

Chapter 9

ACADEMIC SUPPORT SERVICES

I. NNU BOOKSTORE

A. Hours

8:30 a.m. - 3:30 p.m., Monday - Friday

B. Merchandise

Textbooks, trade books, Bibles, office and school supplies, stationery, sundries, art supplies, candy, soft goods, music, and some gift items

C. Services

1. Selling of tickets for special events
2. Gift wrapping
3. Special ordering - Anything not carried in the store can be special ordered. Special orders (excluding books) are priced as follows: Wholesale cost + 10% + postage.
4. Buy used books back from students at the end of the semester.

D. Charge Accounts

Schools, departments, organizations and churches may charge merchandise in the bookstore (terms: 30 days). Individuals may use either MasterCard or Visa. Faculty and staff may charge in the bookstore. Faculty and staff will receive a 20 percent discount on merchandise. Textbooks carry a 10 percent discount. If the balance is not paid, the amount will be deducted from the next payroll check.

All accounts need to be paid in full by June 10, or the unpaid balance will be deducted from the June payroll check. There are no charges between June 10 and 30.

E. Discounts

University departments with budget numbers and NNU organizations with accounts in the Business Office may purchase merchandise from the bookstore at a 20 percent discount.

F. Textbook Selection

Professors may order whatever text(s) they desire for their classes. NNU does not have a two- or three-year textbook adoption policy or a "black list" of publishers.

Once each semester the bookstore will send each professor a textbook order form requesting information for the following semester. Requests for texts should be made on this form. It is important that these forms be returned to the bookstore by the stated due date since 6-8 weeks are required for processing orders.

Once each semester the bookstore will also send each professor a textbook check list form requesting information concerning the use of a text during a subsequent semester or year. This is done so that the bookstore personnel can purchase back from students any of their texts that

will be used another year. (If a professor, after selecting a particular textbook either on textbook order form or on the textbook check list, wishes to change his/her selection, he/she is free to do so subject to the policy presented in the following paragraphs.)

G. Desk Copies of Textbooks

Desk copies for any text *adopted* for use in a class should be ordered by the professor or department secretary. (If your desk copy is delayed, you may secure one from the bookstore stock, pending arrival of your personal copy.)

H. Examination Copies of Textbooks

Examination copies of textbooks cannot be ordered through the bookstore. Such requests must be made on your departmental stationery.

I. General Trade Book Stock

In addition to required and recommended textbooks, professors are encouraged to submit to the bookstore staff titles of books that they would like to have carried in the general trade book section of the store.

J. Special Orders

Books, both trade and text, not carried in the regular bookstore stock can be special ordered for you or for your students. Delivery time on special orders is 2-6 weeks. (If you are really in a rush and you are willing to pay the additional postage charge, we can have the books shipped United Parcel Service second day air, which is faster.) Any person or department that refuses a special order will be charged the cost of postage and any penalty charges assessed by the publisher.

K. Purchase of Textbooks from Professors

Textbooks, both new and used, that professors have but do not wish to retain in their libraries can be sold to the Nebraska Used Book Company through the bookstore. The purchase price for such books is established by the Nebraska Company, not by the NNU Bookstore. Money for these books is paid to you "on the spot" when you bring the books to buy back. (Any book stamped "Complimentary Copy" cannot be purchased.)

L. Examples of Buy-back Procedures and Policies

Situation: Faculty member indicates on a checklist that he/she will be using a text for another semester. On that basis the bookstore retains all new copies of the text and also buys used books from students.

1. Problem #1: Faculty member at a later date indicates that the text will not be used as planned.

Consequence: The bookstore is left with (1) a quantity of new books that may or may not be returnable for full refund to the publisher; and (2) a quantity of used books that may or may not be sellable to a used book company.

Procedure: The bookstore will: 1) contact the professor(s) involved and explain the problem; 2) return to the publisher as many of the new texts as possible; 3) sell to the used book company as many of the used copies as possible; 4) calculate any loss incurred.

Policy Statement: Department will be asked to absorb all of the loss.

2. Problem #2: Switch in faculty member teaching a course resulting in faculty member A filling out the check list, but faculty member B actually teaching the class and desiring to use a different text.

