

WIGGINS MEMORIAL LIBRARY HANDBOOK

2025-2026

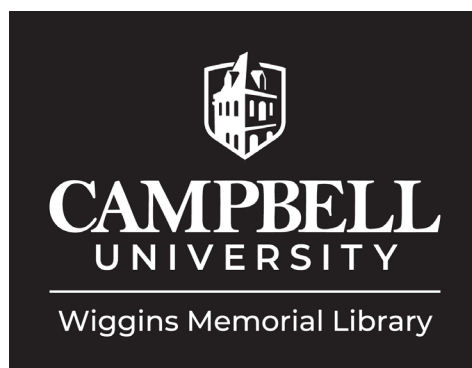


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THE MISSION OF WIGGINS MEMORIAL LIBRARY IS

to facilitate access to information resources that support learning, teaching, and research;
to provide training for effective and ethical use of these resources; and
to support the Campbell community through a state-of-the-art academic environment.

ABOUT THIS HANDBOOK

This handbook describes the facilities, policies, and procedures for Wiggins Memorial Library (the main campus library). Other facilities (the Law School Library and the Medical School Library) have somewhat different services, regulations, hours of operation, and library fines; for more information, see Other Campbell University Libraries, p.11.

GENERAL INFORMATION

Hours

The hours listed below apply to Wiggins Memorial Library during the fall and spring semesters. Changes during exams, holidays, vacation periods, and summer sessions are posted at the library entrance and are on the library website at library.campbell.edu/hours.

Monday through Thursday	7:30am – 12:00 midnight
Friday	7:30am – 6:00pm
Saturday	11:00am – 5:00pm
Sunday	2:00pm – 12:00 midnight

A second-floor study area is available after library hours during the fall and spring semesters. A valid Campbell ID card is required for access. Students can swipe their Campbell ID card to open the door on the left in the library vestibule to gain access to the area. Only the second floor is accessible for overnight study; no other areas of the library or library services are available overnight. The overnight study area is monitored by a security guard.

Lost and Found

Items found unattended in the library will be taken to Lost and Found located at the Library Services Desk on the 1st floor.

Photocopies/Printing

There are five photocopiers in the library. Two are located in the Learning Commons, one is in the Periodicals Reading Room, one is outside of the second-floor conference room, and one is outside of the third-floor computer lab. CreekBucks should be used for printing and photocopying. If you have any problems with the copiers, please ask for assistance at the Library Services Desk.

Grayscale	\$0.05 per side
Color	\$0.15 per side
Microform	\$0.10 per side

To print wirelessly using your laptop, log in with your Campbell ID and connect to Campbell University's network. Follow the instructions at library.campbell.edu/services/print-drivers to download the library print drivers. As with desktop printing, there is a fee of \$0.05 per each side of a grayscale page or \$0.15 per each side of a color page printed from laptops.

A microform reader is located in Wiggins Basement (also see Microforms Collection, p.9). Please see a librarian for assistance.

Computers

The library provides computers with internet access, MS Office (Word, Excel, PowerPoint, and Access), Respondus, BibleWorks9, SAS 9.3, JumpPro, and Paint, as well as printers. If you have any problems, please ask a student assistant or library staff member for help.

Technology Items Available for Checkout

Laptop computers

Laptops are available at the Library Services Desk for checkout by Campbell students, faculty, or staff with a valid Campbell ID. Two types of laptop loans are available:

- Short-term-lending laptops are checked out for 24 hours, with one renewal allowed. After one renewal, the item must be returned.
- A limited number of long-term-lending laptops are available to students for semester-long check-out. These must be requested by the student's advisor via <https://forms.office.com/r/KSvSN8SWkE>. Once the student receives an email that the laptop is ready for pick-up, he/she will have five (5) days to pick it up at the library before it is returned to inventory. No renewals are allowed.

Other Tech Items

In addition to laptops and Chromebooks, technology items available for checkout from the Library Services Desk or the Curriculum Materials/Media Center include:

- Calculators
- Headphones & Bluetooth speakers
- GPS units
- Universal Powerbank chargers
- Computer mice
- Digital cameras, flip video cameras, etc.

To find the location of these items, their loan periods, and availability, visit guides.lib.campbell.edu/tech.

OneSearch

OneSearch, the default search option on the library home page at library.campbell.edu, is a discovery tool that allows patrons to search the library's resources from a single search box. OneSearch indexes the library's catalog of books and eBooks, the vast majority of full-text journal articles and other eResources, and the library's media collection. As users search in OneSearch, they can narrow results by using facets such as subject, date, material type, and peer-review status. For many research needs, OneSearch is the most efficient way to locate large numbers of books and articles. Please note that most of the library's abstract-only products (PubMed, AtlaSerials, etc.) are not indexed in OneSearch but can be accessed from the Databases tab on the library home page. Library instruction sessions in CUFS 100, ENGL 101, and many other courses focus on the use of OneSearch as a retrieval tool.

