WIGGINS MEMORIAL LIBRARY HANDBOOK

2019-2020
OUR MISSION IS

to facilitate access to information resources that support learning, teaching, and research;
to provide training for effective and ethical use of these resources; and
to support the Campbell community through a state-of-the-art academic environment.

ABOUT THIS HANDBOOK

This handbook describes the facilities, policies, and procedures for the Campbell library system and Wiggins Memorial Library (the main library). Other facilities such as the Law School Library and the Medical School Library may have somewhat different services, regulations, hours of operation, and library fines. Please see the section titled Other Campbell University Libraries for details.

GENERAL INFORMATION

Hours
The hours listed below apply to Wiggins Memorial Library during the fall and spring semesters. Changes during exams, holidays, vacation periods, and summer sessions are posted at the library entrance and are on the library website at http://library.campbell.edu/hours.

Monday through Thursday    7:00 a.m. – 12:00 midnight
Friday                  7:00 a.m. – 6:00 p.m.
Saturday                12:00 p.m. – 10:00 p.m.
Sunday                  2:00 p.m. – 12:00 midnight

A 24-hour study area is available on the second floor of Wiggins Library during the fall and spring semesters after library hours. A valid Campbell ID card is required for access. Students can swipe their Campbell ID card to open the door to the left of the library entrance in order to gain access to the area. Only the second floor is accessible for overnight study; no other area of the library, or library services, are available overnight. The overnight study area is monitored by a security guard.

Lost and Found
Items found unattended in the library will be taken to Lost and Found located at the Circulation Desk.
**Photocopies/Printing**

There are five photocopiers in the library. Two are located in the Learning Commons, one is in the Periodicals Reading Room, one is outside of the second floor conference room, and one is outside of the third floor computer lab.

Creek Bucks are preferred for printing and photocopying. If you have any problems with the copiers, please ask for assistance at the Circulation Desk.

<table>
<thead>
<tr>
<th>Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black &amp; White</td>
<td>$0.05 per page</td>
</tr>
<tr>
<td>Color</td>
<td>$0.15 per page</td>
</tr>
<tr>
<td>Microform</td>
<td>$0.10 per page</td>
</tr>
</tbody>
</table>

To print wirelessly using your laptop, login with your Campbell ID and connect to Campbell University’s network. Follow the instructions on this page (http://library.campbell.edu/services/print-drivers) to download the library print drivers. As with desktop printing, there is a fee of $0.05 per black-and-white page or $0.15 per color page printed from laptops.

Microform reader-printers are located in the Microforms Room in Wiggins Basement.

**Computers**

The library provides computers with internet access, MS Office (Word, Excel, PowerPoint, and Access), and printers. If you have any problems, please ask a student assistant or library staff for help.

**Technology Items Available for Checkout**

Laptop computers are available at the Circulation Desk for checkout by Campbell students, faculty, or staff with a valid Campbell ID. Laptops may be checked out for 4-hour periods with one renewal allowed. Laptops checked out overnight will be due within 2 hours of the library opening the next day.

In addition to laptop computers, a number of other technology items are available for checkout from the Circulation Desk or the Curriculum Materials/Media Center. These items include:

- iPads
- calculators
- headphones
- computer mice
- Nook E-Readers
- GPS units
- digital cameras
- flip video cameras, etc.
To find the location of these items, their loan periods, and availability, visit http://library.campbell.edu/technology-items.

OneSearch
OneSearch, the default search option on the library home page at http://library.campbell.edu, is a discovery tool that allows faculty and students to search the library's many resources from a single search box. OneSearch indexes the library's catalog of books and E-Books, the vast majority of full-text journal articles and other e-resources, and the library's media collection. As users search in OneSearch, they can narrow results by using facets such as subject, date, material type, and peer-review status. For many research needs, OneSearch is the most efficient way to locate large numbers of books and articles. Please note that most of the library's abstract-only products (PubMed, ATLA, etc.) are not indexed in OneSearch, but can be accessed from the Databases tab on the library home page. Library instruction sessions in CUFS 100, ENGL 101, and many other courses focus on the use of OneSearch as a retrieval tool.

