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Library Development Plan

Anthem College – Irving

Updated April 2014

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Introduction

Anthem Education dates to 1965, with the establishment of the High-Tech Electronics Institute of Arizona in Phoenix, Arizona. In the 1980s, new management focused on expanding the school's offerings to provide training in other careers to meet the changing needs of the expanding Phoenix population. This included acquiring Anthem College – Bryman School, a healthcare training school originally founded in 1964.

Over the years, Anthem Education acquired or launched additional schools and colleges to provide focused training and education for students interested in entering or advancing their positions in healthcare, technology, criminal justice, business, or paralegal careers. New campuses included schools in New Jersey, New York, and Pennsylvania; a pair of healthcare training schools in the St. Louis, Missouri region; and Morrison University in Reno, Nevada, a business school founded in 1902.

As more institutions joined the Anthem team, they were rebranded with the Anthem name. Today, there are 12 campuses known as Anthem College, six known as Anthem Institute, and two in Tennessee that are called Anthem Career College. An online school, Anthem College Online, was launched in 2003 for students interested in earning associate and bachelor degrees, including degree completion programs.

In early 2012, Anthem Education was acquired by Education Training Corporation which at the time owned and operated 11 campuses in Florida, bringing the total ground campus footprint to 34 campuses. This also brought additional programs such as Nursing and HVAC training to the list of available programs under Anthem Education.

Anthem Education includes eight brands and 34 campuses plus Anthem College Online. Headquartered in Fort Lauderdale, Florida, the Anthem Education family of schools has provided quality post-secondary education for more than a century. Over the years, Anthem Education acquired colleges and schools across the nation, absorbing High-Tech Institute (multiple locations) and Allied College (St. Louis) under the Anthem name. In April 2012, Anthem Education was acquired by Education Training Corporation, who also owns a group of 12 schools in Florida known as Florida Career College and FCC-Anthem College. Today, Anthem Education includes the following colleges and schools:

- Anthem College
- Anthem Career College
- Florida Career College
- FCC Anthem College
- Anthem College Online
- Anthem Institute
- Morrison University
- Anthem College – Bryman School

Anthem College is institutionally accredited by the Accrediting Council for Independent Colleges and Schools (ACICS) to award associate of science degrees, associate of applied science degrees, and diplomas. The Accrediting Council is listed by the U.S. Department of Education as a nationally recognized accrediting agency. Anthem College is approved and regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

Anthem College is an active member of the:

- Career Colleges and Schools of Texas (CCST)
- National Association of Student Financial Aid Administrators (NASFAA)
- Metroplex Association of Career Schools
- Texas Association of Student Financial Aid Administrators (TASFAA)

Mission and Philosophy

Anthem Education's mission is to successfully prepare our graduates for new career opportunities.

Our objectives are to:

- Offer graduates viable career options, by providing quality educational programs based on employer-driven requirements.
- Create a positive learning environment that recognizes individuality and enables students to meet their unique educational goals.
- Generate excitement and foster the desire to learn through diverse teaching methods.
- Maintain a qualified, caring faculty and staff dedicated to the personal and professional development of each student.
- Remain at the forefront of education by supporting continuing education and training for graduates, faculty, and staff.
- Instill a quality philosophy in students, staff, and faculty to continually exceed expectations.
- Prepare and encourage students to pursue life-long learning.

Our College is based upon excellence in curriculum, staff, faculty, equipment, and service to the student body, allied healthcare communities, and community-at-large. We firmly believe that training in small groups, combined with a highly structured curriculum that meets the needs of these professions, are the key ingredients for a successful training program.

The College is committed to a career-focused classroom approach in order to provide our students, upon graduation, with the knowledge and technical proficiency that will make them employable for entry-level positions and updating the curriculum accordingly.

The Anthem Education Library System supports the mission and educational goals of the College by providing information resources and services to the students, faculty, and staff. The Library System is central to the College's identity as part of an intellectual enterprise. By providing access to information resources, the libraries contribute uniquely to the definition and implementation of the College's academic priorities and goals.

