
JOINT BASE SAN ANTONIO-LIBRARY SERVICES AND POLICIES

OPR: 802 FSS/FSDL

Certified by: 802 FSS/FSDL

Supersedes OI 34-150, Dated 1 August, 2014

Pages: 13

This operating instruction (OI) establishes policies governing the Joint Base San Antonio (JBSA) Libraries. The Librarians develop policies and procedures in support of the installation mission, voluntary and professional education, and quality of life needs to provide excellence in library services to authorized personnel and the JBSA community. This OI applies to all 802 FSS/FSDL personnel.

802 FSS Mission Statement:

To provide "Best in Class" customer service to support and sustain Joint Base San Antonio and our community.

802 FSS Vision:

An integrated Force Support Team with a culture of excellence and innovation.

802 FSS Motto:

Expect the Best!

SUMMARY OF REVISIONS

This OI has been completely revised and must be methodically reviewed from the 1 August 2014 version.

- 1. Responsibilities.** The JBSA Librarians are responsible for the creation and application of all JBSA Library policies. All JBSA Library employees are responsible for ensuring compliance with these policies. The Librarian has the authority to make exceptions on a case-by-case basis. Additionally, JBSA Libraries are part of the General Library

Information System (GLIS); because of this the JBSA Libraries will adhere to the system-wide loan rules.

The primary responsibilities of the JBSA Libraries are:

- 1.1 Mission Support. To provide materials and services to support all JBSA military communities including Air Force, Army, and Navy missions, advance military professionalism, and to help our uniformed and civilian patrons do their jobs more efficiently. We fund, order, and distribute mission-essential materials to JBSA offices.
 - 1.2 Educational Support. The JBSA Libraries supports both Professional Military Education (PME) and continuing education.
 - 1.2.1 PME. Training is the JBSA mission. The JBSA Libraries seeks to provide materials, programs, and services to trainees to meet course requirements. The densest PME users are the NCO Academy, METC students, Airmen Leadership School, Services, Recruiting, Logistics, and DLI students and instructors.
 - 1.2.2 Continuing Education. The JBSA Libraries is also a mission partner in voluntary continuing education. The JBSA Libraries offers a full range of materials and services for military personnel, military dependents, and civilian employees pursuing college degrees and earning college credits in their off duty time. A variety of colleges offer undergrad and graduate degree programs at the JBSA Education Services Offices.
 - 1.3 The JBSA Libraries provide leisure, recreational materials, and services for personnel and their family members. This includes a wide range of materials and programs.
2. **References.** AFI-34-270, *Air Force Library and Information Service*, AFI-34-262, *SVS Facilities Eligibility and Use Priority*
 3. **Policies.** This OI establishes policies to facilitate the JBSA Libraries to provide the best possible services to the JBSA community.
 - 3.1 The JBSA Libraries use the GLIS Sierra automated circulation system and the Web Public Access Catalog (WEBPAC). This Integrated Library System (ILS) requires that all patrons be registered in the system with a discrete patron account. Once registered, library patrons can access the WEBPAC and view their account online. Patrons must establish a web login (which is their email address) and create a four-digit pin number in order to

access their account. This must be done in-house at the library to confirm identification. In addition, the JBSA Libraries and the GLIS system will send email notifications regarding the patrons account. This is to include when items are coming up due, overdue, and when a reserved item is ready for pick-up.

3.2 All eligible patrons must be registered with a JBSA Library to check out materials and take full advantage of the services offered, including e-resources.

4. Eligibility. Only those individuals authorized by the library (see listed in the AFI 34-262, A2.1); can be registered. Eligible patrons may use the library facilities but they must furnish proof of eligibility as required. The following is a quick reference of individuals eligible to use the JBSA Library resources:

4.1 All active duty military personnel and their family members on JBSA whether permanent or temporary. Family members must have a valid military ID card to register. All family members over the age of 10 may be given a separate account that is linked to the sponsor's.

4.2 All retired military personnel and dependent family members. Family members must have a valid military ID card to register. All family members over the age of 10 may be given a separate account that is linked to the sponsor's account.

4.3 DOD civilians including GS, NAF, and Contractors employed on local military installations are able to register for a library account. They must provide employing organization information. This is to include retired DOD civilians. Family members must have a valid DOD card. Contractors may receive temporary registration and be limited on items that may be checked out.

