Library Policy & Procedure Manual

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MISSION

The mission of the Express Training Services library encompasses the provision of materials, information, and services that support and supplement the educational mission of the institution. The library's primary users are students, faculty, and staff at Express Training Services. The library serves as a source of instruction and assistance in the use of its resources and services.

GOALS

To provide services designed to support diverse learning needs, teaching, services, and access to information through research and information services, information literacy instruction, and other support to all institutional stakeholders.

To provide access to current and authoritative information resources to support the needs of the institution and promote student success.

To serve as a resource to users by providing materials of quality, diversity, relevance, and balance that will promote the development of critical analysis skills and informed judgement.

To assist users with the construction of search strategies that result in the effective use of library resources.

To provide a collection of resources that meets the needs of all instructional programs.

To address the needs of students, faculty, and staff.

To maintain a professional development and continuing education program to support Library staff development.

To design, implement, and maintain policies and procedures and maintain relevant standards and principles of accrediting agencies and professional associations.

To develop and maintain consistent guidelines and procedures for the provision and delivery of resources and services.

To assess design and delivery of library services to focus on student outcomes and student success.

To maximize visibility, awareness and use of library services and resources.

ACCESS POLICY

The physical libraries, their collections and facilities are open and available during scheduled library hours. The primary clientele of the library incudes currently enrolled students, currently employed faculty and staff, [and students who have graduated within the last 12 months].

The online library is available 24 hours a day from any internet connection.

CIRCULATION

Students must present suitable identification in order to borrow library materials.

Circulating materials may be borrowed for one seven-day period, and may be extended up to 2 times if no other patron has a hold or reserve for the items borrowed.

Reference, audio-visual materials, and realia are not considered circulating items and may not be borrowed, but may be used by faculty as needed in class.

There is no charge for overdue items, except where such items are not returned by the user. In such cases users may replace the item themselves, or be charged on their accounts for replacement costs after six months. (additional processing cost?)

Students with overdue items that are 2 weeks past due date will have their library accounts blocked, and will not be able to borrow any other items or access online library resources until the overdue items are returned or replaced.

(enrollment/transcript holds?)

LIBRARY INSTRUCTION

The library is committed to work with other members of the institution to ensure that students develop the necessary information literacy skills to be academically successful. Information literacy is the ability to "recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed

information." (ALA Presidential Committee on Information Literacy, Final Report, 1989)

Library Instruction Guidelines:

1. We adhere to the following Association of College and Research Libraries Standards from the Information Literacy Competency Standards for Higher Education:
    a. The information literate student determines the nature and extent of the information needed.
    b. The information literate student accesses needed information effectively and efficiently.
    c. The information literate student evaluates information and its sources critically and incorporates selected information into his or her knowledge base and value system.
    d. The information literate student, individually or as a member of a group, uses information effectively to accomplish a specific purpose.
    e. The information literate student understands many of the economic, legal, and social issues surrounding the use of information and accesses and uses information ethically and legally.
2. The Librarian(s) are available to conduct library instruction sessions live online, recorded, or in-class.
    a. General library orientations, covering basic library skills and general use of resources, are available for any class.
    b. Library orientations focused on specific materials or content are available. It is recommended that orientations be tied to an assignment.
3. When requesting library instruction:
    a. Instructors are requested to provide at least 24 hours advanced notice in writing (preferably via email).
    b. Please include the following information in your request:
        i. Possible dates and times for the orientation
        ii. Class size

   iii. Topics the you would like covered. Literacy topics may include: evaluating websites, an overview of a specific database, general database searches, locating books/periodicals, professional resources.

   iv. The full assignment for those sessions tied to an assignment.

4. Faculty must attend the library instruction session with their class.
5. Individual library orientations are available to students and faculty, on request.
   a. Students are encouraged to contact the librarian(s) if they need assistance with their research, library resources, or any other information concern.
   b. Faculty are encouraged to refer students to a librarian as needed.
   c. There are virtual orientations available through the library website.

DEMEANOR POLICY

The library seeks to provide a comfortable and safe environment for both library users and staff, and to provide professionalism in an academic atmosphere. Library patrons are expected to conduct themselves in a manner that is in keeping with following guidelines.

Guidelines:

1. Quiet, respectful, and orderly behavior is expected at all times in the library. Disorderly conduct including disrespectful behavior, harassment, or disruptive noise will not be tolerated.
2. Library property and personal property of others must be respected at all times. Theft or damage of library property or the property of others will not be tolerated and will be reported to campus administration.
3. Personal belongings must not be left unattended in the Library. Unattended personal property will be considered abandoned and removed at the discretions of library staff.
4. Children must be accompanied by an adult at all times while in the library. Unaccompanied children will be reported to campus administration.

