

# Wake Tech Libraries Student Handbook

*A Guide to the Use of Library Resources*  
2008-2009



## Wake Technical Community College

Bruce I. Howell Library  
Main Campus  
9101 Fayetteville Road  
Raleigh, North Carolina 27603

Health Sciences Library  
Health Sciences Campus  
2901 Holston Lane  
Raleigh, North Carolina 27610

Western Wake Library  
Millpond Village – Room 252  
3434 Kildaire Farm Road  
Cary, North Carolina 27518

Northern Wake Library  
Northern Wake Campus  
6600 Louisburg Road  
Raleigh, North Carolina 27616

Website: <http://library.waketech.edu/>

## Wake Tech Libraries Mission Statement

It is the mission of the Wake Tech Libraries to seek, evaluate, obtain and facilitate the use of resources and information that support the college's curricula, student and faculty resource needs, and overall community information expectations. These activities include providing instruction in multiple formats and to stimulate and support information literacy.

## Hours of Operation

### **Bruce I. Howell Library Main Campus**

Telephone (919) 866-5644  
Fax: (919) 662-3575  
Monday-Thursday: 7:30 a.m. to 9:00 p.m.  
Friday: 7:30 a.m. to 5:00 p.m.  
Saturday: 9:00 a.m. to 1:00 p.m.

### **Western Wake Library Millpond Village – Room 252**

Telephone (919) 335-1029  
Monday-Thursday 8:00 a.m. to 4:00 p.m.  
Friday & Saturday: Closed

### **Health Sciences Library Health Sciences Campus**

Telephone: (919) 747-0002  
Fax: (919) 250-4329  
Monday-Thursday: 7:30 a.m. to 9:00 p.m.  
Friday: 7:30 a.m. to 5:00 p.m.  
Open select Saturdays—will be posted

### **Northern Wake Library Northern Wake Campus**

Telephone: (919) 532-5550  
Monday-Friday: 8:00 a.m. to 5:00 p.m.  
Saturday: Closed

**Please note that inter-session and holiday hours may vary and will be posted on the website.**

### **SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS ACCREDITATION**

Wake Technical Community College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (1866 Southern Lane, Decatur, Georgia 30033-4097: Telephone number 404-679-4501) to award the associate degree.

# Wake Tech Libraries Student Handbook

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# Library Policies

## Eligibility of Library Users

Wake Tech Libraries are open to all faculty, staff, students, and residents of the Wake County community.

## Responsibilities of Library Users

All eligible library users of the Wake Tech Libraries are required to read and sign a "Borrower's Agreement," which indicates their acknowledgement of the following responsibilities:

1. Observe all library rules and be responsible for all materials borrowed with their library cards.
2. Pay all fines and other charges for late return, loss of, or damage to all materials charged on their accounts. This includes items lost or stolen by someone using their unreported lost or stolen card.
3. Report the loss or the theft of their cards immediately as well as any change in address information.
4. Library card accounts are NOT transferable.

## Library Accounts

Library materials may be checked out through the establishing of a library account at the circulation desk of any location of the Wake Tech Libraries.

Wake Tech students **must** present a valid Wake Tech photo identification card and complete a library application form in order to establish a library account. The Wake Tech photo ID becomes the user's library card. Community library users **must** be a Wake County resident, present a valid North Carolina driver's license or a valid North Carolina photo ID, and complete a library application form to establish an account. Community library users will be issued a Wake Tech library card.

Library accounts are accessible as long as the library user maintains a valid Wake Tech photo ID or library card.

## Checkout of Library Materials

Library books and materials may be checked out by presenting a valid Wake Tech photo ID or library card and selections at the circulation desk.

The maximum number of checkouts is a total of nine items on a student's account. Community users may checkout a total of three items on their accounts.

Students and community users may checkout books, audiobooks, and public audiovisuals for three weeks. Reserve materials are also checked away from the circulation desk and are for **library use only** unless otherwise determined by the instructor.