4.4 Guard members and Reserve serving in Texas reserve units and residing in Texas, as well as their family members with valid military IDs, are able to register for a library account. Those from other states that are temporary will receive temporary registration and be limited on the items that may be checked out.

4.5 Divorced or separated spouses and minor dependents with valid military ID cards will assume full responsibility for their library accounts and materials checked out to them. Minor dependent applications must provide sponsor's information and address or organization/base to which sponsor is assigned. The sponsor is ultimately responsible for the dependent's account.

4.6 All students will receive temporary registration and be limited on the items that may be checked out.

4.7 Foreign military personnel and their family members with valid military IDs can register for an account.

4.8 Students enrolled in Base Education Center programs not otherwise covered under another category may receive temporary registration and be limited on the items that may be checked out. They must have proof of current class registration or student ID from the college.

5. Registration. A Sierra user account may be established for appropriate individuals by presenting proof of eligibility and completing all fields on the registration form.

5.1 Any patron with a valid military ID card (CAC, dependent ID, retiree ID, etc.) is eligible to open a JBSA Libraries account; patron's ID cards function as their library cards. Family members will use their own valid military ID card to check out materials, and their cards are linked to the sponsor account. Sponsors or guardians are responsible for all materials their family members check out. Children without their own ID (typically under 10) must have materials checked out by a registered sponsor.

5.2 All children under the age of 18 must have the consent of a parent/guardian to open a library account. There are 2 options for children under the age of 18 to register for a library account:

5.2.1. Children under the age of 18 are accompanied by their parent or guardian to create an account.

5.2.2. If this is not possible, a registration form will be given to the child to be filled out by the parent/guardian.

Once a fully completed registration form is completed (5.2.1) or returned (5.2.2.) to the library, children will be granted circulation privileges. All children must have written consent of the parent/guardian who would be responsible for the safekeeping of library materials.

5.3 All TDY staying in the area over 14 days may obtain a standard library account with borrowing privileges determined by their departure date listed on their orders. Typically the account will expire on the departure date and marked cleared if out processing through a JBSA Library.

5.4 All other accounts for persons staying in the area over 14 days are at the discretion of the supervising librarians.

5.5 At any time, patrons may be asked to provide a copy of their orders or proof of address (retirees) for eligibility of an account.

5.6 At this time, we are not able to check out physical materials to anyone staying in the area less than the 14 day requirement. However, a virtual account may be issued.

6. Materials. All materials including books, DVDs, audiobooks, and games are available for registered patrons to check out.

7. Computer use. All patrons must use the self-checkout computer system by scanning their ID. Compliance with all rules and regulations that are posted must be followed. Computers can be used for standard applications and internet access.

7.1 The JBSA Libraries provide desktop computers for patrons' use. The computers are a part of an internal Library line connected to an Internet Service Provider (ISP). The computers are not .mil computers. Computers are available for checkout at the front desk. Patrons must show a valid military ID for check out. Children under 10 may use the computer when accompanied by an adult. Please see a staff member or read posted signs on the computer use policies and instructions. Computer privileges can be taken from patrons if they do not follow the policies and procedures that are in place.

7.2 All internet users must abide by military rules and restrictions for use of government-owned computer resources per the following AFIs and ARs:

AFMAN 33-152 para 3.2.3.

Unauthorized storing, processing, displaying, sending, or otherwise transmitting prohibited content. Prohibited content includes: pornography, sexually explicit or sexually oriented material, nudity, hate speech or ridicule of others on the bases of protected class (e.g., race, creed, religion, color, age, sex, disability, national origin),

gambling, illegal weapons, militancy/extremist activities, terrorist activities, use for personal gain, and any other content or activities that are illegal or inappropriate.

Joint Ethic's Regulation 2-301(2) (d)

Do not put Federal Government communications systems to uses that would reflect adversely on DoD or the DoD Component (such as uses involving pornography; chain letters; unofficial advertising, soliciting or selling except on authorized bulletin boards established for such use; violations of statute or regulation; inappropriately handled classified information; and other uses that are incompatible with public service);

AR 25-1 para 6-1(f)

Prohibitions in telecommunications usage. Prohibitions in the use of Army communications systems include the following: (1) Use of communications systems, including Web services, that would adversely reflect on DOD or the Army (such as uses involving sexually explicit e-mail or access to sexually explicit Web sites, pornographic images, or virtual computer-generated or otherwise pornographic images); chain e-mail messages; unofficial advertising, soliciting, or selling via e-mail; or subversive and other uses that are incompatible with public service

AR 25-2 para. 4-5(r) (7)

Certain activities are never authorized on Army networks. AUPs will include the following minimums as prohibited. These activities include any personal use of Government resources involving: pornography or obscene material (adult or child); copyright infringement (such as the sharing of copyright material by means of peer-to-peer software); gambling; the transmission of chain letters; unofficial advertising, soliciting, or selling except on authorized bulletin boards established for such use; or the violation of any statute or regulation.

