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## Part 6: Information and Library Services

### The George and Helen Ladd Library

Information and Library Services (ILS) staff provide library services in the George and Helen Ladd Library, which serves the general curricular, reference, and research needs of the College, and in the Edmund S. Muskie Archives and Special Collections Library, which houses the archives, manuscripts, rare books, and other special collections of the College.

#### Hours

Library hours, along with hours for other ILS service points, are posted on the web at:

<http://abacus.bates.edu/library/aboutladd/hours.shtml>.

#### Collection

The library's collection is designed primarily for undergraduate research but faculty members may procure materials not in the collection through the nationwide interlibrary loan network. Currently, the library holds more than 600,000 volumes of print material, 250,000 pieces of microform, 35,000 items of recorded material, and access to more than 40,000 periodicals and serials online. These resources are augmented by the collections of Colby and Bowdoin colleges; the combined library holdings exceed 2,000,000 volumes. Faculty members should consider the Colby and Bowdoin collections as part of the resources available for their research.

#### Online Services

**ONLINE CATALOG.** The central point for information about library holdings is the Online Public Access Catalog (OPAC), which can be consulted at computers located throughout the library, and on almost any personal computer via the Internet. The system also provides access through MaineCat, to the holdings of Bowdoin, Colby, and other Maine libraries; and through NExpress to the holdings of Colby, Bowdoin, Wellesley, Middlebury, and Williams colleges, and Northeastern University.

**OTHER ONLINE SERVICES AND ELECTRONIC RESOURCES.** Through the Internet, a user may access library catalogs, full-text resources, guides to academic World Wide Web sites, and much more. The library also subscribes to many general and subject-related services that are made available through the web. The reference librarians are happy to assist faculty members in accessing all online databases.

#### Reference and Instructional Services

In addition to individual reference consultation, reference librarians and other information professionals provide instruction on the use of computing and information resources for classes and other groups of students in the library's electronic classroom. Faculty members are encouraged to take advantage of this service so as to provide their students with improved skills in utilizing the library's wealth of information, the growing array of resources available elsewhere, and the computing skills that are now essential to scholarship.

#### Circulation

Each faculty member needs a BatesCard to charge out materials from the library. All books are due one year from the date of check out. Books are subject to recall two weeks after check out. All library users are required to return materials recalled for others. Items needed for reserve are subject to immediate recall. Failure to return recalled materials results in a block on circulation privileges. The library expects that all books charged out to faculty members will be returned to the library when due. The material can be checked out again at this time. If a faculty member does not return material after notification is sent, the head of circulation will issue an invoice showing the replacement cost of the material as well as the processing and billing fees. A faculty member is not permitted to charge out additional items until either the material is returned or the invoice is paid. At any time faculty members must pay for replacement cost of any lost items, plus processing and billing fees. The following materials do not circulate: current and bound periodicals, reference books, and microform material. Faculty members should be aware that library policy does not permit staff members to disclose the name of the patron who has borrowed a particular item.

## Assigned Reading for Classes

**CIRCULATION RESERVES.** The library operates a closed reserve system in circulation. Approximately a month before each semester and Short Term begin, request forms for reserves are sent out to all faculty members. Request forms for the fall semester are sent out during Short Term. All materials brought to Circulation prior to the deadline, at least three weeks before the start of the semester, are processed and ready for the first day of classes. After this date has passed, reserves are processed on a first-come, first-served basis. Faculty members are asked not to use the library reserves for purposes other than course-related readings for their students. When possible, library staff members provide a link to an electronic version of reserve text as a convenient alternative to a printed copy. If the desired materials are not available in the library's collection, faculty members should request that the library purchase the materials at least eight weeks before they are needed for reserve purposes (purchase requests should be directed to the library liaisons). Material placed on reserve may be borrowed for a two-hour, one-day, or three-day period; most two-hour reserves may be borrowed overnight. Circulation statistics for reserves are available to faculty members during the semester.

**AUDIO/VIDEO RESERVES.** Videotapes, DVDs, laserdiscs, LPs, and compact discs may be put on reserve in Audio/Video; requests should be sent to the audio supervisor.

**COURSEPACKS.** The Library also handles requests for coursepacks for assigned reading for classes, and manages copyright permissions associated with them. Coursepacks are sold in the College store. Library staff regularly remind members of the Faculty about the process, which usually requires three months notice prior to the start of each semester or short term in order to secure permission to use materials.

