

PATRON POLICIES

REGULATIONS CONCERNING USE OF MATERIALS

The Reading Room

- All materials must be used in the Reading Room. Many of the materials are rare or impossible to replace. It is not practical or realistic to make distinctions between rare and common items, so all items should be considered rare and treated as such.
- Patrons are allowed only in the Reading Room and other public areas. The vault and other storage areas are closed to all but authorized staff members. The office area is also limited, in most cases, to staff members.
- Children and young people should be under close supervision of their adult guardian while they are in the CAR. They will conform to all established regulations of the Center. Material is not normally provided to young people less than college age without the parent present to assist. Exceptions may be made based on need.

Requesting and Using Materials

- Request materials by call number or for periodicals by name and date of publication, where possible. EGW letters and manuscripts are by number and year. The CAR staff will help the patron when necessary.
- Patrons are allowed to have up to four items and a file checked out at any one time. For example:
 - 4 Ellen White letters or manuscripts, or
 - 4 Books or other items (other than those available in the Reading Room), and
 - 1 EGW document file [unless processed, then limited to four items from within the WDF], or
 - 1 personal collection file folder, or
 - 1 miscellaneous file.
- Patrons requesting to use an unpublished personal collection or institutional records are asked to complete an "Application to Use Unpublished Records."
- We require all patrons to complete the top half of the log sheet providing their name and AU ID number. Patrons who are not affiliated with Andrews University should provide a contact address and phone number. They will be required to leave a picture ID such as a driver's license, passport, or other university photo ID. For those claiming to be affiliated with AU but lack an ID card, CAR staff will need to verify their status by checking Banner at:
<https://www.andrews.edu/admsvs/LOOKUP/nida/nida.cgi>
using the ID number given. CAR staff will complete the remainder of the log sheet. We will hold the patron's ID card at the reference desk while they use Center materials and return it to the patron only after they return all of the materials they used. AU faculty do not need an ID card if they are known to CAR personnel. CAR staff will exercise heightened levels of diligence when patrons request certain materials.
- What may be taken into the Reading Room:
 - Portable computer (without the case)
 - Note paper, notebook, or binder
 - Pencil
 - Sweater or jacket. Coat rack is provided as needed.
 - Certain personal books needed for study purposes, but the CAR staff member should be shown the books upon entering and leaving the Reading Room.
- Lockers (with locks if necessary) are provided for:
 - all bags, including larger purses
 - extra books and papers not necessary for research
 - all food and drinkLarger items may be kept behind the Reference Specialist's desk

- Materials are used only at the study tables provided. Certain materials must be used only at the “Special Handling Table.” Patrons must use extreme care when handling all materials. If the patron detects or causes damage, he/she should show it to the CAR personnel. Patrons who carelessly or willfully damage materials will forfeit the privilege of using the Center and its materials.
- Only pencils may be used in the Reading Room. CAR personnel will lend a pencil as needed. Pens or any ink based writing instruments may not be used. Patrons may make notes on their own paper but never in any item from CAR. This includes using highlighters, making marginal notes, check marks, underlines, or any other marking.
- Food and drink will be consumed only in the lunch room provided on the lower level of the James White Library. Food and drink (including water) must be left in the locker provided.

Other Materials

- Conference directories may only be looked at and information written by hand or typed. Photocopies or scans may not be made according to our agreement with many of the represented conferences.
- All audio-visual materials are used in the CAR Reading Room on the equipment provided. Video and audio tapes may, with authorization, be taken to The Multi-Media Center only when group viewing or listening is necessary. Certain designated audio-visual materials may not be taken to The Multi-Media Center.
- Photographs. See the Center for Adventist Research Photograph Policy for more details. Patrons may use, with permission of Center Administration, their own cameras, film or digital, to reproduce the pictures. They will need to complete the Visual Image Order and Use Agreement Form and pay the stated fee. This privilege may be revoked by the Center if the photographs are not properly handled. Patrons assume all responsibility for possible infringement of copyright and/or literary property rights in the act of copying or in the subsequent use of materials copied. Permission is needed for publication, and credit given to the Andrews University Center for Adventist Research or the Ellen G. White Estate, whichever is appropriate, as the source of the photograph.
- Scanning. Patrons may take digital camera images from most CAR materials. This excludes Ellen White letters and manuscripts as well as certain other fragile or special items. Great care must be exercised to not damage the items any more than normal reading would do. Patrons are not permitted to bring their own scanning equipment to CAR without prior arrangement.
- Artifacts may be photographed but will remain in the CAR. Exceptions will need to be negotiated with the Center administration. If the photographs are published, credit must be given to the Andrews University Center for Adventist Research.