5. Listening to electronic devices when the sound can be heard by others is not permitted.
6. Cell phone conversation is not permitted in the library as it is disruptive (see guideline #1). Please set cellphones to vibrate while in the library.
7. Food and drink are not permitted near the computers of the bookshelves.
8. Trash must be deposited in the proper trash receptacles.
9. Animals are not permitted in the Library unless they are properly identified service animals or needed for a class project. In the case of animals needed for a class project, the library staff must be alerted to this fact upon entry of the animal in the Library.

LIBRARY EQUIPMENT USE POLICY

The computers, copiers, printers, and any other equipment in the Library are to be used predominately to meet the educational, instructional, and research needs of the students, faculty, and staff. The following guidelines are set forth to regulate the use of this equipment.

Guidelines:

1. Users must respect the rights of others and abide by all institutional and library policy, licensing, and contractual agreements.
2. Users must not use equipment in an unsafe or harmful manner and should not damage equipment and facilities.
3. Users will not knowingly or carelessly perform an act that will interfere with the normal operation of equipment, including damage or theft of components.
4. Users will observe all laws relating to copyright, trademark, export and intellectual property rights when using library equipment (See terms of Fair Use in addendum).
5. Use of any library equipment by students, faculty and staff will be on a "first come, first serve" basis unless prior arrangements have been made to reserve said equipment.
6. Equipment set aside for a specific purpose will have appropriate signage to indicate it should not be used without permission. Example: A

computer set aside solely for testing purposes will not be used with consent of library staff.

7. Software may not be downloaded on Library computers.
8. Library computers are intended for research and curriculum support. Gaming, gambling, illegal, illicit or commercial activities are prohibited.

COLLECTION DEVELOPMENT

Express Training Services promotes the growth and continued development of the Library collection using the following guidelines:

1. Build strong, accessible collections in a variety of formats that reflect the needs and interests of the institutional community.
2. The Library collects materials primarily, but not exclusively, in the English language. Materials in other languages are collected as appropriate for the needs of the curriculum and intellectual needs of the community.
3. The selection process concentrates on current material and research to maintain an average collection age of 10 years or less, with five years or less for health care program resources. The Library may purchase older items to fill identified gaps in the collection such as historical, biographical, or classic works; or to replace lost, worn, or damaged items.
4. In most cases, the Library does not acquire duplicate copies at the same location. There are some exceptions. Heavy usage of and/or demand for some items may necessitate the acquisition of additional copies. Other collections (such as reference) and the circulating collection may hold print copies of the same title.
5. Standard lists of material suited for the Library may be consulted as guides for selection. Examples include Choice, Booklist, and Library Journal or such tools as Books in Print or RCL Web. An item's inclusion or exclusion by one of these selection aids, however, does not automatically dictate its suitability for the Library.
6. Items not usually added to the collections include current textbooks, workbooks or lab manuals, working papers, annual reports, outdated

media (such as VHS tapes, audiobooks, etc.) and scattered issues or single issues of journals.

7. Print materials collected include monographs, periodicals, general and subject-specific reference material. Print material is not limited to hardback or paperback format; however, considerations should be taken into account such as budgeting, anticipated frequency of use for the material, and publication date vs. de-selection date.
8. Physical materials may include charts, maps, and ephemera.
9. Audio-visual materials are collected in the most current format in which they are available, and the Library strives to remain current by removing outdated or outmoded audio-visual formats from its collection. This will likely mean that in the near future audio-visual materials will only be made available through electronic means.
10. Electronic materials collected may include subscriptions to online databases, e-books and audio-visual materials available via the internet.
11. The Library collects relevant and scholarly materials to support diploma, certificate, and Associate degree programs.

COPYRIGHT

The Library makes every effort to abide by copyright law and ensure that the faculty, staff, students, and community borrowers are aware of copyright policies affecting library materials.

The Library abides by the United States Copyright Law of 1909, revised in 1976 (US Public Law 94-553, General Revision of the Copyright Law). Copying not specifically allowed by the Copyright Law, Fair Use Doctrine, or proprietor's permission is prohibited in the libraries. We also adhere to the Digital Millennium Copyright Act of 1998, which includes (but is not limited to), copyright issues that relate to "online" content including Internet resources and materials utilized for distance education.

According to the US Copyright Office, copyright "is a form of protection provided by the laws of the United States (title 17, U.S. Code) to the authors of 'original works of authorship,' including literary, dramatic, musical, artistic, and certain other intellectual works." It applies to both published and unpublished works. Section 106 of the 1976 Copyright Act gives the copyright owner "the exclusive right" to copy or prepare derivatives from works; distribute copies to the public; perform audiovisual works in public; and/or display literary, musical, dramatic and choreographic works, pantomimes, and motion pictures and other audiovisual works.