# Library Policies (continued)

## Renewals

Materials may be renewed one time. Renewals may be done in person, by telephone, or by accessing the online catalog page (<http://library.waketech.edu/catalog.html>), selecting a library, and then clicking on "My Account" on the iLink Web site. The student's 7-digit identification number (or library card barcode number for community borrowers) and the generic PIN 1234 must be used.

## Overdue Materials

Fines are imposed on late materials. Overdue notices are sent to library users as a courtesy reminder via email or through the mail. Failure to receive the notice does **NOT** excuse the library user from paying overdue fines. **It is the responsibility of the library user to monitor his library transactions and to report any changes of address, email address, and/or phone numbers to a member of the library staff.** Library users may view their library accounts online by accessing the online catalog page (<http://library.waketech.edu/catalog.html>), selecting a library, and then clicking on "My Account" on the iLink Web site.

### Fine Schedule:

**Books, Audiobooks, Pamphlet File Items:** \$.10 per day, per book - \$ 10.00 maximum fine

**Overnight Books:** \$1.00 per day per book -- \$10.00 maximum fine

**Public Videotapes:** \$1.00 per day per item -- \$10.00 maximum fine

Fines stop accumulating as soon as the book is returned to the library. Materials may be returned to any library location. Library users with overdue items or unpaid fines may check out additional items until their total fine reaches \$5.00. Once this amount is reached, library users cannot checkout additional items until the fine is paid in full. **Grades, transcripts, and graduation for Wake Tech students may be delayed until all library materials are returned and all library fines have been paid in full.**

The library user is responsible for damaged or lost books and materials. If library materials are lost, the library user is charged a replacement cost, a \$10.00 processing fee per item, and the accrued fine.

## Hold

A library user may place a hold on a circulating book, an audiobook, or public audiovisual which is currently checked out by another user. When items placed on hold are returned to the library, the individual requesting the hold is contacted by email or telephone. The item is held for 7 calendar days.

## Accessing "My Account" through iLink

Any account holder can access information regarding their library account by accessing the online catalog page (<http://library.waketech.edu/catalog.html>), selecting a library, and then clicking on "My Account" on the iLink Web site.

Access requires a library account number and PIN. The PIN 1234 is assigned when the account is opened and may be changed by the user through this system. Information and actions accessible include: due dates, renewals, fines, and holds.

# Student Behavior

The libraries' rules of behavior are designed to protect the rights and safety of Wake Tech's students, faculty and staff as they relate to the proper use of the library as a resource and study sanctuary. Library "Rules of Behavior" are enforced in accordance with the Wake Technical Community College Student Code of Conduct, as outlined in the student handbook.

The interpretation and enforcement of these rules rests with the library staff. Violations observed by library users should be reported to library staff, who will take appropriate action. Violations of library rules, including disruptive behavior, may result in loss of library privileges or expulsion from the library.

All users are asked to abide by this behavior policy. A copy of this behavior policy will be posted in each library facility.

## Noise

Users must help to maintain a quiet environment and refrain from engaging in any behavior that interferes with the normal use and operation of the library by others. This includes, but is not limited to, loud talking and boisterous behavior.

## Cell Phones

Cell phones should be off or turned to vibrate. Cell phone conversations should be conducted outside the library.

## Groups

Study rooms are intended for group use. Individuals may be asked to move if a group is waiting.

## Eating and Drinking

Food and uncovered drink are not permitted in the library.

## Smoking and Use of Tobacco Products

Smoking and other tobacco products are not permitted on campus. Wake Tech is a smoke-free campus.

## Children

Children are not allowed in the library.

## Intimate Behavior

Engaging in sexual conduct or lewd behavior is prohibited.

## **Student Behavior** (continued)

### **Personal Property**

Users are responsible for their personal belongings. Unattended personal items may be stolen, discarded, or turned into the college's lost and found in the Student Services area.