Library Resources and Services

All libraries are forums for the exchange of information and ideas. The precedents of the American Library Association's Library Bill of Rights shall guide the work of all library staff. The Library shall:

1. Provide library resources that reflect the needs of all users, without excluding items unduly due to their origin, background, viewpoints, or other forms of censorship.

2. Provide library resources that address a variety of viewpoints and fully explore controversial issues, allowing balanced information on all topics.
3. Provide quality library services to all users, without denying or limiting those services based on the user's origin, age, background, viewpoint, or any other form of bias.

The Librarian and all library staff will at all times treat patrons like guests, with courtesy and respect. When patrons require assistance, staff will walk with the patron to the shelves, showing rather than telling the location of the materials. When computer questions arise, staff will accompany the patron to the computer for assistance. When providing reference assistance, the staff will recommend additional materials as appropriate. In all information literacy training, the staff will treat participants with respect and sensitivity towards the unique experiences and understandings of each patron.

The Library will provide the following resources and services for its patrons:

- Staff who care about you and are ready to assist you to the best of their abilities
- Hard-copy resources consisting of books, DVDs, etc.
- Online library consisting of electronic resources with most of the resources available 24/7 from any Internet-connected computer:
 - Online library search: Read full-text articles from journals, reports, newspapers, etc. and e-books
 - Internet resources: Find selected sites to help with school, career, etc. Not all categories are listed below.
 - Newsstand
 - Reference shelf
 - School tools
 - Typing tools
 - Career tools
 - Allied health student info
 - Cosmetology/wellness student info
 - IT student info
 - Nursing student info
 - HVAC student info
 - Business student info
 - GED info
 - Campus library search: Discover what is on the shelves at your library
 - "Ask-A-Librarian": Send an email to the Library Director
- Study tables
- Computers
 - Microsoft Office
 - Internet Explorer
- Printer: For school work and resumes/cover letters only
- Reference and instructional services

Information Literacy Training

Information literacy training will occur primarily with the library orientation provided to students. The Librarian or instructor will conduct orientations as outlined in the curriculum or as needed for the course assignments. Topics covered will include library policies, online library resources, and the use of library materials. The Librarian will also conduct additional workshops as

requested by the instructors or Director of Education. The Librarian will design and present these trainings, and keep relevant documentation including copies of the presentation notes, copies of any handouts provided, and a signed attendance list.

Print-Based Resources

The Library collection is divided into categories and assigned call numbers based upon the Library of Congress classification system. The Library offers the following collections:

- Collections specific to each of the current program offerings
- Medical and allied health resources
- General education resources
- Periodicals and subscriptions
- Exam and certification resources
- Computer resources
- GED resources
- Poetry, drama, and anthologies/collections
- Fiction
- Multimedia resources and computer-based training

The Library of Congress classification system utilizes the following call numbers and categories:

| Call Number Ranges | Subject Classifications |
|--------------------|---------------------------------------------------------------------------------|
| A | General works |
| B | Philosophy, psychology, religion |
| C | Auxiliary sciences of history |
| D | World history and history of Europe, Asia, Africa, Australia, New Zealand, etc. |
| E-F | History of the Americas |
| G | Geography, anthropology, recreation |
| H | Social sciences |
| J | Political science |
| K | Law |
| L | Education |
| M | Music and books on music |
| N | Fine arts |
| P | Language and literature |
| Q | Science |
| R | Medicine |
| S | Agriculture |
| T | Technology |
| U | Military science |
| V | Naval science |
| Z | Bibliography, library science, information resources (general) |

Online Resources

Students, faculty, and staff receive access to the Library's online resources via the Student Records and Tracking System (STARS) portal. Students may access the portal via the College

computers or remotely via an external website (www.anthem.edu). The Library's online resources include Books 24x7, Gale InfoTrac (various databases), ProQuest Psychology Journals, eLibrary, eBrary, and LibraryWorld, as well as various internet resources. The Librarian will assist students with any questions regarding the use of these online resources. In addition, the Librarian will encourage the use of these online resources as appropriate during reference transactions.