Fair Use establishes restrictions on those rights. It allows usage of materials when certain conditions have been met. Copying for purposes such as criticism, comments, news reporting, teaching, scholarship, and research are sometimes not an infringement of copyright. Several factors are considered in determining fair use: whether the use is educational rather than commercial; the nature of the work—whether it contains plans or designs meant to be used; whether it is work meant for public viewing; the percentage used from the entire work and whether it will decrease the market value of the work.

Please note: The ultimate responsibility for copyright compliance belongs to the individual(s) making the copy/copies. When in doubt assume there is a violation of copyright law and contact the owner of copyright to request permission. Keep a copy of the request for permission and the permission granted.

The Library will assist in obtaining the necessary request forms and publishers' addresses. It is the individual's responsibility to complete the forms and contact the publishers.

FAIR USE GUIDELINES

Guidelines for Photocopying

Guidelines for Classroom Copying in Not-For-Profit Educational Institutions with Respect to Books and Periodicals

I. Single Copying for Teachers

A single copy may be made of any of the following by or for a teacher at his or her individual request for his or her scholarly research or use in teaching or preparing to teach a class:

A. A chapter from a book;

B. An article from a periodical or newspaper;

C. A short story, short essay or short poem, whether or not from a collective

work - such as an anthology;

D. A chart, graph, diagram, drawing, cartoon or picture from a book, periodical,

or newspaper (syndicated cartoons may not be copied).

II. Multiple Copies for Classroom Use

Multiple copies (not to exceed in any event more than one copy per pupil in a

course) may be made by or for the teacher giving the course for classroom use or

discussion; provided that:

A. The copying meets the test of brevity and spontaneity as defined below; and,

B. Meets the cumulative effect test as defined below; and,

C. Each copy includes a notice of copyright.

Definitions

Brevity

(i) Poetry: (a) A complete poem if less than 250 words and if

printed on not more than two pages or, (b) from a longer poem,

an excerpt of not more than 250 words.

(ii) Prose: (a) Either a complete article, story or essay of less than

2,500 words, or (b) an excerpt from any prose work of not

more than 1,000 words or 10 percent of the work, whichever is

less.

(Each of the numerical limits stated in (i) and (ii) above may be expanded to permit the completion of an unfinished line of a poem or of an unfinished prose paragraph.)

(iii) Illustration: a chart, graph, diagram, drawing, cartoon or picture

per book or per periodical issue.

(iv) "Special" works: Certain works in poetry, prose or in "poetic

prose" which often combine language with illustrations and

which are intended sometimes for children and at other times for

a more general audience fall short of 2,500 words in their

entirety. Para. (ii) above notwithstanding, such "special works"

may not be reproduced in their entirety; however, an excerpt

comprising not more than two of the published pages of the

special work and containing not more than 10 percent of the

words found in the text thereof, may be reproduced.

Spontaneity

(i) The copying is at the instance and inspiration of the individual

teacher, and

(ii) The inspiration and decision to use the work and the moment of

its use for maximum teaching effectiveness are so close in time

that it would be unreasonable to expect a timely reply to a

request for permission. That is to say, using something over a period of years is not within the spirit of the guidelines.

MATERIAL CLASSIFICATION

The Library uses the Dewey Classification system, as listed below:

000- Computer science, knowledge &systems

010-Bibliographies
020- Library & information sciences
030-Encyclopedias & books of facts
040-[Unassigned]
050-Magazines, journals & serials
060-Associations, organizations & museums
070-News media, journalism & publishing
080-Quotations
090-Manuscipts & rare books

100-Philosophy
110-Metaphysics
120-Epistemiology
130-Parapsychology & occultism
140-Philisophicalschoolsof thought
150-Psychology
160-Logic
170-Ethics
180-Ancient, medieval & eastern philosophy
190-Modern western philosophy

200-Religion
210-Philosophy and Theory of Religion
220-The Bible
230-Christianity and Christian Theology
240-Christian Practice and Observance
250-Christian Pastoral Practice and Religious Orders
260-Christal Organization, Social Work, and Worship

270-History of Christianity
280-Christial Denominations
290-Other religions

300-Social sciences, sociology & anthropology
310-Statistics
320-Political science
330-Economics
340-Law
350-Pubic administration & military science
360-Social problems & social services
370-Education
380-Commerce, communications & transportation
390-Customs, etiquette & folklore