### **Damaging Library Property**

Users engaging in vandalizing, altering or damaging library buildings, furniture, or equipment, including computer systems, networks, programs or data, are in violation of North Carolina State Law and will be subject to the school's disciplinary policy and local law enforcement (North Carolina Statutes Chapter 14 Section 398).

### **Library Materials**

Destroying, damaging or defacing library materials is not permitted and is a violation of North Carolina State Law (North Carolina Statutes Chapter 14 Section 398). Leaving the library without checking out materials is prohibited.

### **Headsets**

Computer audio, music and video materials require the use of headsets at all times. Noise from headsets should not be audible to others.

### **Library Computers**

Computers are for academic research and class-related activities. Staff members reserve the right to ask users to relinquish use as warranted.



# Library Collections

## General Collection (circulating books)

The books in the general collection circulate for three weeks and may be renewed only once, if no hold has been placed on the item by another library user. Renewals may be made in person or online by accessing the online catalog page (<http://library.waketech.edu/catalog.html>), selecting a library, and then clicking on "My Account" on the iLink Web site.

## Reference Book Collection

The reference collection includes dictionaries, encyclopedias, almanacs, periodical indexes, and atlases, as well as many specialized reference works and bibliographies. The books in this collection are for use **only** in the library.

## Special Collections

Maps are arranged by subject. Please ask a library staff member for assistance in locating them. The items may be checked out at the Circulation Desk for three weeks.

In the Howell Library on main campus, special collections include: Current Issues, North Carolina, and Oversize.

## Audiobook Collection

Audiobooks are displayed on a special book case in the library. They may be checked out for three weeks and renewed only once.

## Audiovisual Collection

The audiovisual collection includes videotapes, compact discs, and digital video discs. Most audiovisual materials are for use **only** in the library.

In the Howell Library, there is also a public audiovisual collection in the media center of videotapes which may be checked out for one week.

In the Health Sciences and Northern Wake Libraries, requests for audiovisual materials should be directed to the library staff at the Circulation/Reference Desk.

## Print Periodical Collection

Journals and newspapers do NOT circulate. They **must** remain in the library at all times. Newspapers are kept until the end of the current week. The latest issue of each title is displayed in the periodicals area. Older issues are kept for one year. Library users may consult the libraries' Web site for information concerning periodical title holdings.

## Library Collections (continued)

### Digital Collections

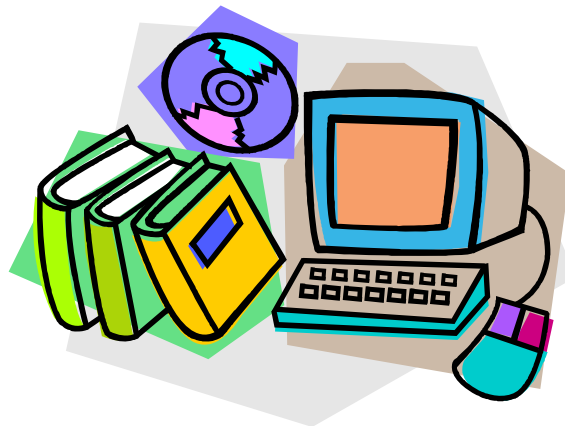
Items in the online collections include books, manuscripts, journal articles, historical documents, sheet music, pamphlets, and plays. Access to these collections is available via the Internet to all library users free of charge. **Computer use is limited to research and educational purposes only.**

The primary information source is **NC LIVE** (North Carolina Libraries for Virtual Education), a statewide Web site providing access to a core group of reference and research materials online in the form of full-text electronic information and indexes. Additional resources include:

1. **SIRS** (Social Issues Resources Series) -- Contains selected full-text articles from thousands of domestic and international newspapers, journals, and government publications.
2. **NetLibrary** -- Provides more than 24,262 electronic books. Also includes an online dictionary. Access through NC LIVE.

Passwords for NC LIVE and SIRS off site use may be obtained in person at the Circulation Desk.

