

INSTITUTIONAL SERVICES

The Library

The mission of the Hope College Library is to serve as a vibrant center of intellectual and cultural life at Hope College by assuming a significant educational role in a college community committed to excellence in learning and teaching.

Staff

In order to meet its mission, the library maintains a staff who select and manage a collection that supports the curriculum of the College, catalog the materials added to the collection, assist users in finding information and materials to meet their needs, and instruct students in the use of the library's many resources.

Collection

The library collects and maintains quality books, serials, periodicals, electronic resources, audio-visual materials, and other resources to support the curricular, scholarly, and informational needs of the College. Recreational reading materials are also available in the Browsing Collection. The library welcomes suggestions from faculty, staff, and students of possible additions to the collection.

Services

The library provides a variety of services including instruction in the use of the library, circulation (including reserve materials), reference, interlibrary borrowing, and access to indexes, abstracts, and documents. The library maintains an integrated automated system with a catalog accessible from anywhere on campus and off-campus through the Internet.

Instruction

The library faculty and staff work in partnership with the classroom faculty to instruct students in the use of the library so that they may make effective and efficient use of the resources available.

Facilities

The main collection and library services are housed in the Van Wylen Library, located on College Avenue between 10th Street and Graves Place. The Music Library contains scores, audio and video recordings, criticism, biography, literature, and reference works all relating to music. The music library is furnished with playback equipment for the various recordings housed there.

Other Libraries

Members of the Hope College community have access to the collections of the Beardslee Library at Western Seminary through the library's on-line catalog. Circulating materials at Beardslee may be borrowed by Hope students, staff and faculty. The Herrick Public Library, located just a few blocks from campus is also available for use by staff and faculty of the College.

Tech Lab

The library provides instruction and assistance in the use of a variety of computer applications and other technologies. Help is available to everyone on campus for many

software programs. Please check with the library for a listing of applicable software programs.

The Bookstore

The Hope-Geneva Bookstore is operated by the College under the direction of a full-time manager. The Bookstore's function is to (1) provide students with all books and materials directly required or recommended for Hope College courses and, (2) to offer other goods and services desired by its customers that enhance the educational and residential quality of the College. The "Geneva" in the Bookstore's name reflects the fact that a portion of the Bookstore's profits are used to fund the Geneva Scholarship Fund.

Course Materials

Textbooks and other course materials are ordered through the Bookstore. The textbook manager informs instructors about deadlines and procedures for the ordering process.

General Reading Books

The Bookstore maintains a general book section of over 5,000 titles on various subjects including current best sellers and children's books. In addition they will special order any title available in print but not currently stocked in the Bookstore.

Other Goods and Services

In addition to books, the Bookstore stocks a wide variety of merchandise including office and art supplies, greeting cards, computer software and Hope College imprinted clothing and gift items. The Bookstore also sells postage stamps, cashes checks and offers a photo finishing service.

Discounts and Charge Accounts

Any regular staff member with a current staff card may maintain a charge account at the Bookstore subject to store policies regarding such accounts. This service is a convenience to be used only for the personal purchases of staff members and their immediate families. The Bookstore also grants a 15% discount to staff members on cash as well as charge sales. (Some sale and low-margin items are not discounted.) Please be ready to present your staff card to ensure getting this discount.

Mail Service

Each department is assigned a mailbox in the central Mail Center located in the DeWitt Center. Both incoming and on-campus mail will be channeled through this area. Please make certain all mail includes name and department/organization/dorm/apt/cottage. Do not use building names.

The Mail Center will meter and post official Hope College correspondence and packages if the originating department name or account number is shown in the upper left hand corner. Personal correspondence will be posted only when it is properly stamped.

United Parcel Service (U.P.S.) and Federal Express are also available through the mailroom.

U.S. mail is received from and delivered to the Holland Post Office three times daily.

Written communications to all Hope College employees are best handled through the Mail Center. Inter-office correspondence envelopes are available in the Business Services Office.

For incoming mail addresses please use: Name
 Department
 P.O. Box 9000
 Holland, MI 49422-9000

For incoming UPS and Federal Express: Name
 Department
 141 E. 12th Street (or specific dept. address)
 Holland, MI 49423-3607

College Vehicles

A number of College-owned vehicles are available for use by staff members while on official College business only. Mileage is charged at the current College rate to the departmental budget of the staff member using the vehicle.

Application for use of a College vehicle must be made through the Off-Campus Transportation Office, ext. 7799. Information regarding the regulations governing the use of these vehicles may be secured from this office also.

College vehicles are approved for use by staff members only and may not be operated by students or other persons unless they have been approved as insured drivers by the College's insurance carrier. Lists of approved drivers are kept in the Transportation Office, DeWitt Center and the Transportation Garage, 176 East 19th Street. To operate a College vehicle, the driver must possess a valid driver's license.

Parking and Traffic Control

The Department Campus Safety is responsible for the enforcement of the College's motor vehicle regulations as they apply to faculty, staff and students, and for the use of parking areas on campus.

