LIBRARY GUIDELINES

Guideline Task Force
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FRANKLIN UNIVERSITY LIBRARY MISSION STATEMENT

Dedicated to student success and the pursuit of lifelong learning, Franklin University Nationwide Library is committed to providing reliable access to effective and innovative services, relevant materials, and high quality instruction to facilitate the open exchange of ideas, exploration of research strategies, and pursuit of scholarship for our diverse and expanding teaching and learning community.

Patron Experience

The library staff strives to serve our patrons in an efficient and positive manner. We aim to create satisfied patrons whether they are students, faculty, staff, alumni, vendors, visitors, or members of the general public.

Interaction

- Acknowledge patrons in a friendly and professional manner, whether in person, on phone, chat or when responding to library email
- Show interest in meeting the patron’s information need, regardless of the level of question, and acknowledge customer expectations
- Provide a physical space conducive to learning
Efficiencies

- Be knowledgeable on how to perform library procedures to ensure an efficient transaction
- Notify other staff of any issues or problems needing resolution
- Communicate patron needs and feedback for the library to address

Ownership

- Enforce library policies in a respectful manner
- Refer to another staff member if they do not know the answer to a patron’s question, or make arrangements to follow up with the patron
- Be informed of services and events both at the Library and University-wide, to better serve our patrons
Reference Services

The purpose of these reference guidelines is to establish and enhance behaviors, practices, librarian accountability, and the delivery of efficient and effective reference services to our patrons. The Reference Interview is the method used for reference transactions.

Note: based on the RUSA Reference/Information Services Standards.

Engagement

- Establishes a "reference presence" that is obvious to patrons
- Engages patrons
- Assistance offered at point-of-need
- Staff and student resources and are structured and delivered “ jargon-free”
- Demonstrate a high degree of interest in the reference transaction

Listening and Inquiring

- Effectively identify and meet patron information needs
- Communicates in a receptive, cordial, and encouraging manner
- Uses a vocal and written tone appropriate to the nature of the transaction and the user
- Allows the patron to state fully their information need before responding
Searching and Finding

- Facilitates patron articulation of their information needs
- Identifies the goals or objectives of the user’s research
- Rephrases the query to facilitate the development of a search strategy
- Seeks to clarify confusing terminology and avoids excessive jargon
- Uses closed and/or clarifying questions to refine the search query
- Uses open-ended questioning techniques
- Verifies and validates results with user input
- Maintains objectivity and does not interject value judgments

Evaluating Outcomes

- Responsible for determining patron satisfaction and advice accuracy
- Use experiences to develop best practices and standards for reference interactions
- Assessment strategy and development
- Refresher training and new staff orientation materials
Information Literacy

The library fosters and supports the development of information across the university, striving to enhance the ability of students, faculty, and staff to find, evaluate, and use information effectively.

Finding Information

- Each group the library serves has a unique set of information needs.
- It is important to be aware of the emotional factors related to a person’s reluctance to ask for help finding, evaluating, or using information.
- Consulting to help clarify research instructions in a powerful way for the library to remove barriers that prevent people from navigating information.
  
  We look for ways to incorporate popular search tools into search strategy instruction as an opportunity to clarify issues related to credibility.

Evaluating Information

The library nudges an either-or approach to “scholarly resources” toward a more realistic continuum approach involving a range of “credible resources” based on specific information needs. This includes clarifying and communicating criteria for evaluating information sources.
Using Information

- The library is an active player in setting the stage for academic integrity across the university through our efforts to address plagiarism and clarify APA Style guidelines.
- The library is committed to the development and adoption of sound copyright policies and practices. We are engaged in the clarification of fair use guidelines among students, faculty, and staff.

Search Instruction

- The library provides brief, general orientations to the libraries resources and services. We also provide tailored orientations based on specific courses and assignments.
- The library creates tools such as library research guides and short video tutorials to make bibliographic instruction accessible regardless of a person’s schedule, geographic location, or time zone.
- The library offers individualized research consultations to students, faculty, and staff.
University Engagement

The library contributes to the strengthening of programs and learning by actively participating in university discussions related to information literacy, research, and academic rigor and integrity. The library staff nurtures existing relationships with university leadership and works to demonstrate our willingness to support the academic and programmatic goals of our faculty.

Liaison Relationships

- Library staff strives to remain familiar with the interests and information needs of university faculty. We share information, resources, and timely articles based on this growing knowledge.
- Library staff collaborates with lead faculty to develop and maintain relevant research guides to address the academic and research needs of their instructors and students.
- Library staff consults with content editors, instructional designers, and lead faculty to help ensure the quality of course assignments that involve research and other library services and resources.
- Library staff consults with faculty to explore research questions related to the university's program offerings and other matters related to existing course-related instruction and resources.

University Committee Representation

Librarians represent our services and mission by actively participating on relevant committees, advisory groups, and task forces.
**Student Services**

The library works closely with other departments that are working to help students be successful academically. This includes the Student Learning Center, Student Affairs, Advising, Financial Aid, and International Services. We also provide space and additional resources for student groups as the interest and need arise.

**Special Events**

- The library looks for opportunities to present information in unique and interesting formats with a broad general appeal.
- This includes inviting guest speakers and fostering collaboration across university departments as well as with organizations and individuals within the community.
- The library identifies potential speakers and event participation through our alumni organization.
- The library works with the marketing department to promote library events.