

N *The NCSU Libraries* **Newsletter**

NC STATE UNIVERSITY

<http://www.lib.ncsu.edu/whatsnew/>

VOLUME 27, NUMBER 10 • MAY 2000 • NORTH CAROLINA STATE UNIVERSITY • TERRELL ARMISTEAD CROW, EDITOR

NCSU Libraries Food, Drink, and Tobacco Products Policies

In today's pressured world, reading with refreshment in hand at least provides an illusion of a more leisurely pace. The Libraries, with the approval of the University Library Committee, has revised its food and drink policy to provide a more comfortable environment for users. While the restrictions regarding drinks have been relaxed, the guidelines still emphasize the importance of maintaining an environment that safeguards materials and equipment.

The D. H. Hill Library has opened a public lounge on the second floor of the West (Erdahl-Cloyd) Wing in Room 2301. The Java Joint is accessible whenever the building is open and is equipped with vending machines for snacks, soft drinks, and coffee. Planning is also under way for a coffee bar that will be located near the entrance of the building. The full text of the library's revised food and drink policy follows.

FOOD, DRINK, AND TOBACCO PRODUCTS POLICY

The NCSU Libraries is responsible for preserving collections, equipment, and furnishings for both current and future users. At the same time, the library wants to offer a comfortable environment. These policies attempt to achieve a balance that meets both needs.

The smoking and/or chewing of tobacco products are not allowed in library buildings.

Food may not be brought into the library by patrons. Food is allowed only in the vicinity of vending machines in clearly designated areas, such

as lounges, or in conjunction with events sponsored by the Libraries.

Covered drinks are permitted in many areas of the building; all drink containers must be securely covered while in transit. Spill-resistant containers such as travel mugs are recommended.

Drinks are not permitted in auditoriums or in areas that house unique collections or equipment.

In the D. H. Hill Library, drinks are not permitted in the following areas:

- Assistive Technologies Center
- Erdahl-Cloyd Theater
- Graduate Student Computer Room
- ITTC Labs
- Media Center
- Microforms Center
- Mini-Theater
- Photocopier areas
- Publicly accessible computer workstations and print stations
- Special Collections/Archives
- Unity Lab

People who violate these policies will be asked to dispose of their food or drink or to leave the building to consume the food or drink.

Adopted: July 13, 1999; revised November 1, 1999 and February 17, 2000.

Approved by the University Library Committee: October 21, 1999. ♦

Mobile Phones and Pagers Policy for the NCSU Libraries

The NCSU Libraries' policy on mobile phones and pagers is shown in the next paragraph. These guidelines will enable library users to conduct research and study without disruptions caused by telephone conversations by other patrons.

MOBILE PHONES AND PAGERS POLICY

The NCSU Libraries requires library users to set mobile phones and pagers on nonaudible signals and to restrict the use of mobile phones to designated public telephone areas.

Approved by the University Library Committee: November 17, 1999.

Reference Services for Off-Site Users

The NCSU Libraries' Research and Information Services Department has implemented a separate service point within the D. H. Hill Library for responding to requests from off-site patrons. Departmental staff work rotating shifts at the Off-site Services Desk, where they answer reference questions received via telephone, electronic mail, and online chat sessions.

The notion of an Off-site Services Desk arose from the Libraries' commitment to providing off-campus patrons with services equivalent to those they would receive if they actually came to the library. Improvements include the following:

- The new service point has enabled librarians to give their full attention to telephone calls and other off-site requests. Meanwhile, librarians and patrons at the Reference Desk are no longer distracted by a ringing telephone.

- Staffing the new desk continuously in shifts has dramatically improved the library's ability to answer questions quickly. Response time has averaged less than two hours during normal business hours and less than eight hours during nights and weekends when the desk is not staffed.
- The addition of online chat has enabled some patrons to receive live reference assistance while using the library's electronic resources. This is especially useful for patrons with only one phone line who cannot call the Reference Desk while using online resources.
- A toll-free telephone number to the Off-site Services Desk has been established for distance-learning patrons (1-877-601-0590).

The Ask a Librarian Web site is located at <http://www.lib.ncsu.edu/risd/libref/>. ♦

Web Site Offered on Seeking Grants

The NCSU Libraries now provides access to grant-seeking databases and Web sites at http://www.lib.ncsu.edu/eresources/er_grant.html. Two major databases—Community of Science (COS) Funding Opportunities and InfoEd's Sponsored Programs Information Network (SPIN)—are good places to search for current funding opportunities for all disciplines. Federally funded research and private funding sources are included. On-campus access to these databases is

unlimited. Off-campus access is available through the NCSU Libraries' proxy server. Links to NC State funding information, Web sites for funding in the four areas of university emphasis, sources for grant-writing advice, and a list of grant-seeking books located at the D. H. Hill Library can also be found at the site. For more information, please call Pat Leamon at ext. 3-2990 or send an electronic-mail message to pat_leamon@ncsu.edu. ♦