Consequence: (Same as #1)

Procedure: (Same as #1)

Policy Statement: Department will be asked to absorb all of the loss.

3. Problem #3: When schedule of classes is finalized, course for which text was indicated is not offered.

Consequence: (Same as #1)

Procedure: (Same as #1 except first step is deleted.)

Policy Statement: Bookstore will absorb all the loss as part of purchasing expense.

(Rationale: This problem will not occur in a large class as a general rule since such courses cannot be dropped from the schedule without causing great difficulty with student scheduling. Also courses are not dropped from the finalized schedule except as a "last ditch" move when circumstances become extreme.)

4. Problem #4: Between the time that the faculty member filled out the check list and the start of the semester in which book was to be used, the book goes out of print.

Consequence: (Same as #1)

Procedure: (Same as #1)

Policy Statement: Bookstore will absorb all the loss as part of purchasing expense.

(Rationale: This problem will not occur often if textbook manager stays current. It is a problem over which the faculty member has no control.)

The primary mission of the NNU Bookstore is to procure, and have available at the times and in quantities needed, appropriate items which serve to help students, faculty and staff as they carry out the purpose of NNU--"to provide students with an acquaintance with the major fields of knowledge, an effective foundation in and working grasp of one field, a balanced development of their own powers, and an encouragement to Christian commitment."

Financially, the bookstore shall be conducted in a responsible manner. Thus, revenue from the sale of merchandise shall cover the total costs of inventory, salaries and benefits of employees, direct operating expenses, a fair share of Student Center expenses (utilities, debt service, custodial maintenance) and "interest on inventory" expense.

II. ACADEMIC COMPUTING

The director of information services is the resource person for all campus computer equipment and software. All purchases of equipment and/or software must be approved by the director of information services to ensure that the equipment is compatible with the campus network and can be maintained by campus personnel.

A. Hardware

The minimum microcomputer hardware configuration is:

1. 80486SX microcomputer with 1 meg of RAM
2. One 3 2 inch floppy disk drive
3. Monochrome monitor
4. Keyboard
5. LAN card and user account on the campus network
6. Network disk storage of 10 meg bytes

Upgrades to this basic configuration are available. Upgrades are the funding responsibility of the user. Maintenance on the upgrades is provided for one year from the date of the upgrade.

All NNU microcomputers are required to have adequate AC surge protection from power fluctuations and lightning.

B. Maintenance

Maintenance of the microcomputer and all peripherals is the responsibility of the user. (Maintenance on system upgrades is provided for one year from the date of the upgrade.) Membership in the campus maintenance pool is required, at a cost to be determined by the configuration, for those microcomputers connected to the network. Membership in the campus maintenance pool is optional for those computer systems not connected to the network. Repair and maintenance for those computer systems not part of the maintenance pool will be charged for time and materials. The annual cost of maintenance is available from the director of information services.

C. Network

Hookup to the campus network is available for standard microcomputers for a one-time cost. (Cost is available from the director of information services.) Hookup costs for laptops, notebooks, and other special configurations will be determined on a case-by-case basis. The network hookup includes access to the standard campus software and to other software as may be available. Future upgrades to the standard software will be provided at no additional cost to the user. This hookup charge does not include the cost of installing necessary cabling or power.

Subsequent changes to the network hookup configuration made at the request of the user will incur a cost to be determined by the amount of work involved in the change.

Network accounts are available for full-time and/or permanent employees. This includes the standard amount of network disk storage. Additional network disk storage can be purchased from the director of information services.

D. Software

A network connection provides access to the campus standard software and other software products as may be available. Future upgrades to this software will be provided at no additional cost to the user. Installation of software products on the hard disks of a microcomputer system is available at a cost to be determined by the director of information services. Updates to

standard software installed on a user hard disk are available for a nominal fee.

Software not part of the standard products may incur an installation cost based on the amount of work required to install the product. It is recommended that the director of information services be consulted prior to purchase of any software product to ensure its compatibility with the campus network and to determine if any installation cost will be incurred.

Updates to software not part of the standard products will be the responsibility of the purchasing activity.

Documentation relating to the standard software can be purchased from the Media Center.

