



A Borrower's Guide to Alloway Library

Contents

Summary of privileges	page 2
Who may borrow?	3
Your library card	3
On-line access	4
Overdues, fines and fees	4
Renewals	5
Requests	5
Summary of loan policies	6
Interlibrary loan	7
The Library website	7
Hours of operation	7
Copying and copyright	7
A place to study	8
Telephones	9
Access for the disabled	9
Alarms	9
Library closing	9
Loss of privileges	9
Contact us	10

A Summary of Library Privileges

Who?	Item limits	Pay Fines	Other privileges	Notes
CURRENT TWU/ESLI UNDERGRADS	30	Yes	Eligible to borrow at other institutions with a COPPUL card	Includes up to 6 media items
CURRENT TWU/ACTS GRADUATE STUDENTS	40	Yes	Eligible to borrow at other institutions with a COPPUL card	Includes up to 6 media items
CURRENT TWU/ACTS FACULTY	60	No	Eligible to borrow at other institutions with a COPPUL card. 120-day loan for some items	120 day loan will be shortened when item is requested by another patron
CURRENT TWU/ACTS STAFF	30	No	Eligible to borrow at other institutions with a COPPUL card	Includes up to 6 media items
CURRENT MEMBERS OF OTHER POST-SECONDARY INSTITUTIONS	30	Yes	In-library access to databases	Only institutions with reciprocal borrowing agreements. May not borrow media items
TWU/ACTS/NBTC ALUMNI	30	Yes	In-library access to databases	Card fee: \$15 May not borrow media items
MEMBERS OF THE COMMUNITY AND SPOUSES OF TWU EMPLOYEES	30	Yes	In-library access to databases	Community Card fee: \$60 May not borrow media items

Thank you!

With your care library resources may last for generations of users.

The library will assess charges for material returned in damaged condition. Damage includes marks caused by pen, pencil, highlighter, paperclips, folding, tearing, cutting, food, liquids, by exposure to heat, dampness, dirt, pets and small children.

Who May Borrow?

Although Trinity Western University is a private institution, anyone may use our library resources on-site.

Borrowing privileges are extended to:

Current members of the TWU community. This includes TWU, ESLI, CanIL or ACTS employees and students with valid university ID cards. *University ID cards are issued from the Housing Office with authorization from Enrolment Services, GLC, ESLI, or the Human Resources office.*

Members of Canadian post-secondary institutions. Alloway Library participates in reciprocal borrowing arrangements with other colleges and universities across Canada through the Canadian National Reciprocal Borrowing Agreement or other agreements. Eligible borrowers must show valid university ID from their "home" institution and other identification. Participating institutions are listed in the leaflet *Borrowing from other institutions* or at www.coppul.ca

Members of the community, including TWU alumni may purchase a library card from the library to receive borrowing privileges for a year. Cards are issued to residents of the Lower Mainland and Whatcom County. Eligible members of the community receive a year's privileges for \$60. For TWU, ACTS or NBTC Alumni with a Trinity Western Alumni Association card, the fee is \$15 per year. Library fees are non-refundable.

The spouses of university employees are eligible for borrowing privileges as well, by applying to the library accompanied by their TWU spouse. There is no charge for the spouse of an employee.

Borrowing privileges may be revoked in cases where there are overdue materials, unpaid fines or other infringements of library policies.

Your Library Card Is Important!

- A valid TWU ID Card or library card is required to check out material.
- You are responsible for all material borrowed with your card.
- Lost or stolen cards should be reported to library staff.
- Cards are non-transferable.
- Damaged or altered cards will not be accepted for checking out material.
- Withdrawal from the university or termination of employment invalidates library privileges. The patron may reapply for privileges as an alumni or community borrower.

On-Line Access

Using the barcode number on the card and the "My account" link in the library's catalogue at www.twu.ca/library allow you to:

- see the due date for material you currently have out
- renew material
- see the status of requests you have made
- see the address and telephone number the library may use to contact you
- view messages or fines relating to your account.

Overdues, Fines And Fees

All overdue materials are subject to fines. Patrons can avoid incurring fines by returning or renewing material before the due date. Library materials should be returned to the return slots at the circulation counter. For after-hours returns, the library has a book drop at the front entrance of the building.

Fines are calculated for each day or hour (depending on the loan period) the library is open. Fines under \$1 are waived, except for overdue Reserve material. The maximum fine is \$15 per item from the regular collection and \$25 per item for Reserve material.

Material not returned or renewed within 28 days of the due date is assumed to be lost. The borrower will be charged for the cost of the material plus a \$10/item processing fee. If the lost material is returned, costs will be refunded and an overdue fine will be charged.

Please pay fines and fees promptly. Borrowing privileges are blocked:

- after two items are declared lost
- when more than \$20 is owing to the library
- when 6 items are overdue.

