

Center for Adventist Research

PATRON POLICIES REGULATIONS CONCERNING USE OF RESOURCES

The Reading Room

- All resources must be used in the Reading Room. Many of the resources 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. Resources are 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 Resources

- Request resources 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 White Document File (WDF), or
 - 1 personal collection file folder, or
 - 1 miscellaneous file.
- If an item is available in digital format the patron needs to use it in digital format unless there is a compelling reason to use the original.
- Patrons requesting to use an unpublished personal collection or institutional records are asked to complete an "Application to Use Unpublished Records," and abide by the accompanying regulations.
- 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 NIDA 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 resources and return it to the patron only after they return all of the resources 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 resources.
- 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
Please note that CAR staff will keep the locker key to ensure its whereabouts.

- Resources are used only at the study tables provided. Certain resources must be used only at the “Special Handling Table.” Patrons must use extreme care when handling all resources. If the patron detects or causes damage, he/she should show it to the CAR personnel. Patrons who carelessly or willfully damage resources will forfeit the privilege of using the Center and its resources. Users will be asked to wash their hands before using “vault” resources.
- Only pencils may be used in the Reading Room. Pencils are available on the Reading Room tables. 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.
- Resources you are working on will be “held” for you for a maximum of two days before they will be returned to their place. Vault items are returned to the vault daily.

Other Resources

- All audio-visual resources 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 resources 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 any relevant 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 resources 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 images of most CAR resources. 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 may use their own camera, but not their own scanning equipment. The Center has patron-available scanning equipment. Scans made on them will be sent to their e-mail.
- Artifacts may be photographed but will remain in 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 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 any type of copy of loaned resources. Certain fragile, rare, and/or unpublished resources such as letters and manuscripts, personal collections, or collected items are not loaned.
- Publication. Permission to publish any part of manuscript or other unpublished resources 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. Resources designated as being from the General Conference Archives, or other repositories, should be so credited. Copies of Ellen G. White letters and manuscripts are “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 and scans of relevant resources 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 resources, especially older resources. The following policy strives to make it possible for patrons to get the copies they need as well as preserve the resources 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. Resources judged suitable for patrons to copy themselves will be done on the Center's photocopy/scan machines. Resources judged not suitable for patron-made photocopy or scan will either be done by staff members as time is available or not copied based on the criteria below. No resource may leave the Center for any reason without special arrangements. The Center reserves the right to refuse photocopy or scan requests deemed too exhaustive of time, staff resources, and/or damaging to the resources.

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 resources 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

All copies made in or by the Center for Adventist Research by or for patrons is done 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 the Internet or other digital location, without the authorization of the copyright holder. Patrons are responsible for any copyright infringement in their use of CAR resources. If CAR staff become aware of a different intended use they will refuse to allow copies to be made.

- Age and Copyright. In an effort to aid research yet protect the copyright owner, copies will be limited to 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 for a reasonable cost.

□ Ellen G. White Unpublished Letters and Manuscripts

The text of Ellen G. White letters and manuscripts are available online and we encourage patrons to access them there. If a patron wishes a copy of a typed letter held by the Center they may receive a paper photocopy only. 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 print or digital format."

☐ **Patron-made Photocopies or Scans**

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

- A determination will be made on a case by case basis on whether special care will be needed even for more recent resources. Examples of resources needing this extra special care include but are not limited to:
 - Certain glued bindings. Copies/scans allowed will be limited to 30 pages or less based on condition.
 - Tightly bound volumes, especially periodicals.
- Never press down hard as this damages the binding.
- Exercise care 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 resource and the extent needed, meaning, what will do the least damage. If it is determined the staple may be removed the staff will do so; they will make the copies/scans on a time available basis, and reinsert the staple.
- Most items in the White Document Files and portions of personal collection may be self-copied/scanned. Show CAR staff to obtain permission 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 Center will not serve as a copy service. We will not make copies or scans upon request simply because the requester lacks time to do the work themselves. Resources eligible for patron-made photocopies or scans must be made by the requester.

The following conditions will require the resource 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]
- 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.

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

- Fulfilled on a limited basis under the Center's copyright and physical condition provisions.
- This will generally be on a first come first served basis, and only as staff time permits.
- Limitations: Copy/scan requests will be limited to 300 pages per person per request. Copies/scans 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 or an aggregate of no more than 25% of any manuscript (unpublished) collection.
- All requests will come via the Center's request tab on our web page. Telephone requests are not generally fulfilled.
- 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 resource 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 resources sent. If the cost is over \$20, prepayment may be needed.
- CAR will not generally send resources requested via FAX. Digital delivery is possible with prior arrangements.

☐ **Costs**

Charges for Prints, Copies, and Scans

	Service	Done by	Comments	Cost
WALK-IN	Scan	Patron	Scanned copy emailed or put on a USB drive provided by patron.	No charge
	Print/Copy	Patron	Paper copy	\$0.10 per page
	Microform Print	Patron	Paper copy. Digital not available. Patron can choose to scan the paper copy.	\$0.25 per page
	Scan/Copy	Staff	Digital or Paper	\$0.15 per page (\$0.10 per page if sheet feeder device able to be used)
			Rush [50 page maximum]	\$15.00 + copy cost if staff is available
REQUESTS FROM OFF-SITE	Service	Item type	Comments	Cost
Processing fee of \$5.00 for every 50 pages or part thereof. (Patrons requesting previously digitized material, not already available online, will be charged a processing fee of \$5.00)	Print/Copy/Scan	Books, Non-books, Periodicals	Print/Copy cost includes postage to USA and Canada. Orders exceeding 75 pages and international addresses require additional postage.	First 300 pages \$0.25 per page (\$0.20 per page if sheet feeder device able to be used). Page 301 onward \$0.40 per page (\$0.35 per page if sheet feeder device able to be used)
	Microform Print		Paper copy [50 page limit] Digital not available. If desired, a scan of the paper print can be made and will incur an additional scan fee.	\$0.25 per page
	Copy/Scan	Manuscript collection pages	Patron fills Personal Papers request form. Lifetime limit of no more than ¼ (25%) of any one series of any manuscript (unpublished) collection or an aggregate of no more than 25% of any manuscript (unpublished) collection.	First 300 pages \$0.30 per page. Page 301 onward \$0.40 per page.
	WORK DONE BY THE CENTER'S DIGITIZATION UNIT	Service	Item type	Conditions
(We will only do complete items, this includes the cover and blank pages)	Scans	Books	400 dpi, pdf file.	\$0.25 per page
		Books	Any other specifications that are outside of what is needed for our use.	\$0.25 per page + \$5.00 processing fee for every 50 pages or part thereof.
		Images	Items not already available in our online Photo database	See Visual Image and Use Agreement form

Revised December 2019

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.

☐ **Miscellaneous Considerations**

Resources Available In Other Parts of the Library

- Seventh-day Adventist 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 resources brought from other parts of the Library. Use of the CAR photocopy/scan machines by patrons with library resources from outside of CAR is not allowed.

TOURS

The Center’s exhibits are self-guiding. A tour is not necessary to fully see what is available. Staff may provide a brief orientation for you or your group if needed. Group tours are available on a limited basis by special arrangement. See “Tours” on our web page, or call (269) 471-3209.

HOURS

The Center for Adventist Research is open: Regular Hours

Monday to Thursday	9:00 am to 7:00 pm
Friday	9:00 am to 1:00 pm
Sunday	1:00 pm to 5:00 pm

Inter-Session Hours*

Monday, Wednesday, & Friday	Closed
Tuesday and Thursday	1:00 to 5:00 pm
Closed	

* Inter-Session hours may vary.

Revised April 17, 2020