ELECTRONIC COLLECTION MANAGEMENT

FORMS, POLICIES, PROCEDURES, *and* GUIDELINES MANUAL

with CD-ROM

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CONTENTS

Preface xiii

Acknowledgments xvii

I. Administration

1. *Electronic Resources Plans* 3
   - Goals and Objectives 3
   - Mission Statement: Function in the Entire Library 17
   - Purpose and Scope 17
2. *Management Guidelines* 19
   - Mission Statements: Departmental Goals 19
   - Staff Education 19
   - User Training 21
   - Vision Statements: Departmental Goals 21
3. *Technology Plan Processes* 25
   - Priorities Setting 25
   - Strategies for Plan Success 29
   - Tech Plans Creation 36

II. Collection Development

4. *Categories of E-Resources* 41
   - Databases 41
   - E-Journals 42
   - E-Resource Definition 49
   - Government Documents 50
   - Offline Resources 52
5. *Collection Digitization* 57
   - Archiving 57
   - Digital Library Archiving and File Formats 57
   - General Guidelines 67
   - Life Cycle Management 68
6. *Departmental Selection, Collection, and Weeding* 71
   - Definitions 71
   - Electronic-Only Migration 72
   - Evaluation and Deselection 74

	Evaluation and Trials	75
	Frequency Update	76
	General Selection Guidelines	76
	Implementation and Review	82
	Initiation Procedures for New Electronic Resources	83
	Integration of New Electronic Resources	84
	Mission	85
	Policy Purpose	85
	Responsibility for Selection	87
	Review and Reassessment	88
	Scope	90
	Selection Criteria	92
7.	*Digital Resources*	101
	Goals	101
	Licenses	102
	Mission	103
	Priorities	104
	Purpose of Collection	105
	Responsibility and Implementation	107
	Retention and Renewal	108
	Selection Criteria	108
	Types of Material	109
8.	*Financial Arrangements*	115
	Committees	115
	Consortia	117
	Cooperative Agreements	117
	Funding	118
	Group Acquisitions	120
	Licensed Databases	121
	Licensing FAQ	124
	Negotiation and Review Guidelines	128
	Pricing	129
9.	*Types of Material*	133
	CDs	133
	CD-ROMS	133
	DVDs and Videocassettes	134
	E-Books	138
	Free Web-Based Resources	138
	Internet Resources	139
	Multiple Formats	144
	Sound Recordings—Popular	145

Sound Recordings—Classical 146
Spoken Word Recordings 146

III. Electronic Equipment and Hardware

10. Equipment Guidelines 151
Time Limits for Computer Workstations 151
Workstation Policies 153

11. Equipment Inventory 155
Needs Assessment 155

12. Hardware and Software Guidelines 157
Hardware and Software Maintenance and Selection 157
Interfaces 158
Network Security 158
Software Word Processing 163
Telecommunications 164

13. Special Equipment Guidelines 167
Digital Cameras 167
Digital Crawl Restrictions 168
Laptop FAQ 168
Laptop Use Guidelines 169

IV. Access to Electronic Resources

14. Access Guidelines 173
Americans with Disabilities Act (ADA) Policies 173
Equitable User Access 174
Library Responsibilities 174
Service Priorities 177
Special Status Access: Alumni, Community, Guest 177
Staff Access to Resources 182
Student Populations 184
User Access to Licensed Resources 185
User Access to Reserved Materials 187
User Access to Resources 191
User Resources Definitions 196

15. Access Options 197
Local and Remote Access 197

16. User Access Fundamentals 201
Acceptable and Unacceptable Use of Electronic Resources 201

Passwords 203
Responsible Use of Licensed Resources 206
User Rights 208

17. Wireless Access 209
General Guidelines 209
Wireless Netiquette 214

V. Related Library Services

18. Electronic Classrooms 217
General Guidelines 217
Room Use Instructions 218
Room Use Priorities 218

19. Library Web Site 219
Advertising on Web Site 219
E-Mail Accounts 221
Guidelines for Links 221
Information on Library Web Site 225
Links to Student Groups 227
Links to Outside Sources 227
Purpose and Mission Statements 230
User Link Requests 231
Web Site Content 231
Web Site Evaluation Techniques 235

20. Media Center 245
Audiovisual Rooms 245
General Guidelines 245

21. Overdue, Lost, or Damaged Electronic Materials 249
Fines and Fees 249

22. Reproduction of Audio, Print, Scanned, and Graphic Images for Users 251
Audiotape Duplication 251
Photocopying and Printing 252
Reproduction Fees and Conditions of Use 260

