NCDOL LIBRARY POLICIES AND PROCEDURES
(Revised 11-2023)

CIRCULATION

Policy

- Library videos (AV items) are checked out for 3 weeks to registered public (non-NCDOL) patrons in NC who submitted a completed Library Loan Agreements (maximum of 5 videos per patron—exception: if patron requests English & Spanish versions of the same title, then the English & Spanish versions count as a single video)

- Only registered NCDOL Library patrons are allowed access to Streamery (via Training Network subscription) streaming safety/health videos (NCDOL employees can also be given access but should first be registered in Evergreen if not already registered)

- Print items are checked out for one month to registered NCDOL & public patrons; maximum 5 at a time (librarian may allow a reliable NCDOL patron to exceed this total); only one renewal is allowed for public patrons (provided checked out item not requested by another patron); NCDOL patrons allowed to exceed one renewal but multiple renewals (>2) require permission of librarian

- Consensus standards (e.g., ANSI, ASME, CGA, NFPA) are ONLY checked out to NCDOL patrons and AG Office-Labor Section staff who are regarded as NCDOL patrons (no limit; one month loan period); however, registered public patrons may check out NFPA handbooks (and possibly similar handbooks) located in the General Collection (stacks)

- All items need to be returned by the due date (unless renewed in which case they are assigned a new due date—in certain circumstances library staff may also edit due date in lieu of a renewal)

- All items are circulated through the NC Cardinal Evergreen circulation module (they must be barcoded—consult with librarian if not barcoded)

- The patron may contact the library to renew an item (only one renewal allowed for videos; and only one renewal allowed for books checked out to a public patron)

- The patron may be charged for replacement cost for any damaged material when it's clear damage is due to negligence on part of patron (this damage may include: breakage, abuse such as spilled liquids, dust or poor packaging)

- Damage caused by the VHS or DVD player and normal wear & tear will not be assessed

- The replacement costs will be established by the current market value for the lost item (which at the librarian's discretion may factor in anticipated discount from publisher/producer/distributor &/or most recent version/format).

- If the title is no longer available the librarian will have the discretion to substitute an equivalent item (DVD format in the case of a video) and charge the patron for that title. The patron will be billed for the cost of the item including, shipping and handling. Payment will be due upon receipt of the bill

- The library will generally not accept material that are purchased or supplied by the patron as a replacement

- If/when reimbursement check sent by patron, send to Financial Services with request to apply to appropriate library budget line (follow procedures at end of **Overdue Items** section)

- Public patrons who have not checked out any material in the last 3 years or who have not logged into their Streamery account (if they have one) for at least a year should have their patron accounts deactivated (especially if patron account has expired): click on EDIT link in patron account, de-select (de-check) Active box, Save, then create note (Penalty Type: Alerting Block on Circ….) and indicate "DEACTIVATED PATRON ACCOUNT DUE TO INACTITITY [also note if Streamery account disabled or any other reasons for deactivating (i.e., changed employers)

- Public patrons who change employers must re-register (submit revised Library Loan Agreement (LLA) with NCDOL Library; old account will be deactivated in circulation module (old patron card should be filed as inactive)

- NCDOL library patrons will—as a general rule—not be deactivated due to inactivity (they should only be deactivated when they separate from NCDOL)

Loan/Check out Procedures:

- Verify that patron is registered and not suspended/barred: search for & retrieve patron account (search by name, employer, etc.) in Evergreen (or locate card—filed by employer's name—in patron card file)

- If not already registered, instruct patron to submit completed/signed Library Loan Agreement if not already registered in Evergreen

- Patron may initially fax or email scanned copy of agreement but also needs to send hardcopy version in the very near future [NOTE: Agreement accessible through links on **How to Borrow DVDs…** page (https://www.labor.nc.gov/safety-and-health/library/how-borrow-dvds-and-videos and directly from **Library Loan Agreement** page: https://www.labor.nc.gov/documents/library-loan-agreement); agreement form can be handed to walk-in patrons or faxed/mailed to patrons without internet access)]