In order to park on College property all students, faculty and staff of the College must register their vehicle(s) they own or operate while they on campus and must obtain the proper parking permit. Rules and regulations governing the operation and parking of motor vehicles on the campus are published annually by the Department of Campus Safety and are distributed at the time of registration or are available at any time at the Campus Safety Office. Students and staff members are responsible for conforming to the motor vehicle regulations and are equally subject to enforcement of the regulation.

The current parking regulations and parking map can also be found at:

<http://www.hope.edu/admin/campsafe/services.html#MotorVehicleRegulations>
<http://www.hope.edu/admin/campsafe/parking%20map.pdf>

Key Policy

In order to maintain the security of college buildings and the safety of students, faculty, and staff; requests for keys shall be directed to the Department of Campus Safety. The department will determine the need and justification for the request and respond accordingly. If the request warrants additional approvals, the Director of Campus Safety will contact the Provost, the Dean of Students, or the Business Manager for decision and authorization.

Any individual who, without authorization, reproduces keys to any college building, office, room or equipment, or who has such keys in their possession shall be subject to disciplinary action by the college.

Upon leaving the employment of the college (either voluntary or involuntary), an employee is required to turn in all keys issued to them. If the employee signing for does not have in their possession the key(s) listed, the employee's department may be charged a fee of \$10 dollars per office key and \$100 dollars per master key to help offset the cost of reissuing and rekeying college property and/or facilities. Keys are required to be turned in to the Human Resources Department during the exit interview

Audio/Visual Services, Computing, Telephone Services

The following information is accurate as of the date of this publication. More current or supplemental information is available from Computing and Information Technology (CIT), Durfee Hall, x7670.

Audio/Visual Services

The following equipment is available to College employees in direct support of their assigned duties: Slide projectors, overhead projectors, VCR/DVD/CD players, video projection systems, microphones, and sound systems. Some equipment is permanently installed in rooms; some is assigned by reservation.

If an employee is unsure of the procedure for using requested equipment, this fact should be included with the request. CIT will make every effort to schedule staff to assist with the equipment.

When using departmental funds for equipment purchases over \$200, approval from the division head and the Director of Computing is required. CIT will provide best-effort repairs at the cost of materials.

Requests for video taping of live events should be directed to Video Services in the Communication Department.

The Van Wylen Library staff also offer some audio/visual services (see Appendix I.1).

Computing

A computer network is provided to facilitate access to resources such as file servers, network printing, email, course management systems, the Internet, and other online tools. Use of this network for College business is provided without charge to members of the College community. Accounts and additional information are available from CIT.

Computers for employee offices are purchased with centralized replacement funds administered by CIT. Additional computers for other purposes (student work, etc.) must be funded from departmental, divisional, or other funds.

Regardless of the funding source, all technology purchases over \$200 require approval from the division head and the Director of Computing.

User support is provided for computer hardware and software meeting the campus standard. Assistance is available by phone (CIT Help Desk, x7670) or by e-mail (cit@hope.edu).

At the discretion of his or her supervisor, an employee may be provided with a Hope College email account. The address will be published on the College's website, and thus it should be used for all correspondence relating to their assignment. Employees may wish to use an additional account (through another provider) for personal communications.

The College supports the purchase of computer equipment for personal use through interest-free loans which can be repaid by payroll deduction. Information about current policies is available from Business Services.

Telephone Services

The College telephone system is supported by CIT. Directories are available on the College website.

At the discretion of his or her supervisor, an employee may be assigned a unique direct inward dial (DID) phone number which enables the receipt of calls from on or off campus without operator intervention. Incoming calls can be screened by a departmental secretary. This service can be arranged within the employee's department.

At the discretion of his or her supervisor, an employee may be assigned a unique authorization code for use in placing long distance calls for College business. Expenses incurred through the use of this code are paid from the department's budget. Reports of such calls are provided monthly to departmental chairpersons, who review the reports and inform CIT immediately of any irregularities. Authorization codes are personal and confidential.

Cellular telephones for College business are provided by CIT at the discretion of the department/divisional head. Expenses are paid from the department's budget.

Information about specific procedures and available features of the telephone system is available from CIT.

COPY WORKS! And Other Duplication

Copy Works!

Whenever possible, College employees should utilize the campus copy center (called Copy Works!) for document duplication. Materials should be submitted electronically using the online form available from the College website. Normally, a 24-hour lead time should be allowed for completion of work. Additional time may be required during

certain peak periods, such as registration, the beginning of semesters, midterm or final examination periods.

Departmental / Building Copiers

Light duty copiers are available in departments and buildings throughout campus. These devices are more environmentally and financially expensive to operate than those at the Copy Works! and thus should only be used for low volume or one-off duplication. Use of inkjet or laser printers for creation of multiple copies is strongly discouraged.

Alternatives to Duplication

Members of the Hope community are strongly encouraged to consider alternatives to photocopying whenever possible. Email attachments and posting to the College's course management system are among the options.

(Please be aware of copyright regulations)