Available off campus (password needed)	Available on campus only
NCLIVE SIRS Wilson OmniFile Full Text	JSTOR Science Direct Cochrane Library Emerald Insight



# Library Services

## Instructional Services

The Wake Tech Libraries offer tours, instructional classes, and individual instruction on the use of library resources—print materials, electronic databases, and virtual reference services. Library users should contact a librarian at one of the following locations: Bruce I. Howell Library (Main Campus): 919-866-5642 or 919-866-5643; Health Sciences Library (Health Sciences Campus): 919-747-0003; Western Wake Library (Millpond Village) 919-335-1030; Northern Wake Library (Northern Wake Campus) 919-532-5550.

## Copier Services

The Wake Tech Libraries provide vendor-operated copy machines for photocopying. Copies are \$.10 each. The libraries comply and support the Copyright Law of the United States (Title 17, United States), which supports the making of photocopies or other reproductions of copyright materials. Copies of these restrictions are available at the library and posted near copy machines.

## Interlibrary Loans

Materials not available in the Wake Tech Libraries may be available from other libraries through the Interlibrary Loan Service. Library account holders may request books from other libraries within the North Carolina Community College System. Estimated time for item arrival through state courier service is 5-7 days. **The item is held for 7 days.** Videos and audio books are generally not lent through interlibrary loan.

## Reserves

**In-house Reserves** -- Select books and other materials are placed on reserves by instructors to support the college's curricula. The items are housed at the Circulation Desk and are available to all library users. The length of time materials are available is determined by the instructor.

Items on reserve may be accessed at the Circulation Desk, in the Reserves List binder by the instructor's name or subject/curriculum heading, on the online catalog, or library Web site.

**Electronic Reserves** – Approved documents for distance education courses are placed online for student access. The materials may be accessed 24 hours/7days a week through the Web at home or at the college: <http://library.waketech.edu/reserves/ereserves>. Password information is provided by the instructor to access electronic reserve resources.

## Library Services (continued)

### Web Support

The Wake Tech Libraries Web site provides support for students through a variety of resources, in particular the Disability Support, Distance Learning, and Contact Us pages.

### Disability Support

[http://library.waketech.edu/student\\_support/disability.html](http://library.waketech.edu/student_support/disability.html)

Provides information on library equipment and services available to students with disabilities, as well as links to disability-related Web resources.

### Distance Learning Support

[http://library.waketech.edu/student\\_support/disted.html](http://library.waketech.edu/student_support/disted.html)

Provides information on library resources and services for distance learning students. The resources include instructions for accessing the library catalog and electronic databases, and contact information for the Distance Education department.

### Contact Us

Feedback from library patrons

[http://library.waketech.edu/email\\_forms/contactus.php](http://library.waketech.edu/email_forms/contactus.php). An e-mail form for submitting questions and suggestions is included.

The phone numbers and e-mail addresses of each staff member are provided on the staff page: [http://library.waketech.edu/about\\_libraries/staff.html](http://library.waketech.edu/about_libraries/staff.html).

### Ask a Librarian

If you have an urgent or complex question, you may use our **Ask a Librarian** service by sending e-mail to [wakereference@waketech.edu](mailto:wakereference@waketech.edu). E-mails are usually answered within 24 hours, Monday-Friday. Some questions are best answered in person.

### Virtual Reference

Wake Tech Libraries have been selected to participate in the North Carolina Virtual Reference service, which is provided by the State Library of North Carolina. We are one of 24 libraries across the state that will staff a virtual reference desk, answering questions with 24/7 virtual reference software. These questions cover all areas from K-12 and up to college and university levels. The service is available to any user with access to the internet. Click the **"NCKnows"** button on the library Web site to initiate an interactive chat with a reference librarian from any of the 24 libraries: <http://library.waketech.edu/>. Check the library blog for the latest news: <http://waketechlibraryblog.blogspot.com>.

