

PATRON POLICY MANUAL

**Everett I. L. Baker Library
Norwalk Community College**



2010

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Everett I. L. Baker Library Mission Statement

The Everett I.L. Baker Library serves the students, faculty, and staff of Norwalk Community College, as well as the community at large, as a gateway to information for knowledge seekers. In our support of the College's mission and academic curricula, the Library strives to provide a broad range of services in a welcoming environment for our diverse population of users. Additionally, the Library is dedicated to achieving the educational objectives of the College by promoting innovative technologies and extending instructional venues that encourage the ability to identify, access, evaluate and present information relevant to the topic being studied.

Created & Adopted: Spring 2009

The Norwalk Community College Library subscribes to the principles held forth in the *Library Bill of Rights* and in the American Library Association's *Code of Ethics*. In the following statements, the term "community" may be taken as synonymous with the Norwalk Community College population.

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, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

Library 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 respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- 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 institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- 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 June 28, 1997, by the ALA Council; amended January 22, 2008.

Copyright Policy

The NCC Library maintains strict adherence to the Copyright Policy of 1976 (Title 17 of the U. S. Code). All materials that are added to the Library's collection, as well as any materials placed on Reserve, must comply with this law. If any question should arise as to the legality of retaining particular materials, faculty and staff members can refer to the handbook distributed by the College's administrators, entitled *Questions and Answers on Copyright for the Campus Community* or the following links on the Library's web page:

<http://www.ncc.commnet.edu/library/copyrighthandouts.htm> Information for Instructors on course handouts

<http://www.ncc.commnet.edu/library/copyrightresill.htm> Information for Instructors on use of Interlibrary Loan Materials and Course Reserves

<http://www.ncc.commnet.edu/library/teachact.htm> Information for Instructors on the TEACH Act (Technology, Educations, and Copyright Harmonization) the Digital Millennium Copyright Act and Course Management Systems

<http://www.librarycopyright.net/108spinner/> Section 108 Slider

<http://www.librarycopyright.net/digitalslider/> Public Domain Slider

<http://librarycopyright.net/fairuse/> Fair Use Evaluator

<http://librarycopyright.net/etool/> Exceptions for Instructors e-Tool

Showing Films on Campus

Showing a film to your class, in your classroom, is permitted according to the Teach Act so long as you are present in the room where the film is being shown. You may not, however, invite other students to view the film or publicize it around campus without receiving permission to show the film from the copyright holder that is unless the film is in the public domain. NCC Faculty, Staff and Club Advisors may obtain public performance rights to show a film on campus. Please follow this link to the related document http://www.ncc.commnet.edu/library/Showing_Films.pdf.

Confidentiality of Library Records Policy

In accordance with the State of Connecticut's policy on Confidentiality of Library Records [CT Statutes Chapter 190, Title 11, Sections 11-25 (b)] and Personal Data [CT Statutes Chapter 55, Title 4, Sections 4-190 through 4-193], NCC Library has adopted the following policy:

Information collected by any unit of the NCC Library, relating to the use of collections and/or services by an individual Library patron, is confidential.

Personal information is compiled in Library records and files for the following purposes:

1. To maintain information as to the location/availability of materials;

2. To compile general use statistics in regard to collections and/or services (statistics are not compiled on individual users);
3. To enable the Library to conduct its normal business with patrons, e. g. mailing notices, resolving problems, collecting fines, etc.

Access to an individual's files is available to:

1. The patron him/herself;
2. Library staff in the course of their assigned duties.

Access to individual files by any other party, including Library staff who have "no need to know," other College staff, other state or federal employees, or other Library patrons is prohibited. Library staff is not authorized to provide any information concerning an individual's use of collections or services to anyone other than the patron or to other Library staff who need such information in the performance of their assigned duties.

Requests for exceptions to this policy must be made to the Director of Library Services. Such requests must be in writing and must state the specific purpose for which information is being requested.

Family Educational Rights and Privacy Act (FERPA)

FERPA also protects a student's privacy with regards at any personal information contained in the Library Circulation database. This includes but is not limited to any overdue fines or replacement and processing fees on lost or damaged items. If a student wishes to have another individual, such as a parent, make restitution for fines or fees, a consent form must be completed and on file with the Library.

Disclosure of any personal information as protected by both the State of Connecticut's policy and FERPA will only be authorized in compliance with the presentation by an official of a city, state or federal law enforcement agency of a lawfully issued subpoena. The agent will be informed that the subpoena will need to be presented to the Library Director, the Dean of Administration, or the College President.

For more information regarding FERPA please go to the following link
<http://www.ncc.commnet.edu/pdf/ferpa.pdf>.

Censorship

The Director of Library Services will meet with any patron who wishes to make a formal request for removal of a specific item or materials from the library. If the patron wishes to pursue the challenge, the Director of Library Services will request of the patron a formal letter indicating the reason(s) for the complaint. Upon receipt of the letter, the Director will meet with the Dean and other appropriate administrators. The patron may be asked to participate in the discussion, in order to seek resolution of the complaint.