- Register patron when agreement received: create patron card (noting name of employer, mailing address, phone #, email address (if provided), name of patron) & affix barcode; register in Evergreen (select Patron Registration in Circulation menu); enter fake DOB (e.g., 1/1/1970)!; Select **Adult** as Main Permission Group for **public patrons** and **State Employees** for **NCDOL or DOJ/AG Labor Section employees**); add note in patron account indicating receipt of agreement (e.g., REGISTERED / faxed LLA rec'd) and indicate with pink mark (if faxed/emailed) or red check (if hardcopy version); hardcopy version of agreement will supersede faxed/emailed copy and will be filed in locked LIBRARY AGREEMENTS file drawer in NFPA codes filing cabinet (faxed/emailed copy will then be shredded)

- If an NCDOL employee, does NOT need to submit agreement; follow above procedures for registering in Evergreen and select **State Employee** as Main Permission Group

- When patron identifies specific call #s for video/s (e.g., DVD 712) or title/s, check on availability of those items (if on the phone, check Evergreen OPAC (SEARCH CATALOG/NUMERIC SEARCH/CALL NUMBER (Shelf Browse) to determine if video currently available)

- If patron cannot identify specific physical video (e.g., DVD), search in audiovisual database under corresponding topics: https://tinyurl.com/4z2rx84b (library staff can also search in Cardinal/Evergreen online catalog (use Search Catalog on staff client home page—need to restrict search by format & location (NC_GOV/NC_DOL)

- If video/s not in collection, ask patron if he/she has a 2nd choice or if he/she wants a hold placed on the checked out item

- If patron does not know specific call # &/or title, refer patron to video/DVD database accessible via library's homepage—if/when patron selects AV item/s, check on availability of AV item/s as noted above

- Before checking out AV item/s, check inside to make sure correct video/DVD is in case!

- If there's an accompanying booklet (&/or Leader's Guide CD), include this w/AV item

- Attach VIDEO RETURN REMINDER or due date slip (latter better if there are multiple videos being checked out), indicating due date (as determined by Evergreen circulation system—should be a 3 week loan period for items in Adult Video Collection); if print item, use due date slip

- Check out item/s to patron (use CHECK OUT feature in Evergreen, scan patron barcode to retrieve patron record, scan item barcode/s to retrieve item record)

- If unbarcoded (and need to circulate before item's cataloging), affix barcode label (on video case or on title page or cover of print item), scan, select pre-cat when prompted by Evergreen and key in brief title and call number (e.g., Fire Code (NFPA 1-2018))

- Record in stats (note separate categories for English & Spanish language videos—if print, record accordingly)

- If/when circulation module is unavailable, attach sticky note to patron card indicating items checked out (record call number & copy #--or scan barcode in Word or text file!) & record in statistics—when circ module is available, retroactively enter data by checking out via Evergreen (be careful to select correct item!)

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Packaging AV item/s:
- Pack securely in smallest box possible (include bubble paper, etc. to cushion AV material)

- Stamp box "MEDIA MAIL" on side & upper left (do NOT stamp on upper right)

- Produce mail label (use Dymo Label Writer or print/handwrite/word process) complete address on mail label with library's return address

- Attach **NC Dept of Labor Request for Mail Service** slip, stamp MEDIA MAIL, indicate # of boxes)—also check "First class" if including regular mail

Check-in
- Unpack/verify videos (make sure correct one in case!) or print material

- If box in good condition, use for subsequent deliveries (place in Supply Room on shelves where boxes stored)

- Click on CHECK IN box and scan barcode

- If receiving print items, make sure it's the actual library item (which should have barcode, call # label, etc.)—and NOT a photocopy

- If Evergreen alerts that item should be routed to cataloging, librarian will arrange for item's cataloging with GHL/State Library Cataloger (or may catalog item)

- In the unlikely event item/s checked out manually (due to circulation module being unavailable when item/s was checked out), line off item on sticky note on patron card (or simply remove sticky note if all items returned)

- Refile videos (refile any booklets separately—next to corresponding AV item) on shelves in video/supply room (organized by call/accession #) and standards in cabinets (filed by document #)

- Shelve books in stacks (shelved by LC call number)

- Refile consensus standards in Standards Collection (filing cabinets in Standards room—these will not have LC call numbers!)