E. Copyright

Unauthorized copying of software is illegal. Copyright law protects software authors and publishers, just as patent law protects inventors. As members of the academic community, we value the free exchange of ideas. Just as we do not tolerate plagiarism, we do not condone the unauthorized copying of software, including programs, applications, databases and code.

Unless it has been placed in the public domain, software is protected by copyright law. The owner of a copyright holds exclusive right to reproduction and distribution. Therefore, it is illegal to duplicate or distribute software or its documentation without the permission of the copyright owner. If you have purchased your copy you may make a backup for your own use in case the original is destroyed or fails to work.

It is illegal for a faculty member or student to copy software for distribution among the members of a class, without permission of the author or publisher.

III. MEDIA SERVICES

Media Services (MS), located on the main floor of the Wiley Learning Center, offers a variety of audio-visual services to the NNU faculty.

Normal waiting time for production services is one week. Rush orders may sometimes be accommodated in less time but usually at additional expense. Production costs that include time and materials are charged to the requesting department. Major projects require preliminary approval from the chair of the department initiating the request. No charges are made for using equipment and materials from MS for classroom instruction. If student operators are required during the class, departments will be billed for the students' time. Services include:

A. Audio Recording

The audio recording department can produce original tape recordings, tape duplications, record tapes for disk records, and change the format, tracking and speed of audio recordings. Several formats of tapes are available including reel to reel, small cassette, large cassette, 8-track cartridges, and endless loop cassettes. Assistance is available for producing sound tracks for slide presentations. Several hundred pre-recorded cassettes, reel to reel tapes and sound effect records are filed in MS.

No charge is made for the duplication of tapes for classroom use; however, a fee is charged for high-speed cassette duplication for personal use.

B. Cassette Tapes

MS has equipment for high-speed cassette duplication from reel to reel or cassette master recordings. Cassette copies are available for students along with equipment on which to play them. Several hundred pre-recorded cassettes are kept in permanent file in MS. Original recordings can be made in the audio recording studio or on equipment that can be checked out to faculty.

C. Consultation Services

Members of the media staff are available to discuss instructional problems and projects and to assist with the development and production of instructional materials. Assistance can also be given regarding the purchase of various types of media equipment and materials for departmental or personal use. Sometimes considerable savings can be made in purchasing items such as cameras or tape recorders.

D. Equipment Loaning

Equipment will be delivered to your classroom by student assistants from MS if ordered the day before it is needed. If ordered the same day as needed, the faculty member may need to arrange for pick up of the equipment. If equipment is needed for an entire semester or school year, it is recommended that the department involved purchase such equipment.

E. Equipment Repair

Audio-visual equipment in need of repair will be serviced in MS shop or taken to an appropriate repair facility. Charges will amount to actual expenses incurred in the repair. A supply of projection

lamps are stocked in MS. Please label or notify MS if any of the equipment you borrow from MS is in need of repair.

F. Film Utilization

MS will order rental and free loan 16mm films for use in your classroom. The orders should be placed one month or more in advance of the date you wish to use them. Many film catalogs are

available on the shelf just inside the media center. Individual departments will be billed for actual expenses incurred in borrowing films.

G. Filmstrip Utilization

MS has more than 1100 filmstrips on file with content in most subject areas. These are listed in the card file and in subject area booklets. The filmstrips are available for preview and use at any time without charge.

H. Graphics Production

The graphics department services include the production of overhead projection transparencies, sign press posters, hand-lettered charts, dray mounting, lamination and related types of graphic production. Normal waiting time for production services is one week.

I. Individual Learning Center

This facility is located in a room adjacent to MS and contains computer terminals, carrels and tables where students may work individually or in small groups. The carrels contain tape playback equipment including a speech compressor-expander. The computer terminals are connected to the academic computing center in the science building.

J. Photography Services

The photography department can produce color or black and white prints, color slides, high contract black and white slides, overhead projection transparencies and filmstrips. These can be made from actual scenes or from other photographs, slides or printed material. Please contact MS before doing original artwork or printing for photography as to proper format, color, etc. Charges are made for time and materials.

K. Preview Facilities

Preview space is available to accommodate from one to thirty persons. These facilities are available at any time MS is open. Please schedule rooms before bringing groups to preview.