Each student, staff member, and faculty member has a library account. To access your library account: 1) click on the “Advanced Search” option in OneSearch, 2) click on “Sign in” in the upper right corner of the screen, and 3) sign in with your Blackboard username and password. By logging in to your library account, you are able to see the items that you currently have checked out, renew your materials, put holds on checked-out items, and save search results.

Student Conduct Regulations
Wiggins Library is primarily a place for study and research. To preserve an environment of optimum conditions for study, library personnel and patrons may approach others, when needed, to request quiet and respectful conduct. Please silence cell phones and limit conversations to stairwells or outside the library’s main entrance. Study zones have been established throughout the library to indicate spaces ideal for silent, quiet, or group study.

Use of any tobacco products is prohibited anywhere in the library. To minimize the risk of damage to materials, furnishings and equipment, food and drinks are permitted in the library only under limited conditions. Beverages in covered containers and small items of packaged food may be taken to study areas. No food or drink is permitted near library computers.

Group Study Rooms
Ten group study rooms are available on the second floor and in the basement of Wiggins Hall. These rooms are intended for course-related study for groups of two or more students on a first come, first served basis. Individuals may be asked to yield study rooms to groups at any time.
Certain designated study rooms may be reserved in advance by Campbell University students. Study room users without reservations must vacate the room when requested by a group with proof of valid reservation.

Each group study room is equipped with an HD monitor or projection capability as well as a dry erase board. Cables, markers, and erasers are available for checkout at the Circulation Desk.

Personal belongings and library materials should not be left unattended in the study rooms. The library is not responsible for any lost or stolen items.

You can request the reservation of a group study room at http://library.campbell.edu/policies/group-study-room.

CIRCULATION SERVICES

The Circulation/Information Desk is located to the left as you enter the library. A staff member is available to offer directions pertaining to the location of library resources and services and to provide circulation services.

The general public may use the library. Only Campbell University students, faculty or staff, Friends of the Library, or holders of a current guest membership may check out materials. You must present your Campbell ID card or your guest membership card whenever you wish to check out books or other materials.

Campbell University students, faculty, and Friends of the Library may borrow an unlimited number of books; however, some restrictions may be placed on students who consistently keep books overdue. Guest members may borrow up to three books at one time.

**Loan Periods**

<table>
<thead>
<tr>
<th>Item</th>
<th>Loan Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Manipulatives</td>
<td>21 days</td>
</tr>
<tr>
<td>Nook Color E-readers</td>
<td>10 days</td>
</tr>
<tr>
<td>Media (CMMC Collection)</td>
<td>7 days</td>
</tr>
<tr>
<td>Oasis DVDs, Video Games</td>
<td>7 days</td>
</tr>
<tr>
<td>Cameras</td>
<td>2 days</td>
</tr>
<tr>
<td>Computers and Accessories</td>
<td>4 hours</td>
</tr>
</tbody>
</table>

For detailed information on the library’s Circulation Policy, please visit http://library.campbell.edu/policies/circulation.
**Holds**

Students may request that a book which is already checked out to another patron may be placed on hold. This service is available at the Circulation Desk. Holds may also be placed by logging in to one’s OneSearch account. Students’ login credentials are their Blackboard username and Blackboard password. When the book is returned to the library, the requester will receive an email that the book is available. The book will be held for the requester for five days, at the end of which time it will be returned to the stacks.

**Library Materials**

Please request assistance when you need help in locating any of the following materials.

**Books**

Most books are shelved on floors 2 through 4 of Kivett and in Wiggins Basement. The Reference Collection is shelved in the Reference section on the first floor of Wiggins. This collection includes resources such as encyclopedias, dictionaries, handbooks, almanacs, directories, bibliographies, and indexes to periodicals and newspapers. The Theological Reference Collection is shelved on the 3rd floor of Kivett. There also is an education-related reference section in the CMMC. Recent bestsellers and popular titles are available in our main floor Oasis collection.

After using books or journals, please return them to the Circulation Desk or place them on the reshelving carts located throughout the library.