Circulation Policies and Procedures

All library staff will enforce the circulation policies and procedures to help maintain the accuracy of library inventory and circulation records, and to ensure patron accountability for borrowed materials.

Eligibility

Borrowing privileges are extended to the active:

- Students
- Faculty
- Staff

Alumni are welcome to visit the Library and use any of the material at the library, but they cannot check out material.

Privileges may be suspended for patrons who:

- Fail to adhere to the policies of the Library or Anthem Education
- Have overdue library material
- Have an outstanding fine or lost/damaged book fee at any of the Anthem Education campus libraries

Circulation Period and Limits

Two books, DVDs/CDs, etc. or any combination of the same from the circulation collection may be loaned. Items from the reference and periodicals sections do not circulate. In addition, items used by instructors in the classroom or lab for instructional purposes and items included in specified study kits for Library use do not circulate. Books circulate for a period of 14 days, and multimedia items circulate for a period of 7 days.

Holds and Renewals

Material may be renewed one time unless:

- Another patron has placed a "hold" on the item
- Library privileges have been suspended

Patrons must bring the item to the Library and ask the Library staff to renew the item. Renewals by telephone are not permitted.

Patrons may place holds on items that are checked out via LibraryWorld or with the help of the Library staff. When the item is available, the patron will be notified via email. The item will be held at the Library for no more than 3 business days.

If someone places a hold on an item checked out to a student, he or she will not be able to renew it. It should be returned promptly by the due date. If a student places a hold on an item that is checked out to faculty or staff, the loan period will be shortened to three business days from when the request to return the item is sent to that individual. Requests to return material will be sent via email. Information as to who currently has checked out an item and who wants the item is considered confidential.

Overdue Fines and Lost Materials

All regularly circulating items must be returned or renewed by the due date to avoid a fine. The fine is 25 cents per day per item. All reserve items must be returned or renewed by the due time to avoid a fine. The fine for an item on an hourly loan period is 25 cents per hour per item.

The maximum fine is \$7.50, after which the item is declared “lost.” The patron will then be charged the full replacement cost of the lost item, plus the fine of \$7.50. If the item is no longer available, the patron will be charged the full cost of an equivalent item, plus the fine of \$7.50. The item cost will be determined from the Books-in-Print database. The replacement fee is non-refundable. Charges must be cleared before graduation.

Patrons must report any lost material to the Library staff and/or bring any damaged material into the Library. The staff will notify the patron of the fee owed.

Circulation Processes

Circulation processes are formal procedures, which will apply equally to students, faculty, and staff. This documentation is necessary to ensure accountability for library materials. Library staff members will monitor circulation using the following LibraryWorld processes:

1. Each patron receives a unique LibraryWorld patron ID, which links to specific information about the patron. Students must provide their student ID to borrow materials, to ensure that library staff members use the correct patron ID for circulation.
2. The library staff member will enter each item checked out under the patron’s ID number. This automatically changes the status of the item to OUT and generates a due date for the item.
3. The library staff member will mark the due date on the slip and verbally tell the patron the due date and information regarding overdue fees.

Library staff members will also monitor circulation documented in the after-hours checkout log, using the following processes:

1. The library staff member will look up the patron ID for the student listed in the after-hours checkout log.
2. The library staff member will enter each item checked out under the patron’s ID number.
3. The library staff member will send a confirmation email to the patron, listing the date due for the item(s) and providing information on overdue fees.

The Librarian will update patron records in LibraryWorld regularly to ensure accurate information, consulting student records in STARS as necessary.

The circulation process will apply to all materials. This allows the Library to maintain an accurate inventory of collection materials and to ensure the timely return of borrowed materials. This allows the greatest number of patron to take advantage of all library materials.