400-Language
410-Linguistics
420-English & Old English languages
430-German & related languages
440-French & related languages
450-Italian, Romanian & related languages
460-Spanish & Portuguese languages
470-Latin & Italic languages
480-Classical & Modern Greek languages
490-Other languages

500-Science
510-Mathematics
520-Astronomy
530-Physics
540-Chemistry
550-Earth sciences & geology
560-Fossils & prehistoric life
570-Life sciences; biology
580-Plants

590-Animals (Zoology)

600-Technology
610-Medicine & health
620-Engineering
630-Agricuture
640-Home & family management
650-Management & public relations
660-Chemical engineering
670-Manufaturing
680-Manufacture for specific uses
690-Building & construction

700-Arts
710-Landscaping & area planning
720-Architecture
730-Sculpture, ceramics & metalwork
740-Drawing & decorative arts
750-Painting
760-Graphic arts
770-Photography & computer art
780-Music
790-Sports, games & entertainment

800-Literature, rhetoric & criticism
810-American literature in English
820-English & Old English literatures
830-German and related literatures
840-French & related literatures
850-Italian, Romanian & related literatures
860-Spanish & Portuguese literatures
870-Latin & Italic literatures
880-Classical & Modern Greek literatures
890-Other literatures

900-History
910- Geography & travel
920-Biography & genealogy
930-History of the ancient world
940-History of Europe
950-History of Asia
960-History of Africa
970-History of North America
980-History of South America
990-History of other areas

SUGGESTIONS/COMPLAINTS

The Library attempts to provide pleasant, efficient and useful service to students, faculty, staff and community members so that library users view the Library in a positive way and want to make frequent use of it.

The Library encourages users' opinions regarding all aspects of its operation and provides a means for that expression. All comments are welcomed and reviewed by the Library and any other appropriate college administrators.

PROCEDURE

SUGGESTIONS/COMMENTS

1. Forms are kept in a display rack near the Circulation Desk.

2. There is an online web version of this form found on the Library's web site.

3. Inform the library users that they do not have to sign the forms, but that it is more effective if they do.

4. A librarian collects the forms, reads them, takes action on any that need it, and then initials, dates and sends them to adminstration.

COMPLAINTS

1. Invite the library user away from the public area.

2. Listen carefully and politely to what the complaint is and discuss it with the library user so that it is fully understood. Remain calm, considerate and polite at all times.

A-15

3. Try to resolve the complaint verbally, if possible, to the satisfaction of the library user.

4. If the library user remains unsatisfied, contact adminstration.

5. The Dean may show the particular policy involved in the Policies/Procedures Manual to the library user. This is done in a pleasant and informative manner.

6. Offer the person registering the complaint a copy of the Policy or Procedure involved.

7. If the matter is still unresolved give the library user a Library Service Request Form to complete and turn in. It is to be completed as follows:

a. Library Department

b. Library Site

c. Date that complaint is received

d. Time of day received

e. Full name of person registering the complaint

f. Banner ID number if available

g. Home phone and work phone of complainant

h. Mailing address of complainant

i. Place where the incident occurred or about which he/she is complaining

j. An explanation of the complaint

k. Employee receiving the complaint

l. Manner in which complaint is received:

1) In person

2) Letter

3) Telephone

4) Other

m. Comments or explanation of staff member receiving the complaint

n. Signature of person providing the information

o. Date of signature

p. Was complainant contacted (check yes or no)

q. Date of contact

r. Check if contact was by phone, letter or in person

s. Person who contacted complainant

t. If not contacted, why not?

8. Take the form from the library user as it is filled out at this time and tell him/her that administration will contact him/her.

9. Send the form to the administration immediately.

10. If the library user does not complete the form at this time tell him/her to mail the form to administration. If an employee is involved in any way, the administration is notified

explanation of staff member receiving the complaint
h. Was complainant contacted (check yes or no)
i. Date of contact
j. Check if contact was by phone, letter or in person
k. Person who contacted complainant
l. If not contacted, why not?

8. Take the form from the library user as it is filled out at this time and tell him/her that they will contact him/her.

9. Send the form to the administration immediately.

10. If the library user does not complete the form at this time tell him/her to mail the form to administration (Express Training Services, 3911 Newberry Rd., Suite B, Gainesville FL 32607).

11. If an employee is involved in any way, the administration is notified.

Interlibrary Loan

Express Training Services does not, at present, participate in and any regional/state-wide resource sharing agreements.

Appendix A
AMERICAN LIBRARY ASSOCIATION
CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs. Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment. We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations. The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institution.

VI. We do not advance private interests at the expense of library users, colleagues, or the institution.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council June 28, 1995

Appendix B
Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.