The library may place a hold on a student's account which could prevent the release of grades, course registration or even graduation until outstanding charges are resolved.

Overdue reminders are sent as a courtesy to patrons. It is the patron's responsibility to know when borrowed material is due. The library provides paper due date reminders for patrons' convenience.

Notices are usually sent to the email address you provide. When there is no email address available, you may receive notice by telephone or campus mail at the library's discretion. Patrons should keep the library informed of their current contact information.

The library does not waive fines because of illness. Have a friend return the material or use one of the renewal methods listed below. Contact circulation staff if you have a question about a fine.

Renewals

You can renew material in several ways:

- In-person at the Circulation counter
- On-line using the "Renew Books" link on the library's webpage www.twu.ca/library
- By telephone: 604-513-2023

Once the renewal limit has been reached material must be returned to the library so that other users have opportunity for access.

Why Can't I Renew?

Here are common reasons why you may not be able to renew material:

- Someone has requested the item that you want to renew.
- Items from the Reserve counter are not renewable
- Curriculum items are not renewable online. Contact library staff.
- You have reached the limit of two *online* renewals per item. (One renewal for Faculty.)
- You have reached the total limit of three renewals per item. (One renewal for Faculty.)
- You have an unpaid library fee.
- You owe over \$20 in library fees.
- You have material that is more than 21 days overdue.
- You have material that has been declared lost.
- Your library privileges have expired.

Requests

- Requests may be placed on items that are *checked out, on hold, in repair, on order, newly acquired, transit request* or *in cataloguing*. Requests cannot be processed for items which are *in library, in transit, lost, missing, recalled*, or on the *shelving cart*.
- Patrons may have up to 6 requests at one time.
- Generally, if the item you want is still not available after 30 days your request expires. You can ask circulation staff to designate a longer or shorter expiry for your request.
- You will be notified, usually by email, when the material is available for you.
- You can check "My Account" at webpac.twu.ca to see the status of your requests
- Requested items will be held for you for four days.
- The library will search for items that are listed as being *in library* but cannot be found on the shelves—Ask to complete a *Search Request form* to initiate this service. Library staff will contact you when the material is found.
- If the catalogue indicates that material that you want is due more than 21 days from today, place a request for the item and library staff will recall the item so that it is due within 28 days from the day you place your request.

Summary of Loan Policies

Loans, fines, limits, requests and renewals

Alloway Library seeks to provide fair and equitable access to its resources for several thousand users. Our circulation policies can be summed up as follows:

Item type / Loan period	Item Limits	Advance requests	Renewals if not requested	Fine Rate
BOOKS 21-DAY LOAN	Undergrads 30 Graduates 40 Faculty 60	Yes	2 renewals online + 2 more by contacting staff. <i>1 renewal for faculty</i>	\$.20/day
CURRICULUM MATERIAL [LT CALL #] 21-DAY LOAN	30	Yes	1 renewal for undergrads only by contacting staff.	\$.20/day
VIDEO- RECORDINGS, AUDIO TAPES & CDS. 7-DAY LOAN	6 [Available only to TWU students & employees]	Yes	2 renewals online + 2 more by contacting staff.	\$1/day
REFERENCE, MICROFORM, JOURNALS, STATS CANADA <i>[IN-LIBRARY USE ONLY]</i>	0	No	Non- circulating	Non- circulating
STUDY ROOM KEYS & HEADPHONES <i>[IN-LIBRARY USE ONLY]</i> 2 HOURS	1	Yes	Yes	\$1/hour
OTHER AUDIO- VISUAL EQUIPMENT	1	Yes	Yes	Up to \$5/ day depending on loan period
8 HOUR RESERVE	2	Yes	No	\$.50/hour
2 DAY RESERVE 3 DAY RESERVE	2	Yes	No	\$5/day
2 HOUR RESERVE <i>[IN-LIBRARY USE ONLY]</i>	2	Yes	Yes	\$1/hour

Occasionally the library must recall material; when this happens you will be notified of a new due date and the overdue fine rate increases to \$.50 per day.

Interlibrary Loans

Members of the TWU community (including Alumni and Community borrowers) may request material from other libraries by completing an Interlibrary loan form. The library charges a fee for this service. Fee information and ILL request forms are available on-line at www.twu.ca/library/libreq.htm

The Library's Website

www.twu.ca/library is an easy-to-use information source for library hours of operation and library staff contacts. The website is also a gateway to many research resources including the library's online catalogue, periodical databases and other information websites. Off-campus access to some databases is available only to members of the campus community.

Hours of Operation

Current hours can be obtained by calling the library (604-513-2023) or checking our website www.twu.ca/library/libhrs.html. The circulation counter closes 15 minutes before the building closes.