Each student, staff member, and faculty member has a library account. To access the account, users click on "My Library Card" at library.campbell.edu and sign in with their Blackboard username and password. By logging in to the library account, patrons can see what items they currently have checked out, renew materials, put holds on checked-out items, request items for pick-up at Library Services, and save search results.

Patron Conduct Standards

Wiggins Library is primarily a place for study and research. Study zones have been established throughout the library to indicate spaces ideal for silent, quiet, or group study.

To preserve an environment of optimum conditions for study, library personnel and patrons are expected to act with courtesy and respect for the privacy of others and to be mindful of others' personal space and boundaries. Patrons and staff may approach individuals, if needed, to request quiet, courteous, and respectful conduct. Failure to comply may result in the individual being asked to leave the library premises, and repeated violations may result in being barred from future visits to the library.

Use of any tobacco products is prohibited anywhere in the library.

Food and drinks are permitted in the library only under limited conditions in order to minimize the risk of damage to materials, furnishings, and equipment. Food and beverages in covered containers may be taken to study areas, but neither may be placed near library computers.

Study Rooms

Eleven study rooms are available on the second floor and in the basement of Wiggins Hall. These rooms are intended for course-related study.

Designated study rooms may be reserved in advance by Campbell students. Room users without reservations must vacate the room if requested by individuals with proof of a valid reservation. You can request a reservation at library.campbell.edu/policies/group-study-room, and must confirm the reservation when you receive an email.

Each study room is equipped with an HD monitor or projection capability as well as a dry erase board. Cables, markers, and erasers are available for checkout at the Library Services Desk.

Personal belongings and library materials should not be left unattended in the study rooms or elsewhere in the library. The library is not responsible for any lost or stolen items.

Service Animals

A Service Animal, defined by the ADA as a dog trained to complete a necessary task for a person who has a disability, is allowed to go anywhere on campus their handler is allowed to go. Students who do not live on campus do not have to register to use a Service Animal on campus. Emotional Support Animals, once approved, are covered under the Fair Housing Act and are permitted to be in University housing only, not in other campus facilities. For Campbell's full Service and Emotional Support Animals policy: <https://www.campbell.edu/students/disability-services/new-students-families/service-emotional-support-animals/>

Posting Fliers/Collecting Donations

The library has two bulletin boards on which materials pertaining to Campbell academics and student life may be posted: one in the 1st floor Periodicals Reading Room, the other between the two 2nd floor restrooms. Posted fliers must be stamped by the Office of Student Life (located in Room 275 of the Student Union) prior to posting. Fliers without the official stamp and outdated fliers will be removed by library staff, as will any materials posted elsewhere in the library.

The library's Head of Access Services must approve placement of any donation boxes/charitable campaigns prior to placement in the library, and the requesting student organization will be responsible for collecting donated materials and removing the boxes at the agreed-upon time. Likewise, the Head of Access Services must approve any requests for tabling events within the library.

CIRCULATION SERVICES

The Library Services Desk is located to the left as you enter the library. A staff member is available to offer directions regarding the location of library resources and to assist with checking in and checking out materials. Librarians are available to offer research assistance.

The general public may use the library. However, only Campbell University students, faculty, and staff; current Friends of the Library and Guest members may check out materials. These patrons may request print library materials through the "Request Options from Wiggins Library" form accessed through OneSearch on the library homepage (library.campbell.edu). A Campbell ID card or Friends or Guest membership card is needed to check out books or other materials.

Campbell University students, faculty, staff, and Friends of the Library may borrow an unlimited number of books. Guest members may borrow up to three books at one time. Some restrictions may be placed on patrons who consistently keep items past their due date.

Loan Periods

Books, Manipulatives	21 days
Media (CMMC Collection)	7 days
Oasis DVDs, Video Games, Board Games	7 days
Cameras	7 days
Laptop Computers and Accessories	24 hours

For detailed information on the library's Circulation Policy, please visit library.campbell.edu/policies/circulation.

Holds

Patrons may place a hold on print items at the Library Services Desk or by logging in through the OneSearch listing for the item at library.campbell.edu and using the "Request Options" link. If a book is already checked out when the request is made, the item is not recalled but will be held for the requester when it is returned to the library; the requester will receive an email when it is available. Items will be held at the Library Services Desk for the requester for five days before being returned to the stacks. Patrons also may request that items be mailed to them. Laptops and other technology items may not be placed on hold.

Book chapters/pages can be scanned and emailed to patrons, in adherence to the copyright law fair use doctrine (<https://www.copyright.gov/>).