Overdue Items (follow-up policy and procedures)

- Librarian will receive overdues report via email from NC Cardinal staff on Wednesdays and will click on link, log in (using Evergreen userid & password), access and download spreadsheet (items w/**Lost** status on spreadsheet will be ignored); patron should have already received a "courtesy notice" reminder & overdue notice from Evergreen via email!

- If material still overdue, librarian will proceed to contact the borrower by telephone &/or email and request they return the material ASAP (or ask if they wish a renewal of their loan period provided a hold hasn't been placed on the item)

- Librarian will follow-up with patron/s if overdue item/s not returned approx. a week after the first follow-up and warn patron/s that he/she will be referred to Accounts Receivables in the Budget office, will be billed for the overdue item/s, and suspended as library patron (NOTE: only public patrons are referred to Accounts Receivables; NCDOL patrons referred to employee's supervisor and a request is made to reimburse the library's budget)

- If AV item/s has not been received approx. a week after the 2nd follow-up, librarian will relay info on the overdue item/s (title, replacement cost, patron, patron address & phone #) to Budget (Accounts Receivables) who will issue a Dunning letter (& send a copy to library staff). The Dunning letter will also state that the patron's borrowing privileges are at least temporarily suspended until the matter is resolved

- If item is an out-of-print book & actual replacement cost cannot be ascertained, a default $50 replacement fee will be charged

- If item is out-of-print video, $400+S&H is generally replacement cost (see Replacement Costs)

- If no response in a 2 week period, Accounts Receivables will refer to a collections agency

- The borrowing privileges of patrons who have not returned overdue material will be suspended until the problem is resolved (create Note (Alerting Block on Circ…) in patron's account)

- If reimbursement check sent for lost material, deliver to Financial Services w/memo instructing Budget staff member to apply the $ to the appropriate Library & Learning Resources budget line (534630)—and change status of lost item to "Lost" (select item in patron's record, right click and select Mark Lost (by patron)

Streamery (via Training Network subscription) streaming video access/registration:

- Library staff members are registered in Streamery (fka, TN NOW) site as superusers:
  https://learn.streamery.co/Home ; see Librarian for password

- If patron contacts library inquiring about streaming video access, check in Evergreen to verify if he/she is currently registered. If individual is a registered patron, add as user in Streamery and relay user id & password (make sure there are enough remaining seats before registering new TN Now users!). If individual not registered NCDOL library patron, inform him/her they must first register by submitting completed Library Loan Agreement (see previous section on registering patrons); NOTE: per LAD, agreement only really necessary for physical videos (re: SODCA) but library can also require it for streaming video access

- Please note our maximum of 500 seats per current subscription (which will expire in Aug. 2024--option to purchase additional seats if necessary

- To register users (library patrons) in Training Network/Streamery site:
  o Click on MY EMPLOYEES
  o Add NEW USER
  o Complete fields
  o Password (same for all users per Training Network rep suggestion): nclabor34!

- Add note in Evergreen patron account ("Added as Streamery user")

- Librarian may periodically delete users inactive (i.e., hadn't at least logged in for the last 12 months) to free up seats—if Streamery account disabled, create note in patron account to indicate this (example: "STREAMERY ACCOUNT DISABLED (hadn't logged in since…

Separated NCDOL employees:
- When notified (via HR separation email announcement or other sources of info) that an NCDOL employee is separating, search in Evergreen circulation module & retrieve his/her record

- If no record for employee, no action is required

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- If there is a patron record for the employee, verify that nothing is checked out to him/her (there will be a 0 next to the ITEMS OUT button in the record

- If nothing checked out, delete patron's record after separation date and remove card from manual file (place card in archived file)—click on OTHER button in record and select Delete Patron Account

- If item/s are checked out to patron, ask him/her to return ASAP; if patron already left agency, contact his/her former supervisor and inquire if items are still in their office/cube

- If/when item/s returned, check in per procedures and delete ex-employee's record

MAIL PROCEDURES

- Deliver video & other packages to 4th floor mailroom <=10:45 AM to meet 11AM pickup deadline

Outgoing
- Outgoing mail (beyond intra(or inter)agency—i.e., postal) needs signed slip (use appropriate slip/s)

- Use DymoLabel Writer to produce mailing label (find patron address in Dymo database) but handwrite any packages/boxes mailed to LBT!