L. Slide Utilization

More than 10,000 color 2X2 slides are available for classroom use. They are filed by subject in an easy-preview cabinet. Assistance can also be given for producing an automated sound-slide presentation.

M. Spirit Duplication

Equipment is available for faculty or students to make spirit master or "ditto" copies. Thermal masters can be prepared from black ink originals. Regular masters can be made in several different colors. A small charge is made for this service.

N. Transparencies

Several types of color or black and white overhead projection transparencies can be made while you wait from black ink originals. Several thousand transparency originals in most subject areas are on file in MS. The files also contain a number of ready to use map transparencies.

O. Video Recording

Facilities are available for video recording in black and white or color. Because of size the color equipment is normally restricted to the main floor of the Wiley Learning Center. Portable equipment is available for other campus and off-campus locations. Many pre-recorded videotapes are on file in MS, most of these are in the color cassette format. Public broadcast programs, for which clearance has been obtained, can be recorded directly off the air. Departments will be billed for time and materials used in producing video recordings.

P. Workroom

The MS lab is available for faculty and student use in producing their media projects, except when classes are in session. Facilities are available for making transparencies, mounting and

laminating pictures, lettering charts, making styrofoam letters, etc.

IV. RILEY LIBRARY

A. Mission

The mission of the John E. Riley Library is set within the framework of the mission of the university. The library serves as an extension of the classroom and is, primarily, a teaching tool and learning resource for students and faculty. In a sense, a university library is an educational laboratory. Therefore, the library is governed by the principles that govern teaching and learning within a liberal arts community: the principles of intellectual freedom and academic freedom.

The primary function of the library is to support the academic departments in attaining their goals and in meeting their objectives through providing necessary library material and services.

The library also provides its patrons with facilities for study and material that meet their general interest and recreational reading needs. The library's key constituencies are the students and faculty. The university recognizes as secondary constituencies local area citizens who have need for use of a university library, and patrons of regional and national libraries.

B. Collections

In addition to its book and journal collection, the library contains some special collections:

1. **Government Documents:** The library is a depository for selected material published by federal government agencies and distributed by the Government Printing Office. The library is also a depository for documents published by the agencies of the State of Idaho. Government documents include reference sources, books, periodicals, pamphlets, posters, and maps. They may be in paper, microfiche, or electronic formats. Some government documents are housed in the reference or circulating book collections. Government document periodicals are housed in the periodical collection. Ask the reference librarian or information desk student assistant for assistance in locating government publications.
2. **Miscellaneous:** Other collections include newspapers, children's literature (the Junior Library), pamphlets, minutes of the districts of the Church of the Nazarene, sound recordings, curriculum textbooks and teaching aids, microforms, and telephone directories.

C. Services

The library provides a range of services. These include:

1. **Information Assistance:** For most hours the library is open, a reference librarian, knowledgeable support staff, or information desk student assistant is available to provide help in locating information and using the library computer system.
2. **Classroom Instruction:** The library faculty members provide class instruction in the use of the library both for general education and upper school courses. Orientation to the library is also available upon request. Contact the director of the library.
3. **Interlibrary Loan:** The library will obtain books and other library material or

photocopies of journal articles from other libraries without charge to the professor. This material can generally be located through the library's LaserCat system and a reference librarian or information staff member will assist in the search. As much as is feasible, the library staff will assist faculty in obtaining research material for doctoral studies.

Faculty members needing material from area libraries are requested to borrow the material directly rather than using the library interlibrary loan service. Through this cooperation (1) faculty can receive the material faster than is possible through interlibrary loan, and (2) the NNU library can continue to support cost-free borrowing of material not available at area libraries. Faculty may obtain borrowing privileges from the Boise State University Library, Albertson University Library, and the Idaho State Library. A Nampa Public Library card provides borrowing privileges from Caldwell Public, Boise Public, and Twin Falls Public libraries.

4. **Computer Searches:** A reference librarian will assist in compiling bibliographies via computer searches of CD-ROM databases at the computer reference center (e.g., LaserCat, ERIC, and Academic Abstracts), which are available without charge, and DIALOG on-line databases, available at cost. Contact the director of the library.
5. **Missing Item Searches:** When faculty are unable to find a book, journal, or other library material, they should file a report with the circulation supervisor who will complete a "Cannot Locate" card. A search will be conducted for the missing material and a progress

report will be filed with the faculty member. This procedure helps in maintaining accurate inventory records.