LIBRARY MATERIALS

Please request assistance when you need help in locating any of the following materials.

Books

Most books available for checkout are shelved on floors 2 through 4 of Kivett and in Wiggins Basement; there also is a culinary collection on the main floor of Wiggins, a juvenile collection in the 3rd floor Curriculum Materials/Media Center, and a pedagogical collection in the 3rd-floor Teaching Resource Center. Recent bestsellers and popular titles are available in our main floor Oasis collection.

For in-library use only, there is a Reference Collection on the first floor of Wiggins which includes resources such as encyclopedias, dictionaries, handbooks, almanacs, directories, bibliographies, and indexes to periodicals and newspapers. There also is a Theological Reference Collection on the 3rd floor of Kivett, and an education-related reference section in the Wiggins 3rd floor CMMC.

Computer terminals are located throughout the library for searching library materials in OneSearch. Call number ranges and their respective shelving locations are shown below:

Call Number Range	Location
A – BS	Kivett 2nd Floor
BT – DE	Kivett 3rd Floor
DF – GV	Kivett 4th Floor
H – Z	Wiggins Basement

Books used in the library without being checked out should be returned on one of the many reshelfing carts located throughout the library; do not reshelve books or journals on the shelves. If you wish to use a book outside of the library, bring it to the Library Services Desk and check it out. Reference books and periodicals cannot be taken out of the library.

Library materials must not be defaced by underlining, highlighting, or otherwise marking up pages; dog-earing pages; removing pages or tearing bindings; or removing barcodes or call number labels.

University Archives and Rare Books are located in the Carrie Rich Building. If you need access to archival material, you can request that library staff retrieve the needed archived material, which you then will be able to view only in the library.

eBooks

More than 1,000,000 electronic books, audio books, and streaming media (not including the 190,000+ CDs in the Naxos Music Library) are indexed in the library system and can be accessed through OneSearch. These books may be searched by keyword, author, or title.

Periodicals, Newspapers, and Indexes

Print periodicals and newspapers are shelved alphabetically by title in the Periodicals Reading Room on the first floor of Wiggins Hall; bound copies and back files are found on the first floor of Kivett. The “Journals” tab on the library homepage (library.campbell.edu) includes current print and electronic serials subscriptions to journals, magazines, newspapers, annual issues, indexes, back files of former subscriptions, and full-text journals — roughly 200,000 titles.

Online Databases and Off-Campus Access

The library provides access to more than 200 online databases. Access to these databases is restricted to Campbell University students, faculty, and staff unless otherwise specified. Availability is subject to change. For off-campus access, the user will be asked for her/his Blackboard username and password.

For login assistance, please visit helpdesk.campbell.edu. All other inquiries may be directed to the library at library.campbell.edu/ask.

Government Documents

Wiggins Memorial Library of Campbell University is a selective depository for United States Government Documents. The Government Documents Collection is located in the basement of Wiggins Hall.

Microforms Collection

The library maintains a collection of resources in microform consisting primarily of microfilm. These materials include back issues of academic journals and newspapers not found otherwise in digital form. They are arranged alphabetically by title in cabinets in the Microforms area located in Wiggins Basement. Newspapers maintained on microfilm include *The New York Times*, *The News and Observer*, and *The (Dunn) Daily Record*.

Reserves

During normal operations, Reserve books and other materials are placed on a limited-loan basis at the request of instructors. These materials may be checked out for two hours, one day, three days, or seven days, depending on the loan period requested by the instructor, and are not eligible to be renewed. Up to three Reserve items may be checked out at one time. Two-hour reserve items may be checked out overnight during the last hour before the library closes. These items are due within the first hour of operation the following day.

In addition to print reserves, instructors may make electronic reserves available to students via the library website. These are password protected, as the instructor of the class provides students with a dedicated username and password.

Reserve videos are to be viewed in the library using headphones with a laptop or public computer.

Fine Rates for Overdue Resources

Books	\$0.25 per day
Media Items (e.g. DVDs, CDs etc.)	\$1.00 per day
Laptop Computers/CMMC Tech Items	\$5.00 per day
Reserve Items	\$0.50 per hour

Overdue notices for outstanding resources are sent via electronic mail the first weekday after the due date. Fines will accumulate each day until the materials are returned or reported lost at the Library Services Desk. If an item is reported lost or is returned seriously damaged, the borrower is responsible for payment of any accumulated fine, the cost of the item, and a \$10.00 processing fee. Fines may be paid through the Food4Fines (F4F) initiative, a means of donating the fine equivalent to the campus Nourish Market, or by cash or check at the Library Services Desk when the late item is returned. Any fines not paid at that time may be transferred to the patron's Bursar's Office account and may be paid there in person by cash or check, or online by credit card via the Self-Service portal.

