

 HEALTH SCIENCES LIBRARY & INFORMATICS CENTER	Policy: Access Policy External <input checked="" type="checkbox"/> Internal <input type="checkbox"/>	Policy # Date Approved: 12/11/2006
	Submitted by: Dick Carr Approved by: OMT	Date Reviewed: 04/08/2014, 04/11/2018
		Date Revised: 04/08/2014, 04/11/2018

Purpose/Objectives:

The purpose of this policy is to outline the users of the University of New Mexico Health Sciences Library and Informatics Center (HSLIC) and the services they may access.

Scope of Policy:

HSLIC is the only comprehensive health sciences library in New Mexico. Its mission is to support the information needs of faculty, students, staff and programs of the HSC and to provide health-related information services to community health professionals and the citizens of New Mexico.

Policy/Procedure:

HSLIC provides access to quality health-related information on-site and remotely by selecting, acquiring, organizing, and maintaining health-related information in a variety of media – print, models, audiovisual, and web-based – and by providing catalog or website access to these materials.

Clientele:

The Library’s primary user group includes UNM faculty, students, and staff, including emeritus UNM faculty, HSC active volunteer clinical faculty, and HSC active preceptors.

In addition, HSLIC provides health-related information services to community health professionals, students of other colleges and universities, and the citizens of New Mexico.

Children under the age of 14 must be supervised by a parent or guardian and may not be left alone in the Library. Parents and/or guardians are responsible for their children(s) behavior, safety, and use of resources. Minors who are enrolled in an HSC program or UNM class may receive an exception to this rule.

On-Site Collections:

All patrons who enter the Library have equal access to on-site collections under terms of HSLIC policies. On-site access to informational materials is accomplished through provision of organizational tools, rapid and accurate placement of materials in the library in a manner accessible to all users, and adequate provision of staff trained to assist users in locating useful information. Materials in closed stacks are made available on a scheduled basis.

On-site access to information is maximized by maintaining reasonable hours of operation, as described in the Library Hours policy and by attention to the environmental conditions and physical layout of the building and collections. HSLIC provides suitable quiet study and group study space, and reasonable access for persons with disabilities to the building,

collections and workstations. Where access to certain items is not possible for individual users, alternative forms of assistance are provided by HSLIC employees. HSLIC maintains computing facilities for use by HSLIC's users, including workstations, wireless environment, and access to the Health Sciences Center's computer file storage, as described in the Public Workstation Policy.

Borrowing privileges are described in the Circulation policy. Photocopy machines and public printers are available for a reasonable fee. If materials are not held by HSLIC, assistance is provided to help users acquire needed information via interlibrary loan or other means.

To the extent permitted by licensing agreements, access to electronic resources is available to all who enter the library and abide by the terms of HSLIC policies.

Services and Fees:

Services such as reference assistance, literature searches, and photocopy service are available to all HSLIC users.

Restrictions apply to some services, such as borrowing privileges and interlibrary loan.

HSLIC charges for services depending on the user group, as described in the Library Privileges Summary Table, available at the Library Information Desk. The Privileges table can be amended without change to this policy.

Remote Access to Electronic Resources:

Remote access to electronic resources, to the extent permitted by licensing agreements, is accomplished through provision of online locating tools, links, and network accounts for primary users, along with adequate provision of staff trained to assist users in successfully acquiring remote access.

Assistance and Training:

Access to information is maximized through provision of easily found user assistance, such as personal assistance, web-based aids, and structured classes. Adequate training is provided for HSLIC employees so that the reference or technical assistance they provide is timely, accurate and suits the user's needs. Such assistance is provided through a variety of means, including in-person assistance, telephone, fax, mail, and e-mail. Clear descriptions of service availability and fees are maintained and provided to users.

Security:

HSLIC maintains a video surveillance system throughout the library, supplemented by Library staff on duty. HSLIC is not responsible for incidents or crimes against either persons or property committed on the premises.

Review and Comments:

This policy is reviewed and updated at least every three years in order to ensure the greatest level of access possible.

Individuals who wish to propose improvements in access to HSLIC resources and services, or who feel that HSLIC is providing inadequate levels of access, should address their

concerns to the Deputy Director for Operations or use the online suggestion form, accessible from HSLIC's website.

References:

Internal Reference(s):

Public Workstation Curricular Software Changes
Collection Development Manual 20155
Release of Patron Information
Retention Library Records
Hours Policy
Noise and Disruptive Behavior
Public Workstation
Circulation Policy
Reserves Policy