Unless otherwise stated, items check out for two weeks. The Librarian will generate a report of overdue items every week and retain these records, documenting contact with the patron to research the status of any overdue items. Library staff members will use the following processes to handle overdue materials:

1. Print an overdue report from the LibraryWorld database, listing all past due titles and the responsible patron.
2. Send overdue notices to each patron.
3. Record all contact with each patron concerning the overdue item(s).
4. Regularly inform the Financial Services department of the status of overdue materials and arrange charges as appropriate.

ID Cards

Students, faculty, and staff are required to have and wear a photo ID card from the college when they enter the campus. The ID card will be the patron's library card. Pictures will be taken at designated times by Library staff or other chosen campus staff. Each student, faculty, and staff will receive one ID card at no charge; an additional fee of \$5 is charged for any replacement ID. The patron must present his or her school photo ID card when borrowing or renewing library material. Material cannot be checked out without the card.

Rules of Conduct

The rules, regulations, and policies outlined in the school catalog govern all activities, including time spent in the Library. The expectations outlined in the College catalog and summarized below apply within the Library as well as within the classroom.

Students are to treat all members of the staff and other students with respect and dignity. A student who willfully destroys school property, attends the College under the influence of drugs or alcohol, is disruptive, insubordinate, caught cheating, is boisterous, obscene, or vulgar may be suspended or terminated.

Library Policies

When using the library, patrons are expected to observe the following procedures:

- Sign your name on the sign-in sheet as you enter the library.
- Maintain an academic environment. Be considerate of others who are working and studying.
- Use cell phones outside the library. Turn off cell phones or put them in silent mode.
- Observe the copyright policy.
- Observe the Anthem Education computer and printer policy.
- Allow the Library staff to re-shelve library material.

- Keep food and drink outside of the Library.
- Make accommodations for children before visiting the Library.
- Ask for assistance when you need help.

Dress Code and Appearance

Our students are preparing for professional employment in business, industry, and allied health. Our dress and appearance policy was created for that our students always make a very favorable first impression to the hundreds of guests who visit our campuses each year. Many of these visitors are employers or potential employers of our graduates. Our allied health student dress code was also created to be appropriate for the types of activities that students learn and practice while a student. Although the dress code/appearance standard policy is primarily common sense, the College believes it is important for all students to understand the specifics of the policy and to agree, before starting College, to abide by the policy.

We expect all of our students to come to college well groomed and clean. If beards are worn, they should be short and neat in appearance. Hair on all students must be a natural color (no blue or green, etc.). Hair must also be neatly combed, clean, and pulled away from the face so that it does not hang in the face when bending over. In addition, no hats, caps, or hair coverings of any kind are to be worn in the building. No visible or facial piercing (including tongue) is permitted. No garments intended as underwear or sleepwear are to be worn as outerwear.

Students are required to wear the designated College uniform. Two sets of scrubs are issued to each student. Plain white long or short sleeve t-shirts or turtlenecks may be worn under the uniform top. Predominantly white shoes with enclosed heel, toe, and white soft soles must also be worn.

Since all students enrolled in the health care programs have some aseptic procedures to learn and practice, hands must always be clean and fingernails neat and well maintained. Fingernails must never extend more than 1/8" beyond the fingertip and only clear nail polish may be worn. Jewelry must be limited to a simple watch, stud earrings (one per ear), and one simple ring on each hand. Students should also understand that there may be other more stringent dress code requirements in some programs and on externship sites.

Computer and Printer Usage

Use of computing resources is a privilege that depends upon individuals using resources appropriately and in accordance with Anthem Education policies, local, state, and federal laws. These laws and policies cover such areas as illegal access to computer systems, networks, and files, copyright, and harassment issues.