Computer terminals are located throughout the library for searching library materials in OneSearch. Call number ranges and their respective shelving locations are shown in the table below:

<table>
<thead>
<tr>
<th>Call Number Range</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>A – BS</td>
<td>Kivett 2nd Floor</td>
</tr>
<tr>
<td>BT – DE</td>
<td>Kivett 3rd Floor</td>
</tr>
<tr>
<td>DF – GV</td>
<td>Kivett 4th Floor</td>
</tr>
<tr>
<td>H – Z</td>
<td>Wiggins Basement</td>
</tr>
</tbody>
</table>

Books may be used in the library without being checked out. If you wish to use the book outside of the library, bring it to the Circulation Desk and check it out. Reference books and periodicals cannot be taken out of the library.

Rare books are located in the Library Archives in the Carrie Rich Building. If you need access to archive material, you can request that library staff retrieve the needed material. You will be able to use the archive material only in the library.
**E-Books**
More than 455,000 electronic books, audio books, and streaming media (not including the 135,000+ CDs in the Naxos Music Library) are indexed in the library system and can be accessed through OneSearch. These books may be searched by keyword, author, or title.

**Periodicals, Newspapers, and Indexes**
Print periodicals and newspapers are shelved alphabetically by title in the Periodicals Reading Room on the first floor of Wiggins Hall. The “Journals” tab on the library homepage (http://library.campbell.edu) includes all current subscriptions to journals, magazines, newspapers, annual issues, indexes, back files of former subscriptions, and full-text journals — totaling over 110,000 titles.

**Online Databases and Off-Campus Access**
The library provides access to over 200 online databases. Access to these databases is restricted to the Campbell University community unless otherwise specified. Availability is subject to change. For off-campus access, the user will be asked for a login and password.

Login: Blackboard username
Password: Blackboard password

For login assistance, please visit http://helpdesk.campbell.edu. All other inquiries may be directed to the library at http://library.campbell.edu/ask.

**Government Documents**
Wiggins Memorial Library of Campbell University is a selective depository for United States Government Documents. The Government Documents Collection is located in the basement of Wiggins Hall.

**Microforms Collections**
The library maintains a collection of resources in microform consisting primarily of microfilm and microfiche. These materials include back issues of academic journals and newspapers. They are in cabinets in the Microforms area located in Wiggins Basement. Journals are arranged alphabetically by title. Newspapers maintained on microfilm include the *New York Times, News and Observer*, and the *Dunn Daily Record*.

**Reserves**
Reserve books and other materials have been placed on a limited loan basis at the request of an instructor. These materials may be checked out for two hours, one day, three days, or seven days, depending on the loan period requested by the instructor. Up to three Reserve items may be checked out at one time. Two-hour reserve items may be checked out overnight during the last hour before the library closes. These items are due within the first hour of operation the following day.
Electronic reserves are also available via the library website and are password protected. The instructor of the class provides the user name and password.

Reserve videos are to be viewed in the library. An Audiovisual Viewing Room is available on the third floor, if needed.

**Fine Rates for Overdue Resources**

<table>
<thead>
<tr>
<th>Item</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>$0.25 per day</td>
</tr>
<tr>
<td>Media Items</td>
<td>$1.00 per day</td>
</tr>
<tr>
<td>Flip Cameras, Nook Color E-readers</td>
<td>$10.00 per day</td>
</tr>
<tr>
<td>Intuos4 Professional Pen Tablet and Accessories</td>
<td>$10.00 per hour</td>
</tr>
<tr>
<td>Laptop Computers</td>
<td>$10.00 per hour</td>
</tr>
<tr>
<td>2-Hour Reserve Items</td>
<td>$0.50 per hour</td>
</tr>
<tr>
<td>All Other Reserve Items</td>
<td>$1.00 per day</td>
</tr>
<tr>
<td>4-Hour Accessories</td>
<td>$0.25 per hour</td>
</tr>
<tr>
<td>Interlibrary Loan Items</td>
<td>$1.00 per day</td>
</tr>
<tr>
<td>Copy Cards</td>
<td>$0.25 per hour</td>
</tr>
</tbody>
</table>

Overdue notices for outstanding resources are sent via electronic mail the first weekday after the due date. Fines will accumulate each day until the materials are returned or reported missing at the Circulation Desk. If an item is reported missing or is returned seriously damaged, the borrower is responsible for the payment of any accumulated fine, the cost of the item, and a $10.00 replacement fee. Fines may be paid by cash or check at the Circulation Desk at the time an item is returned. Any fines not paid at that time will be transferred to the individual’s account at the University Business Office and may be paid there by cash, check, or credit card.