- If mailing standard/s to a NCDOL employee in another city, use MEDIA MAIL (may occasionally use First Class mail depending on size of standard/document and whichever proves cheaper)—but indicate "First Class Package" on Request for Mail Svs slip

- Three buckets on table: Interoffice (e.g, Labor Bldg), Outgoing US & Lake Boone Trail Mail (LBT)

- Mailboxes against the wall for ORB

- Certified mail—use invoices/bills sent to patrons; fill out PS Forms 3800 & 3811 ; do NOT indicate RESTRICTED DELIVERY on PS 3811, check CERTIFIED MAIL on PS 3811; retain PS 3800 form (i.e., CERTIFIED MAIL RECEIPT);

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detach part of PS 3800 & attach to upper part of envelope (front), detach article # & affix to Part 2 of PS 3811 (back of envelope)

- On rare occasions, some items shipped to patron via FedEx; call FedEx to schedule pickup & instruct FedEx to pick up from library and not Labor Building address!; use FedEx airbill with NCDOL acct # (1799-6845-2); select FedEx Express Saver/3rd business day; packaging: OTHER; total declared value= $500; weight=1 lbs.; send FedEx sender's copy to FSD/Accounts Payable with library's postage budget code

Incoming

- Pick up mail addressed to library (in Library's box) after lunch &/or mail in library's mailbox

- Return incorrectly addressed mail to mailroom (if placed in wrong box, place in correct box—or notify Publications staff if addressed to another non-NCDOL recipient, etc.)

PROCESSING MATERIAL

Book processing:

- Stamp **NC Dept of Labor Library** on title page & apply a barcode on title page or cover

- If new title that requires cataloging for General Collection (book stacks w/LC call number) or video (Video Collection), contact the GHL State Agency Cataloger to arrange mutually convenient time to deliver item for cataloging; barcode item/s (if consensus standard, assign doc# as call number (e.g., ASME B49.1-17))

- Librarian authorized to catalog items for Standards (& other NCDOL/Labor Library) Collections and add volumes/items to existing bibliographic records in compliance with NC Cardinal Cataloging Best Practices: https://nccardinalsupport.org/index.php?pg=kb.book&id=3

- If new title, report in *What's New @ Library* column for monthly *Labor NC* newsletter (emailed to Communications Officer when requested toward end of the month)

- If pre-cat check out, will receive alert (ROUTE TO CATALOGING) when checked in (it should then be referred to Librarian to arrange cataloging with GHL State Agency Cataloger or to catalog himself if an item for the Standards or Special Collections

Audiovisual (video) processing:

- Check to make sure correct DVD received from vendor (it should match title on case, etc.)

- Preview in DVD drive to verify content (title/label correspondence), correct language, etc.

- Receive order in NC E-procurement (consult w/Librarian or ETTA admin staff)

- Assign accession # & Record in DOLVideoCatalog.mdb in F:\Library\Videos

- Affix "PACK IN STURDY CONTAINER…/return mail address" label, accession call # label, and affix barcode label to paper title insert (also affix "ESPANOL" label if Spanish only DVD)

- Affix RETURN mailing address labels on any booklets that might accompany DVD

- Contact State Library Agency Cataloger and arrange for cataloging drop off—or Librarian may catalog DVDs in special circumstances (refer to NC Cardinal Best Practices section on DVD MARC fields https://nccardinalsupport.org/index.php?pg=kb.printer.friendly&id=3#p115)— any cataloged DVDs must be noted on monthly cataloging spreadsheet emailed to GHL/State Agency Library Cataloger indicating TCN & call number)

- Barcode all items & deliver to GHL State Agency Cataloger with packing slip (print out worksheet in cataloging spreadsheet: F:\LIBRARY\CATALOGING & MOU\CATPKGLIST.xls after recording item/s to be cataloged: include title, copies, languages & accession/call #)

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- After cataloged by State Agency Cataloger, verify item records (search for Copies by Barcode under Search menu)