D. General Procedures

1. Selection of Material

Responsibility for selection of library material rests jointly with the faculty and the professional librarians (library faculty). The director of the library is ultimately responsible for coordinating the selection and purchase of library material and developing a collection of material with a wide range of level of difficulty, diversity of appeal, and presentation of differing points of view.

Library material is selected to implement, enrich, and support the educational program of the university and to carry out its mission. As to the university mission, the library is a focal point for the intertwining of the secular and the religious. As to the educational program, material selected must serve both the breadth of the curriculum and the needs and interests of individual students and faculty. It is the obligation of the library to provide for a range of abilities and to respect the diversity of many differing points of view. To this end, principles are placed above personal opinions held by selectors or the constituencies of the library and reason above prejudice in the selection of material of the highest quality and appropriateness.

The following priorities have been set for the selection of library material:

- a. Students' needs for information (course related, learning outside the classroom, etc.)
- b. Faculty teaching needs
- c. Faculty research needs

- d. Needs of students and campus personnel for recreational reading
- e. Community needs for information
- f. Needs of patrons of libraries in the Pacific Northwest

Therefore, the library will select, acquire, catalog, house, and circulate library material, which support and enrich the university community and meet the needs of the curriculum. The library will within given resources:

- a. Work in the selection and use of library material of all formats which contribute to the academic program;
- b. Provide faculty with the necessary library material and services to effectively support their courses;
- c. Furnish students with library material and services appropriate to their curricular needs;
- d. Supply the campus with a basic collection of library material necessary for meeting their cultural, recreational, and devotional needs;
- e. Maintain a high quality and current collection of library material; and
- f. Provide a selection of material through the federal government depository program that will meet the needs of the NNU community and other local patrons.

The library does not systematically purchase textbooks used in the curriculum or multiple copies of titles.

2. **Requesting Book Material**

Each year the Library Committee (a faculty committee) allocates portions of the library book budget to be spent in given subject areas. Dollar amounts are announced to the academic department heads and instructors within the academic departments are responsible for spending the allocations assigned to their departments.

Requests for book purchases should be forwarded to the director of the library. The following information is useful in purchasing the correct book and should be included as appropriate:

- a. Author (as complete as possible)
- b. Title (including subtitle)
- c. Publisher
- d. Copyright date (or year of publication if copyright is not available)
- e. Volumes
- f. Editor
- g. List price
- h. ISBN number

The ISBN is a number unique to the book and is essential. The request should also identify the requestor, the department for which the book is being purchased, and preference for paperback or hardback.

Requests may be transmitted through campus mail, by phone, or e-mail. Including a publisher brochure or advertisement is helpful. The library will purchase from sale catalogs although we prefer to work with a library book jobber.

The library acquisitions staff will check to ensure that the library does not already own the book. When a book is ordered, a multiple-copy order form is prepared; the yellow (or buff) copy is returned to the requestor to indicate that an order has been placed.

When the book is received and processed, the requestor is sent a white copy that includes the call number under which the book is filed.

3. **Requesting Journals**

Subscriptions to journals are placed once a year. Journal subscription renewals are placed in the summer and microform subscriptions are renewed in the spring. Requests for new journal subscriptions are reviewed by the director of the library and the periodicals librarian at the end of spring semester to determine how many purchases the budget will bear, keeping in mind that forthcoming budgets will also have to bear the cost of renewing these new subscriptions. If there is insufficient budget to support the number of requests, the director of the library may call upon the library Committee to screen the requests.

Requests for new journal subscriptions should be forwarded to the director of the library.

The request, in memo form, should include all pertinent information about the journal including title, ISSN number, publisher, and cost. The memo should state the anticipated audience (e.g., faculty, majors, lower school students in general education courses) and type of use (e.g., current awareness, research papers), where the journal is indexed (if appropriate), and any rationale that would support the purchase.