Any known activity that is the result of person or persons accessing prohibited content, will be referred to the supervising librarian. The offending person(s) will be banned from the library, leadership will be informed, and possible other actions taken against the individual. Security forces may be called in the event of the offending person(s) refusal to cooperate with the library staff and supervising librarian.

7.3 Patron data files should never be stored on the hard drive. Library patrons are responsible for safeguarding personal information by deleting any files they may have downloaded onto the computer.

7.4 Users may not make any changes or load any new programs on the library computers' hard drives. Do NOT tamper with, change, or reconfigure drives or icons.

7.5 Users may NOT copy commercial programs from our systems for their personal use. This software is copyrighted.

7.6 Users may not reproduce and distribute copyrighted works. Individuals making copies are responsible for any violation which occurs while materials are in their possession. Unauthorized duplication or distribution is a violation of the Copyright Act Law.

7.7 JBSA Libraries offers digital literacy classes/programs. Library staff are available to assist patrons with hardware and software questions.

8. Loan periods and Renewals. Due dates for books, audio books, tablets, and Rosetta Stone is 3 weeks; video games, DVDs, and magazines are due back in 7 days. The library does not provide long-term loans of items to individuals (i.e. the length of a semester or school year).

8.1. Limits for specific formats of materials will be determined by each individual JBSA Library.

9. Return of Materials. Library books may be returned in the book drop located outside the building in the parking lot (depending on location), book drop next to the front door, or the book return area at the circulation desk.

9.1 Please note that in case of inclement weather, the book drop may be closed. It is advised to bring your materials into the library during this type of weather. If the items become damaged (water/rain) due to the transfer from your vehicle to the book drop, you will still be held responsible for those items and subsequent items that were damaged in the book drop due to negligence.

10. Late Returns. The JBSA Libraries do not charge overdue fines for late materials. Overdue notices will be sent to the patrons first via the email on their account from GLIS. If there is no response from the patron after the final notice/billed item the JBSA Library staff will attempt to contact the patron to get the material back to the library. After 21 days from the date the materials become overdue, the patron's account will be suspended.

10.1 GLIS policies and procedures state:

Circulating item for 7 days

-1st notice sent 7 days past due

- 2nd notice sent 14 days past due
- 3rd notice sent 28 days past due
- 4th notice sent 49 days past due
- 5th notice sent 56 days past due
- Final Notice sent at 70 days past due

Circulating item for 21 days

- 1st notice sent 7 days past due
- 2nd notice sent 21 days past due
- 3rd notice sent 49 days past due
- 4th notice sent 91 days past due
- 5th notice sent 105 days past due
- Final Notice sent at 119 days past due

11. Patrons with Overdue Materials. Patrons will not be allowed to check out any additional materials until late items are returned in satisfactory condition. A permanently suspended notice will show up on their account. It is at the library director's discretion if or when the hold shall come off.

12. Lost or Damaged Materials. All library materials are considered property of the United States government. Sponsors are responsible for all materials that they and their family members check out. Patrons must replace lost or damaged items with a new exact duplicate or a pre-approved substitute of material from a JBSA Library Supervisor. (AFI 34-150 3.10.6). This may involve special ordering from bookstores or publishers. Money is NOT accepted. A permanently suspended notice will show up on the account if item is not received by the agreed-upon time.

13. Special Collections and Services. The JBSA Libraries offer a variety of services and collections to provide state of the art information products to our patrons. To facilitate provisions of those services some rules of use are necessary.

13.1 Reference. The JBSA Libraries have a professional librarian on staff to answer reference questions, locate research materials, provide orientations to individuals or groups, and help patrons use standard reference tools or services. Reference requests may be phoned in but research must be done by patron. Student orientations and group tours should be arranged in advance.