## Use of Copyrighted Materials

Information and Library Services staff members work with members of the faculty to assure that use of materials in library reserves, course websites, coursepacks, and other locations complies with copyright laws. The College's copyright policy is on the Web at <http://abacus.bates.edu/ils/policies/copyright.html>.

## CBB Consortium

Many materials held at the Bowdoin and Colby libraries may be requested directly through Maine Info Net if the needed materials are not available from these Maine sources, interlibrary loan will seek the materials at other libraries. The Bowdoin, Bates, and Colby libraries employ a delivery service which can usually deliver material in less than three working days after the request is made. A faculty member with a BatesCard may borrow materials over-the-counter at Bowdoin and Colby. CBB Libraries also participate in NExpress, a consortium that includes Wellesley, Middlebury, and Williams colleges and Northeastern University. Materials requested within CBB are usually delivered in less than three working days. Delivery from Massachusetts may take longer.

## Interlibrary Loan

Borrowing of materials from other libraries is an essential service of the library to faculty members, staff, and students, and is central to both faculty research and student theses and research projects. Requests are placed electronically from the library's web page. There is no charge for books or photocopies acquired through interlibrary loan, but the lending of items is subject to conditions imposed by the library owning the materials. These items may not be placed on reserve and generally cannot be renewed; sometimes their use is restricted to in-building use. Periodicals from other libraries are normally not lent; instead, the library purchases photocopies of the particular articles needed.

Class assignments should be conceived within the range of research materials available at the Bates, Bowdoin, or Colby libraries. Assignments which do not require extensive interlibrary loans for long periods of time are encouraged. Materials still in print needed for specific research projects may be requested through the library liaisons.

## Use of Other Libraries

Faculty members wishing to conduct research in libraries other than those at Bowdoin, Bates, or Colby should make their needs known to the librarian, who will write a letter of reference to the library with the desired resources.

## United States Government Publications

The library holds a collection of government publications, dating back to the late eighteenth century, which is shelved on the ground floor. These documents circulate to faculty, staff, students, and members of the local community.

## Audio and Video Recordings

Circulating video, DVD, and CD recordings may be checked out to students for a three-day period. Circulating and non-circulating video and DVD recordings may be checked out to faculty and staff for a three-day period. All sound recording formats may be checked out to faculty and staff for a 30-day period.

## Purchase of Library Materials

Books are purchased both by selection and through the library's approval plan. The plan's purchase profiles in a given subject area are made in consultation with the faculty. Requests for purchase of all materials, including periodicals, video recordings, sound recordings, and other electronic resources, as well as books should be made through the library liaison who works closely with the faculty member's department or program. See:

<http://abacus.bates.edu/Library/services/liaisonlist.shtml>.

## The Edmund S. Muskie Archives and Special Collections Library

The Edmund S. Muskie Archives and Special Collections Library fosters research and scholarship by making available and encouraging the use of archives, rare books, manuscripts, and other historical materials by students and faculty, as well as scholars from the community at large. These collections provide students from Bates and elsewhere an opportunity to gain firsthand experience in historical research using primary documentary material. Its collections have three major divisions:

The Bates College Archives serves as the official repository of records, publications, photographs, honors theses, oral histories, and other materials of permanent administrative, legal, fiscal, and historical value. It documents the history of the College from its founding in 1855 to the present.

The Manuscript Collections include materials related to the history of the Bates College, including the papers of faculty, staff, alumni and others with strong ties to the College. In addition, because of its roots as a Freewill Baptist institution, the library collects pamphlets, papers, letters, diaries, church records and other materials related to Freewill Baptist organizations, mission work, families, ministers, and individuals, with particular emphasis on nineteenth-century Freewill Baptist material with Bates or New England connections. Other notable strengths of the manuscript collections include material related to the life and work of Edmund S. Muskie, for whom the library is named, and environmentalism. The Edmund S. Muskie Papers include almost all the extant records of the life and work of Edmund S. Muskie (1914-1966), a 1936 Bates graduate who dominated Maine politics from the mid-1950s to 1981 and became a national leader for environmental protection, government reform, and fiscal responsibility. The library also houses the Edmund S. Muskie Oral History Collection, including taped interviews with individuals who knew Muskie or who offer insights into the events and conditions that shaped his life and times. The Dorothy Freeman Collection contains a large body of correspondence with the biologist, writer, and conservationist Rachel Carson.