- Create entry in AV database after item is cataloged; add record with brief description based on info from DVD &/or other sources (NOTE: not necessary if AV item is only an added copy): https://tinyurl.com/bdft3xms

- If new title, record in *What's New @ Library* column for monthly *Labor NC* newsletter (emailed to Communications Officer when items requested toward the end of month) and ask Communications Division to post on Facebook page and Twitter accounts

Print items (standards/books) processing:
- Verify that correct item/s received from vendor

- Receive order in NC E-procurement (consult w/Librarian or ETTA admin staff)—unless order not submitted in E-procurement due to total <=$200 (in this situation, receipt of order should be noted in library's budget spreadsheet for corresponding federal FY)

- Stamp NC DEPT OF LABOR LIBRARY on title page (or cover if no title page) & affix barcode in appropriate location

- If consensus standard, create entry in standards spreadsheet in library folder on F drive (record document #, title & # of copies in corresponding cells) in order of document #

- Create folder & label (use hanging folder) indicating document number (e.g., ASME B42.3—2013) if consensus standard to be filed in Standards Collection filing cabinets

- Librarian may catalog consensus standards or items in the Special Collections (or arrange GHL State Agency Cataloger to catalog) in compliance with NC Cardinal Best Practices: https://nccardinalsupport.org/index.php?pg=kb.book&id=3 (NOTE: Librarian should indicate TCN, document call number & any questions/problems on NCDOL Cataloging spreadsheet & email to State Agency Cataloger on at least a monthly basis)

- If new title, record in *What's New @ Library* column for monthly *Labor NC* newsletter (emailed to Communications Officer when items requested toward the end of month)

<u>JOURNAL PROCESSING & CHECK-IN</u>

- To process:
NC DEPT OF LABOR LIB stamp on TOC page
RECEIVED [date] on TOC page

- Record receipt in serials spreadsheet (F:\Library\Serials\Serials Holdings.xls)

- Comply with special notes/instructions in the spreadsheet

- Affix call number label on issue & handwrite LC # indicated in title's entry (click on + symbol to expand cell to reveal call number); do NOT apply label shield

- Place most recent issue shelf on display shelves and shelve replaced issue in book stacks by call number

- Periodical issues not cataloged separately and not barcoded

COPYING MATERIALS/COPYRIGHT POLICY

- Copyright Act does not apply if publication is in public domain (usually the case with US federal publications); consult with NCDOL Copyright Officer if any questions

- If someone requests copying a copyright protected publication, email publisher and request permission ; if granted permission, retain written permission (e.g., email); if permission not granted, forward this reply to Communications Director/Copyright Officer and Legal Affairs Division

- If website allows downloading of a publication, it is acceptable (per Legal Counsel) to print out a hardcopy to add to library collection provided it is not circulated to public patrons

LIBRARY INVENTORY & SURPLUS

- Update library inventory spreadsheet (F:\BUREAUS\ETTA\Library\FIXED ASSETS\LibInventory.xlsx) to reflect new or removed items (e.g., IT equipment, printer)

- Conduct annual library inventory (with assistance from ETTA admin staff if available) per instructions from Financial Services Division and submit required documents (NOTE: Xerox Workcenter 4118 in video/supply room only real fixed asset in library)

- Notify appropriate ETTA staff member if material is appropriate for surplussing (e.g., cabinets, furniture, old fax machines)—and update library inventory spreadsheet accordingly to reflect item's removal from library

- Weeded library material (e.g., withdrawn videos, uncataloged books, obsolete CD-ROMs) may be disposed as library sees fit (re: State Surplus Property Officer has authorized this)

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INVOICE PROCESSING

- Receive in NC E-procurement (if non-EP order—re: <$200—note this on invoice in addition to any other justification)

- Indicate appropriate budget code (e.g., 1350-1349-534630 (Library & Learning Resources) for firm orders for material added to collection, 1350-1349-535830 (Membership Dues & Subscriptions, 1350-1349-532826 (Software Subscription)) for membership/subscription renewals)—refer to OSH budget spreadsheets &/or E-procurement as appropriate (or consult with FSD staff)