13.2 Readers Advisory. A professional librarian is available to provide assistance or advice

to patrons in selecting reading material.

13.3 Reserve. Reserving or holding of materials can be accomplished by staff or directly by patrons (via their account on the WEBPAC). Patrons will be notified by email when there reserves are ready to be picked up, and will be held on the hold shelf for 7 days.

13.4 Best Sellers and Current Popular Titles. The JBSA Libraries strive to make new materials available to patrons. New materials are highlighted in the library and can be searched for on the WEBPAC.

13.5 Interlibrary Loan Service. Patrons may request books not in our collection. We ask other libraries, using OCLC, to loan us materials that we do not have in our library, to check out to our patrons that have specifically asked for an item and filled out all the information on our form. The cooperating institutions generally do not loan out the newest materials available. Interlibrary Loans (ILL's) must be circulated under the lending institutions guidelines and must be returned to the JBSA Library it was received from by the due date. There may be extensions on the due dates. Patrons must make restitution to the loaning library for any lost or damaged materials specified by the lending institution. Lost, damaged, or repeated overdue of ILL's may lead to the patron's account being permanently suspended. Because of the cost of borrowing from other institutions patrons may lose the right to order ILL's if they do not pick them up after ordering them. Due to costs, JBSA Libraries does not lend or borrow audio/visual materials. ILLs can only be requested when the lending library is 30 miles or more from the requesting library, and SAPL is excluded.

13.6 Typewriters. One typewriter is available for patrons free of charge (depending on location). The library does not supply the paper or other typing supplies.

13.7 Photocopiers. The JBSA Libraries have a fee-based black and white photocopier service available to patrons. Typical charge is \$.10 per page.

13.8 Fax machine. The JBSA Libraries have a fee-based fax machine service available to patrons. Typical charge is \$1.00 per page, with a minimum of \$1.00 and a cap at \$20.00. Only full pages can be inserted into the fax machine so copies must be made of smaller items. We do offer a free cover page, however if they bring one of their own there will be a charge.

13.9 Printing Services. The JBSA Library computers do have the capability to print. This service is offered to patrons at \$.10 per page.

13.10 Study rooms. The JBSA Libraries have study rooms (conference room at Campbell Memorial Library) that are available for checkout for increments of 2 hours at a time. These rooms are designed for 1 to 4 people depending on the room. They are offered at a first come first serve basis. We do not hold or make reservations for these rooms. However, the librarian has discretion to reserve blocks of time due to mission critical/essential tasks.

14. Available Databases. For patrons with accounts, the JBSA Libraries offers a number of searchable databases for patrons use. Access is provided in-house at the Library or remotely in the WEBPAC.

14.1 Full Text. Not all items from the databases are in full text, so users should plan ahead to allow sufficient time to receive cited material via ILL.

15. Children Under 10 Years of Age. Children under the age of ten are NOT allowed to be left alone without parental/guardian supervision anywhere on the library premises.

15.1 If a child under 10 is found to be alone, staff members will report this incident to the proper authorities. Children under 10 must be under direct supervision in the same room. Children must be over the age of 14 to watch siblings in the library.

15.2 Parents/guardians are also responsible for their children's behavior and safety while in the library. If a child breaks or damages any equipment or materials, the parents/guardians must replace the damaged item. Children should not disturb other patrons or they will be asked to leave the library.

16. Gaming Equipment. JBSA Libraries offer gaming stations for use.

16.1 Patrons must come to the front desk and sign out any gaming products. Use of gaming rooms or gaming stations will vary by location.

16.2 Children under 10 may not use the gaming room without adult supervision in the room present.

16.3 If a patron damages any of the monitors, game systems, furniture, or video games, he or she will be held responsible, and must replace the damaged item(s). Parents will be

liable for any damage caused by their children.

16.4 In order to check out the virtual reality equipment, a waiver must be signed and on file at the front desk. Parents must sign a waiver for any child under the age of 18. Using the virtual reality equipment is at an individual's own risk.

17. Collection Development. The JBSA Libraries serve a diverse population composed of people of all age groups, interests, cultures, and educational backgrounds. We strive to meet the needs of all of our patrons by providing them with quality material and services. A strong intellectual freedom perspective is critical to the development of the library collections and services that meet the needs of the entire community. The JBSA Libraries fully support the American Library Association's stand on intellectual freedom, set forth in the organization's Library Bill of Rights and Amendments. (AFI 34-150 3.4.4)

17.1 It is the policy of the JBSA Libraries not to act in "loco parentis", in keeping with the principles of equal access to information and materials for all patrons. Therefore, the JBSA Libraries do not restrict any patron, including children, from access to any type of material or information in the library. If a parent/guardian does not wish his/her child to access particular information or materials, the parent/guardian should discuss restrictions with their child in the context of their parent-child relationship.