An instant messaging virtual reference service staffed by Wake Tech librarians is available from 9 am – 1pm Monday-Friday. It can be accessed through <http://library.waketech.edu/askalib.html>



# Internet and Computer Use

## Campus Internet Policy

At Wake Tech Community College, Information Technology Services has provided equipment and access for students, faculty and staff to connect to the Internet. The college wants the Internet to be an effective resource that adheres to the mission of the college. Users of Wake Tech's computer services are expected to abide by the General Usage Policy of the college, which is intended to preserve the utility of the system, to protect the privacy and work of students, faculty, and staff and to preserve the right to access the international networks to which the college systems are connected. Additional information on internet policy and computer use may be found in the Wake Technical Community College Student Handbook.

## Library Computer Workstations

Wake Tech Libraries' computers are for **research and educational** purposes only. In order to maintain efficient and appropriate use of the workstation area and computers in the libraries, users **must adhere** to guidelines of appropriate and responsible use as outlined below:

- The computer workstations are for the sole use of college faculty, staff, students, and other authorized users. They are primarily for educational purposes including but not limited to, instructional and research needs. **However, library instructional classes will take precedence. Signage will be posted accordingly.**
- Displaying sexually explicit and/or pornographic materials on the computer screen is a violation of Wake Tech Internet use policy. Users will be asked to close the sites and leave the workstation area. **If this is for a class assignment and/or research needs, the user will be asked to produce documentation to that effect.**
- It is unacceptable use of the workstation area if users unlawfully use the computers to disseminate fraudulent, obscene, harassing, or threatening messages.
- It is unacceptable use of the workstation area if users connect non-college owned computers—laptop, desktop, or other non-college owned peripheral devices to the college LAN.
- It is unacceptable use of the workstation area if users indulge in the modification or removal of equipment or software.
- It is unacceptable use of the workstation area if users violate any copyright laws or license agreements. See United States Codes Title 17: <http://www.access.gpo.gov/uscode/title17/title17.html>.
- Violation of this policy may result in the suspension of such user from the library workstation area, and referral will be sent to the Dean of Student Services for possible disciplinary action, which may lead to suspension, termination or expulsion from the college.
- Use of e-mail and other Web-related sites should be for purposes of communicating or documenting class or educational related activities.

## Printing Guidelines

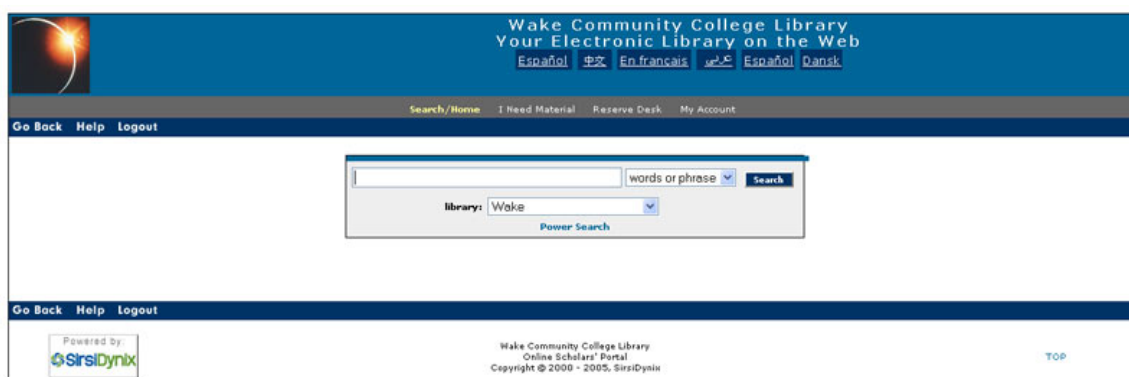
Printers are provided at the Wake Tech Libraries for the purpose of printing materials related to class work, research, and other education-related activities. Users are asked to comply within reason with regard to wasteful printing, large print jobs or printing inappropriate or non-school related materials.

# Library “How-To’s”

## How to Use the Online Catalog

The online catalog (iLink) is your automated catalog, which provides access to the books, periodicals, audiovisual items, and pamphlets in our library and from 44 member libraries in the CCLINC (Community College Libraries in North Carolina).