- Indicate date of receipt of material on invoice (as well as today's date)

- Indicate name & sign

- Write FID # if not already indicated on invoice (not necessary if vendor registered in NC E-procurement)

- Make extra copy & attach envelope—then send (via interoffice mail) or deliver to Financial Services/Accounts Payable

- Make copy for Vendor correspondence file

- Record expenditure on spreadsheet for current FY (Library\Budget\201x Grant.xls)—record vendor, item/s, invoice # & date, budget code, total & date delivered to Budget (there are separate worksheets for each budget line)

- Contact ETTA Admin or OSH Admin if there are questions concerning library's budget

ACQUISITIONS

- See Collection Development policy document

- Verify sufficient funds in appropriate fund/account prior to placing order (consult with OSH Admin Business Officer if questions about funds)

- Identify title & order from appropriate vendor (Techstreet via p-card for most consensus standards, Amazon (via FSD's business account & p-card—need to contact FSD Financial Accountant (Lisa Culbreth)), occasionally Alibris for Libraries and various video distributors registered in NC E-procurement (e.g., American Training Resources, Training Network(JREF HR Group), Aurora Pictures, Dupont))

- If consensus standard available through Techstreet, request ETTA Admin Assistant order using bureau's p-card (NOTE: if >$200 need to obtain permission from FSD & state justification)

- Only order from vendors registered (with active status) in NC E-procurement—or via Amazon (

- Use NC E-procurement unless order <$200 and no state contract with vendor (e.g., I.H.S.)

- Need to obtain quotes from 3 vendors if =>$200 and not a sole source (e.g., Alibris for Libraries and Barnes & Noble or ASME if ordering ASME standards/codes)—allow recipients of Requests for Quotes at least several business days to respond

- If sole source attach Waiver of Competition indicating sole source

- When quotes received (or most likely some vendors will not respond or respond item/s not available through them), attach quote from vendor who outbid (or only one who can supply) to requisition.

- Enter comments visible to supplier (e.g., address instructions, 4th floor for items delivered via UPS or FedEx, sales rep, your contact information)

- Record order in budget spreadsheet (indicating TBD for invoice #/date & date to budget)

- Order out of print or difficult to obtain print titles from Alibris.com whenever possible: click on **Alibris For Libraries** (upper right section of homepage) & log into account (Alibris will send invoice w/material)—verify this vendor still registered in NC EP!; Barnes & Noble may also be able to supply (need to make sure they're still registered in NC EP!)

- Follow-up w/vendor if item/s not received in a reasonable period of time (taking any reports from vendor into account—e.g., temp out of stock, not yet published)

- If/when item/s received, record receipt date in budget spreadsheet (use same row created to record order's placement)

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- Process material (e.g., stamp/date—refer to BOOK or STANDARDS PROCESSING procedures)

CATALOGING

- Librarian will catalog (especially items for Standards Collection) or arrange mutually convenient time to deliver material to GHL State Library Agency Cataloger for catlaoging

- Barcode item/s and assign document # as call number for consensus standards (or DVD accession numbers for videos)

- Record in Cataloging Packing List spreadsheet if being cataloged by GHL (Library\CATALOGING&MOU\CATPKLIST.xls), printout worksheet and include in package delivered to Cataloger

- When cataloged & picked up from Cataloger, check item & bib records in Evergreen (Cataloger will affix call number labels); check for LC # conflicts with material in collection; note in stats (Cataloging—usually count new bib records created)

- State Agency Cataloger (or Librarian) will revise bibliographic records in Evergreen to reflect added copies, added volumes or withdrawn copies/volumes— relay TCN # or barcode

- As previously noted, Librarian (or any staff member who has passed both Item & Bibliographic Assessments) may catalog items for the Standards (& possibly Special and Video) Collections in compliance with NC Cardinal Best Practices: https://nccardinalsupport.org/index.php?pg=kb.book&id=3 (NOTE: must indicate TCN, document call number & any questions/problems on NCDOL Cataloging spreadsheet & email to State Agency Cataloger on at least a monthly basis; any NCDOL library bibliographic records that are deleted to the item's weeding (or any other reasons) must also be reported to the State Agency Cataloger via the spreadsheet—note OCLC # in addition to TCN & call number so holdings can be removed from OCLC; any editing of a MARC record should also be reported in this manner