Students are expected to use the school's computers responsibly and not engage in computer or Internet use that is inappropriate, offensive, or includes pornographic material. Students may not install or remove software from the computers, add bookmarks, change the appearance of the computer desktop, change the Internet Explorer homepage, or otherwise change the computer configurations. Students may not use the school's Internet connection to conduct business, download trial or promotional software, and listen to or download music files. Failure to comply with Anthem Education's rules and regulations will be considered reason for discipline or dismissal.

When there is heavy demand for library computers, the Library staff will make a waiting list so that students will be taken in order as computers become available. Users are asked to be sensitive to the needs of their fellow students and limit use during peak demand with school-related work the primary activity.

Children are not permitted to use the library computers.

The printer is available for school or job (resume, cover letter, and “thank you” letter) related printing only. Any other printing violates the computer and printer policy.

Copyright

Anthem College and the Library abide by United States copyright law. All books and institutional materials provided to the student by Anthem College are subject to the protection of the copyright law of the United States (Title 17, U.S. Code). Any individual responsible for copyright infringement on such books and materials may be subject to civil/criminal liability. For more information about copyright law, please visit the U.S. Copyright Office at www.copyright.gov.

The following notice will appear in the Library at all times: *The copyright law of the United State (Title 17, U.S. Code) governs the making of photocopies or other reproductions of copyrighted material. The person using the equipment is liable for any infringement. For more information about copyright law, the rights of copyright owners, and the right of fair use to make limited copies for teaching, research, and study at school, visit the website of the U.S. Copyright Office at <http://www.copyright.gov>.*

Confidentiality of Library Records

The Anthem Education Library System formally recognizes that all records identifying the names, social security numbers, or ID number of library patrons and the library materials that they use are confidential in nature. Such records are not to be revealed to anyone other than the patron in question without the express written permission of the patron. An exception to this policy would occur if a court subpoenas the records of a patron. In such case, written permission of the patron is not required.

When items are overdue or lost, the Director of Education or the patron’s instructors may be asked to assist in the return of named items.

Library Documentation

In order to comply with all relevant accreditation standards, the Library will keep documentation regarding usage, services, and major functions. The Librarian shall maintain the following:

- Circulation figures and library status reports: These will include the circulation statistics for the print collection and access counts for the electronic library resources. Also included will be reports of the most circulated titles in the collection. In addition to the circulation statistics, the Librarian will maintain documentation of overdue materials, overall library status, and OPAC activity.
- Sign-in logs: These will include the sign-in logs recording library usage, as well as evaluations of the monthly library usage.

- Information literacy training: This will include documentation of information literacy trainings offered by the Library for students, faculty, and staff, including a copy of any notes or handouts used with the training and sign-in logs for participants if applicable.
- Purchasing: This includes documentation of materials purchased by and for the Library, including invoices and/or packing slips for all textbooks, scrubs, classroom materials, and library materials ordered. Additional information about purchasing is also available from the Campus Administrative Assistant.
- Inventory: This will include a current inventory of the Library's resource holdings, including information for both print and electronic collections. The Librarian shall update this inventory as needed to reflect the most current information.
- Accreditation information: This will include information relevant for accreditation visits (i.e. ACICS Exhibit 4A – Resources and Reference Materials). This may include internal library procedures, student library procedures and guidelines, information literacy training, usage statistics, inventory resources, and/or resource descriptions. The Librarian will assist in preparing any exhibits relating to the library resources for accreditation visits.
- Textbook distribution: This will include documentation of textbook distribution to the students on a monthly basis.

Collection Development

In accordance with all relevant accreditation guidelines, the Library will maintain a working collection in support of all academic programs. A working collection is one of sufficient scope and currency to support the curriculum adequately while meeting the individual information needs of students and staff.

Acquisitions

All students, staff, and faculty members will have the opportunity to request materials for the Library with the Materials Request Form. All requests will be approved by the Corporate Library Director. Additional acquisitions may be requested by the campus within current budget operating expenses or at the discretion of the corporate office as needed. All purchase requests are subject to approval by the campus Executive Director and the corporate purchasing department. The Library collection will include all relevant formats, including print materials, periodicals, audiovisual materials, and electronic resources.