The Rare Book and Manuscript Collections include publications pertaining to the Freewill Baptists in Maine and New England; nineteenth-century French history and literature; fine-press books published in Maine; Judaica; nineteenth-century books on natural history, particularly ornithology.

Members of the faculty are encouraged to consult with archives and special collections staff to develop research experiences and assignments for students using original documents, photographs, and other materials. Faculty members disposing of College records and personal papers are expected to consult with the staff to determine the records' potential as permanent sources of information for the college archives.

## Computing and Media Services

The staff of Information and Library Services (ILS) provide computers, software, training, and information resources to faculty, students, and staff, and twenty-four hour access to the campus network and academic servers. ILS is the purchasing agent for all College computers, and manages repair services for College-owned machines.

All members of the College community are expected to comply with the Bates College Computer Use Policy, located at <http://abacus.bates.edu/ils/policies/computingPolicy.html>.

ILS provides open network connections (so-called SNAP jacks) and wireless access points in selected locations to students, faculty, and staff members. All users connecting personally-owned computers to the campus network are required to have active virus protection software and up-to-date operating system patches installed on their computers.

Academic Technology Services (Pettigrew Hall, Pettengill Hall, Coram Library, and Hathorn Hall) supports faculty computing needs, manages computing labs and classrooms, and works with reference and instructional services staff in the library to offer training in the use of software and electronic resources. More than 175 public microcomputers are clustered in Coram Library, Hathorn Hall, Pettigrew Hall, Pettengill Hall, Dana Chemistry Hall, Carnegie Science Hall, and Ladd Library. Academic Technology Services staff members offer consulting services in finding appropriate software and hardware for specific needs in offices and classrooms, assistance with facility design, and support for presentation needs. Support for course-related websites is provided with the learning management system (Lycium) and related technologies.

Help Desk Services (Ladd Library) provides computing assistance to students, faculty and staff. Help Desk staff members provide direct help services; manage the database that tracks trouble calls, work orders, and customer services; and serve as the clearinghouse for user information on all ILS computing services. The Help Desk number is 8222.

Classroom Technologies and Event Support (CTES) (Pettigrew Hall) provides equipment and assistance for computer labs, classrooms, and College events. For information about classroom audiovisual equipment and services; to borrow a portable computer, projector, or similar item; or to arrange for classroom display of imagery, contact CTES at 6424. Video conferencing among Bates, Bowdoin, and Colby colleges, with connections to other videoconferencing sites, is also available. Complete information on CTES services, including room-by-room descriptions of technology in Bates classrooms, is on the CTES website (<http://abacus.bates.edu/ils/offices/media/index.html>).

Network and Infrastructure Services (110 Russell St.) manages the campus network, servers, and storage devices. The network provides access to a wide variety of print and file facilities, software resources, and servers. All student rooms and offices are part of the network. The Bates College computer network is connected to the Internet and supports electronic mail, file transfer, remote login services, and access to the World Wide Web.

As a member of ICPSR (Inter-University Consortium for Political and Social Research), Bates can obtain databases from many different sources. ILS staff members assist with data extraction from these data sets and statistical packages such as SPSS enable students and faculty members to perform requisite data analysis.

ILS provides a variety of software packages. Information on software used at Bates College is available on the Web at <http://abacus.bates.edu/ils/software/atBates.html>.

The Bates College World Wide Web site (<http://www.bates.edu>) is managed as a partnership between Internet Software Services and the Office of Communications and Media Relations. The Bates website includes the admissions application, access to Ladd Library, course listings, web pages for many courses, career services information, news and special events information, sports scores, student home pages, and the online course registration, student and employee records system.

## COMPUTING AND MEDIA SERVICES

Computer Sales and Services (110 Russell St.) makes computer hardware and software available for private purchase by students, faculty, and staff members, and purchases computer equipment for College use. Dell and Macintosh desktop and laptop microcomputers appropriate for use on the campus network are offered, as are peripherals and software, many at substantially discounted prices. The sales program staff facilitates repair services for privately owned machines, and provides referral for warranty and non-warranty repair services. Costs for non-warranty repairs are charged to the user. Information on sales and connections to vendors can be found on the Web at

<http://abacus.bates.edu/ils/offices/sales/>.

Full information on ILS services is located on the Web at <http://www.bates.edu/ils/>.