**REFERENCE SERVICES/RESEARCH ASSISTANCE**

Reference Services is located on the first floor of the library. Reference librarians are available to help you locate information, direct you to reference materials, and assist you in learning the organization of the library. Reference librarians will help you search for information as well as develop search strategies for course reports, papers, and term projects.

You may schedule an appointment with a reference librarian for in-depth help with your research. Appointments may be scheduled by emailing reference@campbell.edu or through the library’s Research Consultation Form (http://library.campbell.edu/research-consultation). Please specify whether there is a particular librarian with whom you would like to work. Appointments will be scheduled on a first come, first served basis.

You may submit reference questions by clicking the “Ask” button on most library web pages. You may also chat with a reference librarian online when one is available by clicking the “Chat
with a Librarian” button or by sending your question via e-mail to reference@campbell.edu. Furthermore, you may contact the Research Assistance Desk at (910) 893-1467.

**Interlibrary Loans (ILL)**

Resources not owned by the Campbell University Libraries can be borrowed from other libraries through ILLiad, an interlibrary loan system available to Campbell students, faculty, and staff as an aid to research and study. Using ILLiad (http://library.campbell.edu/interlibrary-loan), you can place interlibrary loan requests online and check your request status and history. Articles are usually received electronically in 2-3 days; books are usually received by mail in 4-7 days.

This service is provided free of charge.

*Photocopies are regulated by Federal Copyright Law, which is explained on the Interlibrary Loan Request Form. The borrower may keep photocopies. Due dates on books will vary. The borrower is responsible for the book and must return it to the Circulation Desk on or before the due date. The library will not process ILL requests for materials owned by Campbell University.*

**CURRICULUM MATERIALS/MEDIA CENTER (CMMC)**

The Curriculum Materials/Media Center is located on the third floor of Wiggins Library. CMMC facilities and resources include a juvenile print collection, manipulative collection (displays, posters, models, puppets, games, technology, etc.), reference collection, periodical collection, Standardized Testing Bank, group study area/classroom space, quiet study spaces, soft-seating, audiovisual collection (CD, DVD, VHS), audiovisual viewing room, and an Idea Lab/Makerspace.

The Idea Lab/Makerspace is designed to assist student teachers and the Campbell University community in creating and preparing materials for use inside and outside of the classroom. The CMMC Librarian and student workers are available to assist patrons with equipment operations in the room. The Idea Lab/Makerspace contains the following equipment: 3D printers, poster printers, an Ellison Die-Cut Center with over 100 patterns, a laminator, a comb binder, a button maker, and a paper cutter. The room houses four iMac computer workstations with a scanner and access to a color printer. Educational software is available on these computer workstations to meet patrons’ video, audio, and design-related project needs. An HP Sprout with a 3D scanner, a knitting corner and sewing corner, and a pyrography station are housed in the Idea Lab/Makerspace to foster more creative projects by all students, faculty, and staff of Campbell University.
OTHER CAMPBELL UNIVERSITY LIBRARIES

Norman Adrian Wiggins School of Law Library
Located in Raleigh, NC, the Law Library houses a collection of legal materials for the Norman Adrian Wiggins School of Law. Its primary mission is to support the teaching and research needs of law faculty and law students. To this end, it houses a collection of more than 206,000 volumes and volume-equivalents of cases, statutes, law reviews, treatises, and other print and electronic titles necessary for legal research. It is also open to practicing members of the North Carolina bar and the faculty, students, and staff of the University for purposes of legal research. Most materials do not circulate but are available for use within the Law Library. Please consult the law library’s web site (https://law.campbell.edu/learn/campbell-law-library/) for information about its hours of operation, collection, and policies.

School of Osteopathic Medicine Medical Library
The Jerry M. Wallace School of Osteopathic Medicine Library is located on the second floor of the Leon Levine Hall of Medical Sciences. Please consult the medical library’s web site (http://library.campbell.edu/cusom) for information about its hours of operation, collection, and policies.

*Updated: August 13, 2019*