Many faculty members have generously donated personally- and departmentally-purchased journal subscriptions over the years. Contact the periodicals librarian to participate in this program. The library staff would anticipate a) that the subscription be donated on a continuing basis; and b) that the issues come promptly and consistently.

The library will also accept back-runs of journals from faculty. Criteria in accepting these donations will include (but not be limited to) space to house the back-run, length of the run, whether the journal is currently being received, whether the journal is indexed, the relation of the journal to the curriculum, and the retrospective importance of the journal.

4. **Requesting Non-Book Material**

The library does not generally purchase non-book material (videos, books-on-tape, etc.).

Requests for non-book material should be forwarded to the director of the Educational Media Center.

5. **Borrowing Library Material**

Most library material is available to faculty members for an extended checkout time to assist with teaching, research and, personal reading. Faculty should not borrow material for spouses and children; they may obtain their own library cards and will receive the length of loan that is given to students.

Faculty members are requested to check out library material themselves rather than sending a teaching assistant or secretary to borrow books for them. However, when teaching assistants or secretaries sign book cards for professors, they should sign the professor's name and initial the signature. Faculty members are accountable for material borrowed by proxies.

Faculty members should not borrow books for students; faculty members are held responsible if the books are lost.

The following summarizes faculty borrowing privileges and responsibilities:

<u>COLLECTION</u>	<u>LOAN PERIOD</u>	<u>RESPONSIBILITY</u>
Circulating Books (two-week books); Folio Books; Federal and State Government Documents	Academic Year	Return or renew at end of school year
Reference Books	Due date chosen by faculty in consultation with the Reference Librarian. (Should be kept for short periods of time only.)	
Return or renew with permission of the reference librarian. Junior Library Books	One week only. (Books are needed by children's literature classes and student teachers.)	Return or renew at end of one week.
Curriculum Laboratory Books	Academic Year (Should be borrowed only for classroom use.)	Return or renew at end of school year.
Periodicals	3 days or extended date in consultation with the circulation supervisor	Return as promptly as possible or renew with permission of the circulation supervisor.
Sound Recordings	Due date chosen by faculty member. (Should be borrowed primarily for classroom use; borrow recordings for personal use for short periods of time only.)	Return as promptly as possible or renew with permission of the circulation supervisor.
General & Curriculum Pamphlets	1 week	Return as promptly as possible or renew with permission of the circulation supervisor.
Reserve books	Length of reserve loan (2 hours, 1 day, or 1 week) or consultation of the circulation supervisor for an extended date	Return as promptly as possible.

At the end of spring semester faculty will be sent a list of outstanding material and are expected to either return the material or renew them for the coming academic year. When material is lost, faculty members are charged the price of the book or average replacement cost but are not required to pay a fine or service fee.

6. Reserve Book Collection

Faculty desiring to place material on limited circulation for collateral reading may put them on reserve. There are three lengths of loan: one-week, one-day, and two-hour.

Reserve materials are housed at the circulation desk. Two-hour books may be requested for in-library use only. Personal copies can be put on reserve.

Requests for placing material on reserve should be forwarded to the circulation supervisor; most come at the same time, usually at the beginning of the semester. To facilitate processing reserve requests:

- a. Complete a reserve list form that is available at the circulation desk. Indicate all 2-hour items which are to be restricted to in-library use.
- b. Collect the items to be placed on reserve and bring them to the circulation supervisor.
- c. If photocopies are to be placed on reserve, supply the copies, each with a manila file folder clearly labeled to indicate the contents.

The circulation supervisor needs *two working days* lead-time to process reserve material. Reserve material are given priority and processed as quickly as possible. Reserve requests that are accompanied by completed reserve lists and collected material are processed first. Working days do not include weekend days.

Professors are responsible for ensuring that the copyright code has been observed when placing photocopies on reserve. Generally, the library does not place complete single issues or bound volumes of journals on reserve; to do so removes them from access to students who are not in the classes for which the material are placed on reserve.

It is helpful to students if professors list material on the reserve form in the same way they are cited in the course bibliography or syllabus. Also, do not refer students to the reserve section until the library staff has had a chance to process the material.

Material will be pulled from the reserve section at the end of the semester or when the designated time for which they are to be on reserve lapses. The staff requests *two working days* to take material off reserve.