Donations and Gifts

The Library will accept gifts and donations when the materials offered meet the collection standards. The Librarian will accept materials in good condition that fall within the guidelines of the collection development policy. The primary qualifications are materials that support the current academic programs. Materials added to the collection should be either materials not currently held or replacements of older editions or titles in poorer condition.

Weeding

In order to maintain currency and relevance in the collection, the Librarian will conduct regular weeding of the collection. Weeding of materials helps ensure the most relevant and helpful collection possible. If there are any questions regarding the continued relevance of items in the

collection, the Librarian will consult with the Program Heads, Team Leads, and instructors as appropriate. The Librarian will use the following criteria to evaluate items during weeding:

- Physical condition
- Obsolescence of information
- Replacement of title by a later edition
- Duplicate copies of a title no longer in high demand
- Insufficient use of a specific title
- Lack of relevance to specific academic programs

Cataloging Procedures

The Library will catalog materials using the Library of Congress classification system. As necessary, the Librarian may subdivide these classifications, creating separate areas or sections to aid patrons in locating materials and grouping like items.

The Librarian will enter all materials into the LibraryWorld database, using Library of Congress online catalog records when available. If the item does not have an existing Library of Congress record, the Librarian will generate a record using the cataloging-in-publication data. In cases where this information is not available, the Librarian will consult cataloging data available via WorldCat and/or original cataloging.

All materials will receive the following labels:

- A label listing the call number, affixed to the spine or front cover of the item
- A barcode label for identification, affixed to the back cover of the item
- As necessary, additional labels noting descriptive information, such as a unique collection, the availability of supplemental materials (i.e. CD-ROMs), or instructions for use
- For circulating items, a date due slip affixed to the inside cover

Shelving will correspond to the Library of Congress classification system, although the Librarian may make separate collections to facilitate user access to materials. The Library will maintain adequate signage for all materials.

The Librarian will process all materials to ensure longevity, including such measures as protective plastic covers and laminate wrapping. Supplemental materials, such as DVDs or CD-ROMs, shall remain in a separate storage area accessible only to library staff members. Patrons may obtain these materials at checkout. All Library staff members will take precautions to avoid theft and vandalism of library materials.

The Library will maintain a copy of its current inventory on hand, either printed or available for printing. The Librarian will update the computer inventory of the collection, as maintained via LibraryWorld, with each acquisition to ensure accuracy of records.

Annual Budget and Priorities

The Library receives its funds through the Anthem College budget. The Executive Director and the Corporate Library Director must approve all purchases. Collection development will focus

on each program equally, including professional development and career skills materials in addition to curriculum-specific materials.

Purchasing

The Librarian will request materials and supplies for the Library as appropriate, including forwarding purchase directives from the Corporate Library Director as needed. The Librarian will also serve as a liaison in acquiring curriculum materials for instructors as needed. All requests, purchase orders, expense reports, and other documentation must travel the appropriate channels, as outlined in relevant Anthem Education policies. The Librarian will maintain appropriate documentation of all purchases.

Receipt of Materials and Supplies

The Librarian will do the following upon receipt of materials and/or supplies:

1. Verify the contents of the package against the invoice provided by the vendor, providing detailed notes for any discrepancies.
2. Stamp all invoices and supply the appropriate information about the date received and the purchase order fulfilled.
3. Scan all processed invoices and send to the Campus Administrative Assistant for additional processing with the corporate purchasing department.
4. Retain all original invoices, filed by vendor.

Professional Development

All Library staff members will participate in regular professional development activities as required by the College. Professional development activities will focus on specific leadership and management skills, as well as continuing education in the field. Professional growth activities will be agreed upon between the Librarian and the Director of Education. Upon completion of any professional development activity, the Librarian will provide the Director of Education with appropriate documentation of the activity for inclusion in the personnel file.