Miscellaneous Issues

- Stack privileges. There are no stack privileges. Andrews University faculty and other accredited scholars, by application, may become CAR Scholars and through that have partial stack privileges for personal or professional research. See the CAR Scholars Policy for more information.
- Loans. Andrews University faculty may, with the authorization of the Center administration, take up to two published items out of the CAR for a 24 hour period for use in the classroom or office. The intent is to facilitate classroom presentations. Faculty are not allowed to make photocopies or any other type of copy of loaned material. Certain fragile, rare, and/or unpublished materials such as letters and manuscripts, personal collections, or collected items are not loaned.
- Publication. Permission to publish any part of manuscript or other unpublished materials must be secured from the Center or the Ellen G. White Estate, whichever applies. The user is expected to give proper acknowledgment to the Center for Adventist Research or the Ellen G. White Estate. Materials designated as being from the General Conference Archives, or other repositories, should be so credited. Photocopies of unpublished Ellen G. White letters and manuscripts may be provided on a permanent loan basis. This is “with the understanding that the White Estate maintains exclusive publication rights. Under copyright law, you may make ‘fair use’ of excerpts from the documents for research purposes, but permission must be obtained from the White Estate for reproduction of the entire document, whether in printed or electronic format.”

PHOTOCOPY AND SCANNING POLICY

Photocopies or scans of relevant material are a tremendous aid to the research and writing process. However, the process of photocopying and scanning is very stressful and damaging to most paper-based materials, especially older material. The following policy strives to make it possible for patrons to get the copies they need as well as preserve the materials for others to use in the future. The Center appreciates the patron's understanding and acceptance of the overall intent of this policy.

The staff of the Center for Adventist Research must approve all photocopy or scanning requests. Material judged suitable for patrons to copy themselves will be done on the Center's photocopy machine. Material judged not suitable for patron-made photocopies will either be done by staff members as time is available or not copied based on the criteria below. Scans will be made on Center machines or by handheld cameras. No material may leave the Center for any reason without special arrangements. The Center reserves the right to refuse photocopy requests deemed too exhaustive of time, staff resources, and/or damaging to the materials.

Criteria which determine whether photocopies or scans may or may not be made.

■ **Condition**

- Non-fragile. Freely copied after receiving permission. If damage develops during copying, immediately cease copying. Certain books bound by glue ("perfect binding"), while non-fragile, may quickly become fragile with handling. Copies of these should be limited to 30 pages per patron.
- Fragile. No copies are made. Hand notes may be taken by the patron.
 - Fragile is defined as:
 - pages loose from binding,
 - weak or torn binding or pages,
 - brittle or crumbling paper,
 - high potential for damage from handling.
 - Should the patron still wish a copy, the Center administration will decide whether or not we will make a use copy at the patron's expense. A use copy consists of the following:
 - Entire item is scanned, cover to cover, not just a portion, by a staff member.
 - Copy made on acid-free paper. It is printed and bound or attached to the catalog and filed with the original item.
 - Copy made for the patron is made from the scanned copy.
 - Patron cost is \$0.15 per page for the entire document plus \$0.10 for the specific pages requested.

■ **Restrictions**

- Donors or the Center for Adventist Research may restrict or prohibit copying from materials they donated.
- There is a lifetime limit on the number of copies that can be made for any one person or other people working for them of generally no more than 1/4 (25%) of any one series of any manuscript (unpublished) collection.

Related Issues

□ **Copyright**

Copies are made in the Center for Adventist Research and for patrons under the fair use provision of the United States copyright law. Copies are made with the explicit understanding that they are for the patron's own personal use and will not be published or re-copied, including posting on a web page or other electronic location without the authorization of the copyright holder. Patrons are responsible for any copyright infringement in their use of CAR materials. If CAR staff become aware of a different intended use they will refuse to allow copies to be made.

- Age and Copyright. Copy no more than 25% of the item if it is under copyright protection. You may complete a chapter or article if only a few pages more than 25%. Physical condition guidelines apply. Patron should first try to obtain item from the publisher or other source.

□ **Ellen G. White Unpublished Letters and Manuscripts**

Photocopies or scans of unpublished Ellen G. White letters and manuscripts may be provided on a permanent loan basis. This is "with the understanding that the White Estate maintains exclusive publication rights. Under copyright law, you may make "fair use" of excerpts from the documents for research purposes, but permission must be obtained from the White Estate for reproduction of the entire document, whether in printed or electronic format."

Patron-made Photocopies or Scans

Most materials in CAR which are non-fragile may be photocopied by the patron. In all cases CAR staff or administration will make the determination if an item can be self-copied by the patron. When patrons are allowed to make their own copies, they will abide by the following guidelines:

- A determination will be made on a case by case basis on whether extra special care will be needed even for more recent materials. Examples of materials needing this extra special care include but are not limited to:
 - Certain glued bindings. Copies allowed will be limited to 30 pages or less based on condition.
 - Tightly bound volumes, especially periodicals.
- Never press down hard. This damages the binding.
- Care is exercised to adequately support the volume at all times. Always support the volume with two hands, one of which will be under the spine.
- If the document is stapled the staff will determine if staples may be removed for easier copying. This decision is guided by the condition of the material and the extent needed—what will do the least damage. Documents less than 10 pages will not have the staple removed. An exception: “use” copies of documents. If it is determined to remove the staple the staff will do so; they will make the copies on a time available basis, and reinsert the staples.
- Ellen White letters and manuscripts are never self-copied by patrons. They must be done by a staff member.
- Most items in the Document Files and portions of personal collection may be self-copied. Show CAR staff before beginning.
- CAR will not absorb the cost of fouled photocopies unless it is the fault of the staff or the machine. Operator error is no reason to reduce the amount owed for copies made, whether good or not.
- Guidelines under “Restrictions” above must be followed regarding extent and what may not be copied due to donor restrictions.