You may access iLink using any of the computers in the library or via the library’s website: <http://library.waketech.edu/>. From the library’s Web site click on “Online Catalog” and follow the links until you reach the first screen of iLink. You can access the library catalog from off-campus using the Internet at <http://www.cclinc.ncccs.cc.nc.us/>. Scroll down the page and select Wake Technical Community College or Wake Tech CC Health Library by clicking on one of the links. You will then see the search screen below.



The screenshot shows the search interface for the Wake Community College Library. At the top, there is a header with the library name and language options: Español, 中文, En français, العربية, Español, Dansk. Below this is a navigation bar with links: Go Back, Help, Logout, Search/Home, I Need Material, Reserve Desk, My Account. The main search area features a text input field, a dropdown menu set to "words or phrase", and a "Search" button. Below the input field is a "library:" dropdown menu set to "Wake" and a "Power Search" button. At the bottom, there is a footer with the SrsiDynix logo, copyright information (Wake Community College Library, Online Scholars' Portal, Copyright © 2000 - 2005, SrsiDynix), and a "TOP" link.

## How to Search on the Online Catalog

**Search by Words or Phrase (Use Keywords)** – If you do not have a specific title, author, or call number, use this option to find a list of subjects or topics you are looking for. This option finds and displays all library materials containing the word or phrase in your keyword search.

- Type your keywords in the search box and select “**Words or Phrase**” from the drop-down menu and click: **Search** to begin. The next page will pull up materials related to your keyword search, if available in the library.
- Select the items you want from the results list.
- Click on “**Details**” and “**Catalog Record**” to see the full (bibliographic) record of each item selected. To see the item call number, click the “**Item Information**” tab.
- Select items by clicking the “**Keep**” icon from the results list.
- Use the “**Kept**” link to view, print, email, or save items.
- Click “**Print Formatted**” to print records. Minimize the new pop-up window. In the **browser** window, go to **File>Print** or click the “**Printer**” icon.

Note: You can use Boolean Terms: **AND, OR, NOT**; however, if a title includes the word “**NOT**”, you must use quotation marks around the title to avoid having the title record eliminated.

## Library “How-To’s” (continued)

**Author Search** – Use this option if you have an author’s name. It will find and display all library materials using all or part of an author’s name.

- Type in the author’s name (last name, first name) in the search box and then select “**Author**” from the drop-down menu and click “**Search**” to begin.
- Select the item you want from the results list.
- Click on “**Details**” and “**Catalog Record**” to see the full record of the item.
- Click on the “Item Information” tab to get the call number for the item.
- Select items by clicking the “**Keep**” icon from the results list.
- Use the “**Kept**” link to view, print, email, or save items.
- Click “**Print Formatted**” to print records. Minimize the new pop-up window. In the **browser** window, go to **File>Print** or click the “**Printer**” icon.

Note: Use the navigation buttons (not the browser buttons) at the top of the page as needed.

**Title Search** – Use this option if you have a title. It will find and display all library materials using all or part of a title.

- Type a title in the search box and then select “**Title**” from the drop-down menu and click “**Search**” to begin.
- Select the item you want from the results list.
- Click on “**Details**” and “**Catalog Record**” to see the full record of the item.
- Click on the “**Item Information**” tab to view the Holdings information and item call number.
- Select items by clicking the “**Keep**” icon.
- Use the “**Print Formatted**” button to view, print, email, or save items. Minimize the new pop-up window. In the **browser** window, go to **File>Print** or click the “**Printer**” icon.

Note: Use the navigation buttons (not the browser buttons) at the top of the page as needed.

**Subject Search** – Use this option to conduct a general subject search. It will find and display all library materials using all or part of your subject.

