCLS will attempt to work with area institutions that have maintained ERIC Document collections on microfiche covering 1966 – 1992 to provide access to this material for our patrons.

Book Requests from Shapiro Library Collections

Patrons may request books from the Shapiro Library circulating collection via the online "**Book check outs** (Shapiro Library collection only)" link located on the OCLS web page. The subsequent page will have a link to the "**OCLS Article/Book Request Form**" to be filled out. Books will be checked out for a 3 week period. Books that are overdue for return to the Library 3 weeks after the due date will be subject to both a book replacement charge (minimum of \$50.00) plus a processing fee of \$15.00. **Books can be renewed.** Renewals, if books have not had a hold placed on them by another patron, can be completed online. Patrons use the "My Account" function in the Online Library Catalog along with their individual library barcode number to view their checked out book status, make renewals, etc. The individually assigned **library barcode number** will be issued to the patron upon their first book check outs from Shapiro Library.

The patron is responsible for their book's condition while in their possession and any replacement/processing costs incurred. Patron responsibilities for book(s) extend until their receipt at the Shapiro Library. U.S. Mail First Class postage is not mandated for book returns within the United States. Insuring book returns or use of mail tracking procedures for book returns are done at the option of the patron. The **returning postmark date** will be accepted as the return date when considering whether an item is overdue. Overseas returns must use the same package delivery service vendor with whom the books were shipped from Southern New Hampshire University.

Interlibrary Loan

As stated under "Article Requests" in these policies, OCLS will, in coordination with our Access Services Department personnel, pursue articles in periodical titles not available through Shapiro Library print or online collections. Patrons should expect an unspecified number of business days for these transactions to take place. All off-campus students **must** use the online "Interlibrary Loan Request Form" that is linked from the Shapiro Library Home Page to request articles. Patrons submitting ILL requests in any other format will be directed to the online Interlibrary Loan Form for resubmission. In order for all of the University's library patrons to have reasonable access to Interlibrary Loan services, **Interlibrary Loan submissions are limited to 5 per person, per day.** The timeframe for materials requested to reach patrons will depend upon the volume of material requested, the

material provider's location, and the means of transmission from the lending library or supplier to Shapiro Library. Currently there are no charges for Interlibrary Loan services.

Books **not held** in the Shapiro Library circulating collection **may not** be requested through Interlibrary Loan at this time. Off-campus patrons are encouraged to use their local libraries to access books via their available Interlibrary Loan services. OCLS can provide assistance in identifying book locations to expedite the ILL process between the patron and their local library.

Reference Service

OCLS is committed to coordinating reference assistance to our students, faculty and staff in an expeditious manner. To that end, an e-mail box at: ocls@minerva.snhu.edu has been established to accept inquiries from all eligible off-campus patrons. This box is checked regularly throughout the business day, Monday through Friday, from 8:30 am to 4:30 pm Eastern U.S. time zone. Reference help can also be requested via Ed Daniels at: e.daniels@snhu.edu. An additional e-mail service, "Consult a Librarian" at: reference@snhu.edu is also linked from the Shapiro Library web page. All SNHU students, faculty and staff can ask questions regarding their academic research needs and be responded to by a member of the library faculty. This e-mailbox will be monitored regularly between 8:30 am to 9:00 pm Monday through Thursday and Friday from 8:30 am to 4:00 pm.

Effective Date

These OCLS Policies and Procedures are currently in effect. Any future updates or changes to these policies will be posted immediately upon their adoption by Shapiro Library.

- Edward W. Daniels, Off-Campus Services Librarian
Rev. 10/20/06