Amended February 2, 1961, and January 23, 1980, inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

Appendix C
Intellectual Freedom Principles for Academic Libraries:
An Interpretation of the Library Bill of Rights

A strong intellectual freedom perspective is critical to the development of academic library collections and services that dispassionately meet the education and research needs of a college or university community. The purpose of this statement is to outline how and where intellectual freedom principles fit into an academic library setting, thereby raising consciousness of the intellectual freedom context within which academic librarians work. The following principles should be reflected in all relevant library policy documents.

1. The general principles set forth in the *Library Bill of Rights* form an indispensable framework for building collections, services, and policies that serve the entire academic community.

2. The privacy of library users is and must be inviolable. Policies should be in place that maintains confidentiality of library borrowing records and of other information relating to personal use of library information and services.

3. The development of library collections in support of an institution's instruction and research programs should transcend the personal values of the selector. In the interests of research and learning, it is essential that collections contain

materials representing a variety of perspectives on subjects that may be considered controversial.

4. Preservation and replacement efforts should ensure that balance in library materials is maintained and that controversial materials are not removed from the collection through theft, loss, mutilation, or normal wear and tear. There should be alertness to efforts by special interest groups to bias a collection though systematic theft or mutilation.

5. Licensing agreements should be consistent with the *Library Bill of Rights*, and should maximize access.

6. Open and unfiltered access to the Internet should be conveniently available to the academic community in a college or university library. Content filtering devices and content-based restrictions are a contradiction of the academic library mission to further research and learning through exposure to the broadest possible range of ideas and information. Such restrictions are a fundamental violation of intellectual freedom in academic libraries.

7. Freedom of information and of creative expression should be reflected in library exhibits and in all relevant library policy documents.

8. Library meeting rooms, research carrels, exhibit spaces, and other facilities should be available to the academic community regardless of research being pursued or subject being discussed. Any restrictions made necessary because of limited availability of space should be based on need, as reflected in library policy, rather than on content of research or discussion.

9. Whenever possible, library services should be available without charge in order to encourage inquiry. Where charges are necessary, a free or low-cost alternative (e.g., downloading to disc rather than printing) should be available when possible.

10. A service philosophy should be promoted that affords equal access to information for all in the academic community with no discrimination on the basis of race, values, gender, sexual orientation, cultural or ethnic background, physical or learning disability, economic status, religious beliefs, or views.

11. A procedure ensuring due process should be in place to deal with requests by those within and outside the academic community for removal or addition of library resources, exhibits, or services.

12. It is recommended that this statement of principle be endorsed by appropriate institutional governing bodies, including the faculty senate or similar instrument of faculty governance.

Approved by ACRL Board of Directors: June 29, 1999 Adopted

July 12, 2000, by the ALA Council.

Appendix D
Challenged Materials:
An Interpretation of the Library Bill of Rights

The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined materials selection policy in written form that reflects the *Library Bill of Rights*, and that is approved by the appropriate governing authority. Challenged materials that meet the criteria for selection in the materials selection policy of the library should not be removed under any legal or extra-legal pressure. The *Library Bill of Rights* states in Article I that "Materials should not be excluded because of the origin, background, or views of those contributing to their creation," and in Article II, that "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Freedom of expression is protected by the Constitution of the United States, but constitutionally protected expression is often separated from unprotected expression only by a dim and uncertain line. The Constitution requires a procedure de

signed to focus searchingly on challenged expression before it can be suppressed. An adversary hearing is a part of this procedure. Therefore, any attempt, be it legal or extra-legal, to regulate or suppress materials in libraries must be closely scrutinized to the end that protected expression is not abridged. Adopted June 25, 1971, by the ALA Council; amended July 1, 1981; January 10, 1990. [ISBN 8389-6083-9]

Appendix E

Copyright

For information regarding copyright restrictions, please see the resources listed below:

American Association of Publishers
www.publishers.org

American Library Association

www.ala.org

Association of Research Libraries (ARL) Copyright & Intellectual Property Policies
www.arl.org/pp/ppcopyright

Copyright Clearance Center's
Campus Guide to Copyright Compliance for Academic Institutions
www.copyrightoncampus.com

Appendix F

Material Request Form

Campus: _____

First Name: _____

Last Name: _____

What is the title of the item you are requesting?

_____

What is the ISBN or ISSN of the item you are requesting (if known)?

_____

Who is the publisher or manufacturer of the item you are requesting?

_____

What is the price of the item you are requesting?

_____

Where would you like e-mail notification about the status of this request sent?

_____

Provide any other information you feel is necessary to obtain the requested item

_____

_____

_____