- Type your subject in the search box and then select “**Subject**” from the drop-down menu, and click “**Search**” to begin.
- Select the item you want from the results list by clicking the “**Keep**” button.
- Click on “**Details**” and “**Catalog Record**” to see the full record of the item.
- Click the “**Item Information**” tab to view the Holdings and Item Call Number.
- Use the “**Print Formatted**” button to view, print, email, or save items. Minimize the new pop-up window. In the **browser** window, go to **File>Print** or click the “**Printer**” icon.

**Series Search** – Use this option to conduct a general subject search. It will find and display all library materials using all or part of your series title.

- Type your series title in the search box, select “**Series**” from the drop-down menu, and click “**Search**” to begin.
- Select the item you want by clicking the “**Keep**” button.
- Click on “**Details**” and “**Catalog Record**” to see the full record of the item.
- Click the “**Item Information**” tab to view the Holdings and the Item Call Number.
- Click the “**Print Formatted**” button to view, print, email, or save items. Minimize the new pop-up window. In the **browser** window, go to **File>Print** or click the “**Printer**” icon.

Note: Use the navigation buttons (not the browser buttons) as needed.

## Library “How-To’s” (continued)

**Limit Search** – Use this option for more advanced search features.

- Conduct a basic search, and then click the “**Limit Search**” link.
- Select any or all search options from the drop-down menu.
- Scroll down the page and limit your search as needed.

### Navigation Buttons

- **Go Back**→ will take you back **one** page.
- **HELP**→ will give you more information on how to use the catalog.
- **I NEED MATERIAL**→ will allow you to “**Place Hold**” on materials at our library and 44 other CCLINC Libraries.
- **MY ACCOUNT**→ will give you access to *Review My Account*, *User PIN Change*, and *Renew My Materials*.
- **LOGOUT**→ will get you out of the database and back to the CCLINC page.

### How to Find a Book on the Shelf

The library has two sections of book stacks (bookcases). The General Collection contains the circulating books which are on the main shelves. The Reference Collection contains the books that are used only in the library. A third collection, the Reserves, is located behind the Circulation Desk. Books are placed in this collection as course support materials for a certain time period determined by the instructors and are classified “in-library use only.”

Libraries use classification systems to organize their collections by assigning each subject a specific call number. The call number is used to identify an item in the collection. The call number is unique to each item and tells you where the item is located in the library. It is printed on the spine label of the book. There are two major classification schemes used by most libraries: Library of Congress (LC) Classification System where call numbers begin with letters and Dewey Decimal Classification (DDC) System where call numbers begin with numbers. The Wake Tech Libraries are converting over to Library of Congress. The Health Sciences Library has already completed the process.

After finding your book title, call number, and location on the online catalog, write down the information and proceed to the library stacks to locate the book.

- Look for the correct book stacks as given in the “location” on the online catalog.
- Locate the proper range for your call number using the shelf label on the ends of each row of stacks. You will find your book in this range.
- Proceed down the aisle and read the book spine labels for the correct call number.
- Compare the call number and title with your information.

### How to Find a Video/DVD/Audiotape

After finding your audiovisual title, call number, and location on the online catalog, write down the information. If the item is listed as “Audiovisual”, take your request to the Circulation Desk.

## Library “How-To’s” (continued)

### How to Find a Print Periodical Article

Articles from periodicals (journals and newspapers) in print format may be researched by using the print periodical indexes. It is best to begin a search by using the last issue of the periodical index. The preliminary pages of any of the indexes will show you the list of periodicals indexed and also the key to the abbreviations used in the index.



### Donations

The Wake Tech Libraries' mission is to support the college's curriculum and programs. The libraries' collections have benefited from the generous support of our library users. Materials donated to the libraries become the property of Wake Technical Community College Libraries. The Director of Library Services will determine the usefulness and suitability for adding the items to the collection. Donations of books, videos, maps, and other information medium in good condition are always appreciated. Classic feature films and documentaries, as well as productions made at or about Wake Technical Community College, will be accepted. Items not added to the collection may be sold, donated to other libraries or nonprofit organizations, shipped to state surplus, recycled, or destroyed in compliance with state law.