18. Objectionable Material. The JBSA Libraries do not condone or participate in censorship of any kind. We offer a broad range of information and materials on all subjects. However, if there is an issue with a particular title, please feel free to bring your concerns to the supervising librarian.

19. Theft of Library Materials. Stealing library materials is theft of government property.

19.1 To reduce our losses, the JBSA Library uses a theft-detection security system, depending on location. There are times when the alarm will sound by mistake due to desensitizers being worn out, sensors out of alignment, or system failure. When the alarm goes off, a staff member will first check the patron's library materials to rule out system malfunctions. If system failure is not evident, staff may ask patrons to empty purses, briefcases, etc. If the patron has forgotten to check out an item, it will be done immediately.

19.2 When a patron deliberately attempts to steal materials, staff will call security forces and their library account will be permanently suspended.

20. Behavior. If for any reason, a patron's behavior becomes a nuisance to staff or other patrons, the patron may be asked to leave the library. If patron chooses not to respond to the request the security police will be called.

20.1 Graffiti of any type will not be tolerated. Any patron caught defacing materials or government property will have to answer to the proper authorities.

20.2 If anything in the library is damaged or broken, it will be the responsibility of that person to replace the damaged item.

20.3 Hate speech will not be tolerated. Any verbal or physical abuse towards the staff or other patrons will result in the proper authorities being called and the offending patron may be suspended from the library.

20.4 If the offending patron is a minor under the age of 18, parents will be notified and the proper authorities called. Children may be suspended from the library if parent's cannot control their behavior.

21. Out-processing. Active duty military are required to out-process with their home station library; i.e. JBSA Randolph, JBSA Lackland, or Keith Campbell Memorial Library at Ft. Sam Houston.

21.1 Military members can out-process using the virtual system, or by having an official print form of the out-processing checklist.

21.2 Persons cannot be out-processed by the library unless they have a cleared account; i.e. no items checked out or in billed status. This includes family members of the sponsor. In cases of separation thru deployment (not a common occurrence), divorce, etc. accounts will be reviewed by the supervising librarian.

21.3 If it is found that the member does have items in billed status, he/she will be required to replace those items with exact new copies as defined in AFI 34-150 3.10.6.

21.4 Members will contact the out-processing point of contact at their base/post library for clearance. Out-processing will not be completed more than four weeks (28 days) from the out-processing date. This ensures that accounts will not be erroneously re-opened once cleared, causing issues for both the service member and the library.

21.5 Normally, most agencies offer a one to two week window before the PCS or separation date. However, by offering four weeks, the library allows enough time for members to purchase missing or damaged items that need to be returned in order to clear their accounts.

22. Photo Release. It is the duty of JBSA Libraries to create a safe environment online for patrons when posting photographs on the libraries' website and/or social media outlets.

22.1 Each JBSA Library will obtain formal permission (DD Form 2830 General Talent Release) for photograph/video release of patrons at library events.

22.2 The release form signed by each patron will be valid for one fiscal year. Patrons with signed 2830 forms will still be asked to sign in at each event, and answer yes or no to the question of whether they give their permission for their photograph taken during that event to be placed on social media or the library website.

22.3 JBSA Library staff will not photograph, nor post photographs of unwilling participants at events. Patrons not wanting their photograph taken will be identified and accommodated accordingly.

22.4 Minors must have a signed 2830 form on file with their parent or guardian's signature.

23. Donations. Materials are wholeheartedly accepted at each of the libraries.

23.1 No monetary receipt will be written for tax receipt purposes. Supervisory Librarians may write a hand receipt stating the number of items received.

23.2 It is at the discretion of the supervising librarian which items will be accepted. JBSA Libraries do not accept materials that are water damaged, soiled, or otherwise irreparable.

23.3 Materials will be reviewed on an individual basis as to whether they will be added to the library collection. Once materials are donated to the library, those items become the sole property of the library. This also means that they are subject to weeding. Materials will not be returned once they are donated.