23. Virtual Reference 263
"Ask Reference" Guidelines 263
FAQs 265
Instant Messaging 270
Mission Ask Privacy Statements 274

24. *Personalized Information Searching* 277
Library Blog Rules and Regulations 277
Personal Digital Assistants (PDAs) 280
Podcasts 281
Wikis 282

25. *Information Literacy* 287
General Guidelines 287
Mission and Vision Statements 288
Scheduling Instruction 290

VI. Legal Safeguards

26. *Collection of User Information* 295
Internet Tracking Guidelines 295
Information Collected from Users 297
Information from Cookies 298
Social Security Numbers 298

27. *Copyright Restrictions* 303
Reproduction Guidelines and Permission Requests 303

28. *Copyright Rules for Specific Materials* 305
Audiovisual 305
Distance Learning 305
Images 310
Music 318
Multimedia Productions 320
Off-Air Recordings 328
Reserves 330
University Logo Reproduction 332
Videos 333

29. *Fair Use Policies* 337
Guidelines for Downloading 337
Policy Statements 337

30. *Library Policies* 343
Compliance with Policies 343
Departmental Disclaimers 344
Enforcement and Sanctions 345
Library Limitation of Liabilities 348

31. *Principles* 349
Intellectual Freedom Guidelines 349

Freedom of Speech Guidelines 350
Records and the USA PATRIOT Act 351
Staff Responsibilities to Ensure Compliance 358

32. *User Privacy Protections* 359
Access to User Information Limitations 359
General Guidelines 359
Privacy/No Privacy Disclaimers 362

VII. Issues of Special Interest to Public Libraries

33. *Internet Use* 369
Children's Internet Protection Act 369
Children's Internet Use Policies 370
Parents and Children 370

34. *Virtual Reference* 373
Safety Issues 373
Third-Party Issues 373

35. *Web Site Home Page for Children* 375
Filters 375
Purpose and Mission Statements 377

VIII. Today's Top Job Descriptions

36. *Administrative* 383
Adult Services Supervisor/Automation Coordinator 383
Assistant Dean for Technology Strategy 386
Associate Director for Digital Initiatives 388
Automated Services Coordinator 389
Automation and Information Technology Manager 390
Digital Library Manager 393
Digital Projects Librarian and Instructional Repository Coordinator 399
Information Resource Manager 399
Library Innovation and Technology Manager 401
Network Administrator 404
V-CAT Administrator/Technology Coordinator 409

37. *Librarians* 413
Adult and Electronic Services Librarian 413
Digital Initiatives Librarian 414
Digital Projects Librarian 415
Digital Resources Librarian 416
Digital Services Librarian 417

Digital Technology/Reference Librarian 418
Electronic Resources Librarian 419
Information Technology/Interlibrary Loan/Reference Librarian 420
Information Resources Librarian 421
Information Services Librarian 423
Library Services Librarian for Technical Services 424
Licensing and Information Content Librarian 425
Media Cataloging/Metadata Librarian 426
Metadata Librarian 428
Reference Emerging Technologies Librarian 429
Systems Librarian 430
Virtual Librarian 433

38. Support Staff 435
Computer and Network Technician 435
Computer Equipment Technician 436
Computer Services Technician 437
Information Systems Technician 439
Senior Library Technician 440
Technology Center Assistant 441

39. Technology and Web Site Personnel 443
Technology Trainer 443
Webmaster 447
Web Programmer 448

IX. Treasury of Recommended Forms

Database Search Request 453
Distance Learning Library Instruction Request Form 456
E-Journal Request 458
Equipment Rental Agreement 459
IM Reference Service Survey 460
Information Literacy Instruction Request E-mail Form 462
Lab Request Form 464
Laptop Liability Form 466
Library Instruction Student Evaluation 467
Minor Consent to Use Internet Form 470
Non-UC Scanning Request and Digital Submission Agreement 471
Permission Granted Form 473
Permission Request Sample Letter 474
Recommend a Book, Journal, or Digital Resource for Purchase 475
Recommend a CD Purchase 476
Request for Instruction 477

Request Forms for Reproduction 478
Reserve Request for Electronic Access 479
Software Request 480
Survey on Library Hours 481

Web Sites of Contributing Libraries 483

Index 495

About the Author 503