During the academic year from September to April the normal hours of operation are:

Mon–Thurs	7:45 AM – 11:00 PM
Fridays	7:45 AM – 6:00 PM
Saturdays	10:00 AM – 6:00 PM
Sundays	1:30 PM – 5:00 PM

These hours change on statutory holidays and during the final exam period.

Reference librarians are on duty weekdays from 9 AM until one hour before closing.

After the exam period or during the summer session the library has reduced hours, typically:

Mondays – Fridays	8:00 AM – 4:30 PM
-------------------	-------------------

Additional hours are added for some summer sessions. The library is closed for statutory holidays.

Copying and Copyright

Photocopiers for both print and microform formats are provided for the convenience of library users. Debit cards and change for use in the copiers are available at the Reserve counter.

Most material in the library is protected by the Canadian Copyright Act. This law limits the amount of copying that can be done legally. See www.twu.ca/library/copyright.html for further information. Since library staff cannot monitor the use of public photocopiers, the onus to use equipment for legal purposes rests with the operator. The Library urges you to use copy machines with honesty and integrity.

An atmosphere conducive to study

The library plays a key role in the academic life of TWU community members. For many, this is the only building on campus with an atmosphere conducive to study. Please respect their rights and help preserve this atmosphere.

Four study zones have been established in the library.

The Silent study area on the lower level; adjacent to the Independent study rooms. Absolutely no talking is permitted in this area. If you must speak to someone who is studying in this area, please move to another part of the building.

Quiet study areas on the main and upper levels and part of the lower level; here, quiet conversation is permitted.

Independent study rooms on the lower & upper levels can be reserved in advance at the Reserve counter for use by one person at a time. Lower level rooms are for silent study.

Group study rooms on the main & upper levels can be reserved in advance at the Reserve counter for use by two to six persons at a time. Quiet conversation only.

Study spaces may not be reserved by leaving books and articles of clothing on chairs and tables. When you leave the building, please take your belongings with you so others can use the space.

Listening/viewing stations for media are located on the upper level. Headphones for these are checked out at the Reserve counter. Group viewing rooms are also available.

Laptops may be used in the library; users should ensure that keyboard clatter and sound schemes do not distract other patrons. On the main level of the Library there are a number of power outlets and Ethernet connections for Library users to connect to TWU's network. There are a limited number of electrical outlets on the upper and lower levels as well.

Use headphones and keep the volume low so that others are not disturbed when using personal music players and computer media.

Food and beverages can lead to damage of library material. Do not eat in the library. Keep beverages in securely covered containers.

Appropriate clothing, including footwear and shirts, should be worn at all times.

Please do not reshelve books. Leave them on the return carts and let library staff put them away.

Don't be a victim of theft. Never leave valuables unattended in the library.

Telephones

A public pay phone is located outside the front entrance to the library. Library users do not have access to staff telephones.

Except in the case of an emergency, no persons in the building will be paged.

The use of cellular telephones in the library is not permitted. Please turn them off before entering the library.

Access for Disabled Persons

Upon request, library staff will assist with the use of the library's catalogue and the retrieval of library materials.

Alarms and Security

Fire alarms have been installed to preserve human life. Please clear the building in a prompt and orderly fashion should the alarm sound.

Fire exits are to be used only in case of an alarm or fire. Under normal operating conditions, all library users must enter and exit the building by the front entrance.

Should the security gate at the front entrance sound as you walk through, return to the Checkout counter for inspection.

Library Closing

To alert library users of closing time, building lights are flashed at 30 and then 5 minutes before the library closes. The Circulation counter closes 15 minutes before library closing time. We ask that you be prompt in completing your work in the library and vacating the building so that staff have adequate time to secure the building.

Library Privileges may be Revoked

and/or fines assessed for any of the following reasons:

- attempted or actual book theft
- failure to pay for lost books
- failure to respond to overdue notices promptly
- defacement of library materials in any manner (*e.g.*, underlining, marginal comments, folding or removing pages, etc.)
- damage to library furniture and fixtures
- rude or abusive treatment of library staff
- violation of the library's alarm systems

Ignorance will not be considered sufficient justification for violation of these guidelines.



Contact Us

For more information about Alloway Library please contact:

Norma Marion Alloway Library
Trinity Western University
7600 Glover Road
Langley, BC V2Y 1Y1
Telephone 604-513-2023
Circulation email circ@twu.ca
Website www.twu.ca/library

Library policy statements have been prepared for the protection of library users as well as of the Library and its materials. The University Librarian reserves the right to make any necessary changes to policies. The library welcomes your expressions of support and suggestions that can help to improve service to you, the user. Suggestions should be directed to the librarians staffing the Information counter.

Last revised November 28, 2009