RESEARCH ASSISTANCE SERVICES

Librarians are available to help patrons locate information, direct them to research materials, and assist in learning the organization of the library. Librarians will help students search for information as well as develop search strategies for course reports, papers, and term projects.

Students may schedule an appointment with a subject-specific librarian for in-depth help with research. Appointments may be scheduled through the library's Ask a Librarian webpage (library.campbell.edu/ask) using the Book a Librarian service.

They also may submit reference questions by clicking the "Ask" button on most library web pages, chat with a reference librarian online by clicking the "Chat with a Librarian" button, email questions to reference@campbell.edu, or contact a reference librarian at (910) 893-1467.

Campbell librarians provide research assistance services for Campbell University students, faculty, and staff members, and will redirect community patrons to an appropriate resource, such as a public or school library. It is not recommended that Campbell librarians provide academic support for students at other institutions.

Interlibrary Loans (ILL)

Many resources not owned by Campbell University Libraries can be borrowed from other libraries through ILLiad, an interlibrary loan system available to Campbell students, faculty, and staff as an aid to research and study. Using ILLiad (library.campbell.edu/interlibrary-loan), users can place interlibrary loan requests online with their Campbell network username and password and check request status and history. Patrons should not request textbooks or materials owned by Campbell Libraries that are simply checked out to other users.

Articles usually arrive in 2-3 days and will be posted in the user's ILLiad account. Books usually arrive in 4-7 days and users will receive an email when they arrive; the books must be picked up at the Library Services Desk.

This service is provided free of charge, but late fees or replacement costs will be applied when appropriate. Due dates on books vary according to the lending library. The borrower is responsible for the book and must return it to the Library Services Desk on or before the due date. Patrons who consistently return ILL books late may have their ILL borrowing privileges revoked.

Photocopies are regulated by Federal Copyright Law (Copyright Law of the United States (Title 17, United States Code), and as explained on the ILL Request Form.

Questions? Contact Access Services Librarian Hattie Smith at hsmith@campbell.edu.

CURRICULUM MATERIALS/MEDIA CENTER (CMMC)

The 3rd floor Curriculum Materials/Media Center (CMMC) facilities and resources include: a Computer Lab with 31 PCs, a juvenile/young adult print collection, reference and periodicals collections, manipulatives (displays, posters, models, puppets, games, technology, etc.), a Standardized Test Bank, group and quiet study areas/classroom space, soft-seating, an audiovisual collection (CD, DVD), and an Idea Lab /Makerspace.

The CMMC also offers poster printing and lamination services to students, faculty, and staff for academic purposes. To review policy and pricing, and to submit a poster or lamination request: <https://library.campbell.edu/poster-printing/>. For lamination, along with submitting the request online, drop off materials to be laminated at the Library Services Desk.

The Idea Lab/Makerspace is designed to assist student teachers and the Campbell community in creating and preparing materials for use inside and outside of the classroom. The Idea Lab contains: an Ellison Die-Cut Center with more than 100 patterns, a comb binder, paper cutters, sewing machine, and a plethora of crafting supplies to foster creative projects.

The Makerspace, available for use by reservation, contains: button makers, pyrography pens, and a Cricut machine. The CMMC Librarian and student workers can assist with booking and using the Makerspace. Patrons will be responsible for the cost of materials.

The Teaching Resource Center (TRC), also located on the 3rd floor, is accessible to faculty with their Campbell ID card. The TRC is designed to facilitate teaching excellence, equipping Campbell faculty with skills and resources that will enhance the lives of our students and community. It serves as a space for faculty to learn, collaborate, and participate in professional development by attending workshops, holding meetings, and exploring teaching and learning resources. The TRC print collection includes texts representing varied approaches that consider the social, cultural, and political factors influencing the theory and practice of pedagogy.

OTHER CAMPBELL UNIVERSITY LIBRARIES

Norman Adrian Wiggins School of Law Library

Located in Raleigh, NC, the Law Library houses a collection of legal materials for the Norman Adrian Wiggins School of Law. Its primary mission is to support the teaching and research needs of law faculty and law students. To this end, it houses a collection of more than 206,000 volumes and volume-equivalents of cases, statutes, law reviews, treatises, and other print and electronic titles necessary for legal research. It is also open to practicing members of the North Carolina bar and the faculty, students, and staff of the University for purposes of legal research. Most materials do not circulate but are available for use within the Law Library. Please consult the law library's web site (law.campbell.edu/learn/campbell-law-library/) for information about its hours, collection, and policies.

School of Osteopathic Medicine Medical Library

The Jerry M. Wallace School of Osteopathic Medicine Library is located on the second floor of the Leon Levine Hall of Medical Sciences. Please consult the medical library's web site (library.campbell.edu/medical-library) for information about hours, collection, and policies.