

THE LIBRARY SERVICE PRIORITY PROGRAM (LSPP)

POLICY ON ACCESS AND SERVICES TO CLIENTELE

The Library of the University of California at Berkeley is mandated by the State to support the educational, teaching, research and administrative needs of the faculty, students and staff on the Berkeley campus. The Library takes an active role in support of the University by providing access to relevant information through the development of Library collections, their organization and arrangement and for access and use, and the provision of appropriate information and instructional services. To be most effective in fulfilling its mission, the Library offers an array of basic services subsidized by the University for current students, staff and faculty; other services to this primary clientele may be offered on a full or partial cost recovery basis.

The Library is committed to making its unique or distinctive collections available to the local, regional and international scholarly community as a supplementary source once local resources have been exhausted. The Library provides access for these users through either on-site consultation or other methods under conditions that do not jeopardize the effectiveness of its services to its primary clientele. In addition, the Library makes its services and collections available to the public at large on a limited basis and to the extent feasible.

Categories of Clientele

The Library distinguishes among three basic categories of users for the purpose of apportioning resources and services: primary clientele, cooperative/contractual clientele, and extramural clientele. The Library reserves the right to assign to institutions and individuals the appropriate category of service or use.

The primary clientele consists of current faculty, students and staff at the University of California at Berkeley, as outlined above. This category of users is accorded the highest priority for services and resources.

The second group of users is defined by cooperative agreements, or contractual or special arrangements entered into by the Library. Cooperative agreements, such as those with other UC campuses, secure reciprocal benefits to the Library. At the Librar

y's discretion, contractual arrangements may be made between institutions and UC Berkeley on behalf of users. Some arrangements may represent a commitment by the Library or the University to provide specific resources and/or services to a distinct group of individuals (e.g., visiting scholars, alumni). Agreements may be limited to services specifically designated, and do not necessarily provide for the range of resources and services offered to the Library's primary clientele. Some contractual agreements may be based on fees rather than reciprocal benefits.

Extramural users are those not described in the two groupings above, including cardholders not officially affiliated with the University or covered by a contractual arrangement, and non-cardholder.

Access to Collections

It is the Library's policy to provide reasonable access for all categories of users, but the Library makes a distinction between access (library use) and borrowing (home use) privileges. Borrowing privileges are accorded only to designated categories of clientele by policy or by specific agreement.

Extramural patrons are expected to explore the resources of their primary libraries first, and to use the UCB Library as a library of last resort. The Library does not act as a substitute for those institutions which do not provide adequate core library resources of their own; it conserves on behalf of UCB students, faculty and staff those heavily-used materials which other libraries can reasonably be expected to provide. Payment of a fee for borrowing privileges will not, for example, entitle outside patrons to unrestricted access to materials such as reserve books, journals and nonprint materials that are in heavy demand on campus. On the other hand, recognizing its role as a unique regional, state and national resource, the Library provides access whenever possible to the rarer and more specialized items in UCB's collections, since these may be available only at UCB. The status of the Library as a depository for government publications carries with it specific requirements to provide access services to the general public of those materials in whichever Library collections they may be housed.

Access to Services

The Library's primary clientele has priority in the use of reference and information services, particularly at periods of peak use. Consequently, payment of established charges for library privileges does not ensure the same level of service for non-UCB patrons. Reference, instructional, expedited processing and special circulation services to the outside community can be extended only when they do not interfere with services to the campus community. In some cases the Library may provide certain

services to extramural contractual users on a cost recovery basis. There are some services which cannot be offered even for a fee, e.g., interlibrary borrowing.

All access and services are subject to restrictions at periods of high use by primary clientele, or by the need to conserve or protect Library materials or equipment.

For more information see [LSPP-Task Force Report 1990](#)

[HELP/FAQ](#) [CATALOGS](#) [COMMENTS](#) [HOME](#)

Copyright (C) 1995 by the Library, University of California, Berkeley. *All rights reserved.*
Document maintained by: Gail Ford.
Last update 12/21/95. Server manager: [Contact](#)