Staff-made Photocopies or Scans

The following conditions will require the material to be photocopied or scanned by CAR staff members, if it can be copied at all due to physical condition or other reasons.

- Fragile [see definition above]
- Ellen G. White letters and manuscripts. All copies are made by CAR staff members. Complete the White Estate “Permanent Loan Policy for Unpublished Letters and Manuscripts” form.
- Other items, which in the opinion of the staff, should be done only by staff or not at all.
- Guidelines under “Restrictions” above must be followed regarding extent and what may not be copied due to donor restrictions.

Costs

- Patron-made photocopies: \$0.10 / page [includes bad copies due to operator error]
- Patron-made scans (no paper copy) Free / page [scanned copy captured by CAR (if whole) and e-mailed]
- Staff-made photocopies or scans: \$0.15 / page [\$0.10 if highspeed copier used]
- Rush [staff made photocopy or scan] \$10.00 (50 page limit, if staff is available)
- Off-campus personal requests \$0.25 / page (includes postage to USA/Canada. Large orders and international addresses require additional postage)
- Off-campus SDA/non-SDA institutional requests. \$0.15/\$0.25 / page (includes postage to USA/Canada. Large orders and international addresses require additional postage. Additional allowance may be made on a case by case basis.)

Payment for photocopies or scans is in cash or a check payable to Center for Adventist Research. Off campus requests may use a credit card for payment.

Mail, E-Mail, and Telephone Requests for Photocopies or Scans

- Fulfilled on a limited basis under the Center’s copyright and condition provisions.
- This will generally be on a first come first served basis, and only as staff time permits.
- Limitations: Copy requests will be limited to 300 pages per person per request. Copies above that limit will cost \$0.40 per page from copy 301 onwards. Usual limitations on extent of copying apply.
- There is a lifetime limit on the number of copies that can be made for any one person or other people working for them of generally no more than 1/4 (25%) of any one series of any manuscript (unpublished) collection.
- Telephone requests are not generally fulfilled without a follow-up e-mail or letter re-stating the need.
- CAR staff can only do limited research for patrons on a time available basis. Up to 15 minutes is covered by the routine handling cost. On rare occasions, at the discretion of the Center, and based on staff time available, additional time may be taken and is charged at the rate of \$20 per hour or fraction thereof. Requesters should expect this to take two to three weeks or more depending on the extent of research necessary and available staff time. Requests for research involving more than minimal amounts of time will need to be paid before material is sent.

- Requests should be received with complete bibliographic information to allow CAR staff to quickly and easily locate the item. Searches requiring more than 15 minutes per request are not possible except as noted above.
- Copies cost \$0.25 which includes postage to North American addresses or making items available online for patron to download for a period of time.
- Very large requests and shipment to overseas addresses require additional postage and 50% advance payment or other arrangement.
- There is an additional handling cost of \$5.00 for each request. Requests for faster service cost \$10 per request as staff time is available.
- Previously made scans will not carry any cost except the \$5.00 processing fee.
- An invoice will accompany the materials sent. If the cost is over \$20, prepayment may be needed.
- CAR will not generally send materials requested via FAX. Electronic delivery is possible with prior arrangements.

□ **Miscellaneous Considerations**

Materials Available In Other Parts of the Library

- SDA books, theses, periodicals, or other publications available in other parts of the James White Library may be obtained there and patrons are able to make their own copies elsewhere in the Library.
- CAR is not a copy service and staff will not make copies for patrons from materials brought from other parts of the Library. Use of the CAR photocopy machines by patrons with library materials from outside of CAR is not allowed.

Financial Matters

- Copy costs are paid in cash or check unless paid via an interdepartmental voucher (IDC).
- Sizeable copy projects done by staff will require a significant portion (50%) of the expected costs in advance.

TOURS

Tours are available by special arrangement. Call (269) 471-3209.

HOURS

The Center for Adventist Research is open:	<u>Regular Hours</u>	<u>Inter-Session Hours*</u>
Monday to Thursday	9:00 am to 9:00 pm	1:00 pm to 5:00 pm
Friday	9:00 am to 1:00 pm	10:00 am to 12:00 pm
Sunday	4:00 pm to 8:00 pm	Closed

* Inter-Session hours may vary.

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