PHONE & LIBRARY FAX BILL REVIEW

- Will receive (mid-month) NCDIT phone/fax bill ("NetPlus…available in NetPlus CCP)

- Librarian logs into NetPlus CCPS upon receipt of notification email from NCDITBillingSystem: https://ncdit.ventraq.com/CustomerCarePortal/

- Close Announcements box & click Invoice Retrieval

- Select LaborLibrary link

- Click on Telephone Invoice Detail—[month/year] / Department / 1100135013490000/ GO

- Download as .pdf file in Library\Budget\Phone Bills and review (make sure amount billed is correct, correct phone/fax # lines)

- Log out of ITS EBilling & close browser

- Librarian records amount charged in Budget spreadsheet (Telephone Svs tab)

- Phone/fax lines: 707-7880 (librarian), 707-7881 ("vacant"—in Processing/Library Assistant's office) and (fax line): 919-807-2849 (old) and 707-7963 (current #)

- Email PDF file as an attachment to ETTA Bureau Chief who will sign and email as attachment to ETTA Administrative Assistant

BUDGET

- Librarian periodically (ideally monthly basis) reviews library's balances in budget reports on F: Drive (F:\Administration\FSD Share\NCDOL Budget Reports) &/or request printout from ETTA Admin Asst.&/or ask OSH Administration if sufficient $ in library's budget

- Determine balance in each fund (1350-1349, 1352-1349 & 1353-1349 funds)

DOCLINE

- Librarian may periodically log into Library's Google Account :
  - http://wwwcf.nlm.nih.gov/docline/index.cfm

- Log in: pswd=Ncdol2432! (need to select Social Media in drop-down menu & then Google)

- If request received (very rare!), print request form—note request #

- Note "prefixed"=specified that NCDOL Lib should receive request

- If item in collection, retrieve it and copy relatively small portion in accordance with U.S. Copyright Act & NCDOL Copyright Policy, use copyright stamp, mail out to requester w/copy of docline request form & business card)

- If book is requested, verify that library policy permits its circulation—then check out with 1 month loan period

- Indicate if we accept or reject request

- Make copy of DOCLINE request printout for appropriate file

- If not responded to in 3 days, DOCLINE will withdraw request

- Record in stats as Request (Public)

INTERLIBRARY LOAN (ILL)

- Per ILL request

- Cannot loan videos/DVDs or items in Standards or Special Collections to other libraries!

- If item in collection, retrieve it (usually journal article—copy in accordance w/Copyright Act & NCDOL's Copyright Policy, use copyright stamp, mail out to requester w/copy of request form & business card)

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- If book is requested, make sure it can be circulated—if it can be, loan period=1 month

- Indicate if we accept or reject request (e.g., item not available, currently checked out, cannot loan out due to format/policy)

- Check out via Evergreen (create Institutional patron account if not already registered in Evergreen)

- Record in stats as Request (Public)

MONTHLY REPORTS

- Librarian reviews monthly circulation statistical report emailed from NC Cardinal/Evergreen & may adjust statistics noted on statistical spreadsheet (F:\BUREAUS\ETTA\Library\STATS\StatsFY2012-present.xlsx) which are gleaned from manually counted statistical sheets (from Librarian & ETTA admin providing backup)

- On the first working day of the month (or sooner), Librarian will email the monthly report (attaching stats spreadsheet) to the ETTA Bureau Chief (cc: OSH Division Director and Chief of Staff) attaching monthly statistical spreadsheet

- File hardcopy version of monthly stats and reports

REVISING LIBRARY'S INTERNET WEBPAGES

- Request revision through ETTA Bureau Chief

- Review webpage/s and ask NCDOL webmaster to make corrections if necessary

REVISING LIBRARY RESOURCE PAGE ON ONE STOP SHOP

- Periodically email updated standards spreadsheet and other updated files to dol.OneStopShop w/instructions to replace files linked to Library Resources page in OSH One Stop Shop

- Review uploaded documents after they are uploaded