Acquisitions Policy

The following guidelines are used to select and acquire materials for the NCC Library:

1. The Everett I.L. Baker Library strictly adheres to the American Library Association's *Library Bill of Rights* (see *Policy Manual*, p.4) in making collection development decisions.
2. Acquired materials should be related to the academic needs of NCC. These include:
 - a. General reference materials appropriate to a college library;
 - b. Print and electronic materials related to programs of study offered by the college;
 - c. Serials which support curriculum needs and the reading interests of NCC Students, Faculty and Staff;
 - d. Materials for individual enrichment and enjoyment, budget permitting.
3. In choosing material, the NCC Library seeks the active participation of college administrators, faculty, library staff, appropriate college committees and students.

The Library Liaison Program, started in 1999, links a librarian with an academic department to work collaboratively on subject specific collection development and as a way to inform academic departments of updates from the Library. NCC Faculty input for acquisitions and withdrawal of Library material are continuously solicited. The following link indicates which NCC Librarian is responsible for your program of study <http://www.ncc.commnet.edu/library/liaison.htm>.

4. For ordering supplemental teaching materials such as books, slides, software, serials, journals, magazines, newspapers, films (on DVD or other formats), and spoken and musical sound recordings. Each division, department and program has a specific budget covering supplemental, non-consumable teaching materials. The amount of this budget varies from year to year. To request funds from a discipline's budget for consumable material (such as art supplies, chemicals), faculty should follow these guidelines.

- Contact your academic supervisor to determine what funds are available, if any, for use.
 - Complete a State of Connecticut Purchase Requisitions Form, have it signed by the Division Director or Department Chair and forwarded to the Dean of Academic Affairs for approval.
 - If the material is a book, film, or spoken or musical sound recording, the material will be acquired by the NCC Library staff and added to the NCC Library's collection. At a faculty member's request these materials will be charged to you for a semester loan and may be renewed until no longer needed. As with all Library materials, each borrower is responsible for the loss or damage of materials. Any materials previously purchased with NCC funds that you no longer need must be returned to the Baker Library and cannot be disposed of in any other way. The NCC Library's Collection of serials, journals, magazines or newspapers may be loaned to NCC Faculty and Staff for a one-week period.
5. Materials of varying degrees of reading comprehension are purchased to meet the needs of students with differing levels of ability.
 6. Budget considerations affect Library acquisitions. Some factors that limit purchases include the following:
 - a. Current editions of textbooks used in classes are ordinarily not added to the circulating collection, except when such books are the best and latest sources available (for exception see #7, Acquisitions Policy);
 - b. Consumable materials used regularly in labs or classrooms should be purchased by departments;
 - c. Multiple copies of materials are purchased from the Library budget only when it is essential to provide an adequate number of copies for instructional and/or reference purposes;
 - d. A limited number of titles in fiction and popular non-fiction are purchased each year, selected on a qualitative basis.
 7. The College implemented a "Textbook-On-Reserve" program to purchase textbooks for student use in the NCC Library, funded through a special arrangement with the Dean of Administration and the bookstore on campus.

At the conclusion of each semester, the Textbook on Reserve collection is reviewed by the Reserve Staff member to determine which texts will continue to be used in subsequent semesters. Any texts that are replaced due to new editions or title changes are pulled from the reserve collection and either added to the Library collection or sold by the bookstore on campus.

8. Additional factors related to acquisition decisions are storage space limitations, the coordination of NCC purchases with other libraries in the community college system, and public libraries in the surrounding communities.
9. Requests for materials from members of the NCC College community are given careful consideration when determining acquisition priorities. The following link will take you to the form for making recommendations for materials to be added to the Library collection <http://www.ncc.commnet.edu/library/recommend.htm>.

Material Weeding Policy

1. The NCC Library retains only one copy of each title/edition, unless a specific need is known, such as a high demand.
2. NCC librarians are assigned to develop and maintain specific areas of the Library's collection. For a list of which NCC librarian is responsible for the maintenance of your subject area, please see the following link <http://www.ncc.commnet.edu/library/liaison.htm>. Materials that are selected to be withdrawn from the collection, must meet at least one of the following criteria:
 - Material is outdated or obsolete
 - New editions have been purchased for the collection
 - Item is worn or damaged
3. Books may be transferred to the Circulating Collection from Reference, rather than being discarded, if:
 - An updated edition has been added to the Reference Collection
 - Material is better suited for patron use in the Circulating Collection

Not Found on Shelf Materials Policy

Items that are not found on the shelves, but are listed in the library's database as "Not Checked Out," are noted. When a Library patron reports an item is missing the Library staff member will verify that the item is missing and not just mis-shelved. The item status will then be updated to missing which will show on the record in the online catalog. After six months, the shelves will be rechecked. If item is still not located, the bibliographic record is removed from the Library's database or the item is replaced.

Gift/Donation Policy

The NCC Library accepts gifts of books, equipment and other materials if the items are determined to be appropriate additions to the Library's collection. Donors are asked to submit, in advance, a computerized list of gift materials with the title, author/editor, ISBN (International Standard Book Number), publication date and/or edition and format (ie: paperback, DVD, music CD). Library personnel will assess their suitability for the NCC Library. If, upon receipt, the items are found unsuitable, the Library reserves the right to either refuse the items, return them or dispose of them as per the donor's request.

Donated items must be in good to excellent condition. Textbooks are accepted only if they support NCC's curriculum. For several subject areas (e.g. nursing, legal, business) materials published in the previous five (5) years only may be donated. The Library will not accept bootleg or homemade copies of items, such as audiocassettes, DVDs, or videotapes. Magazines and journals are only accepted if the library owns that title to fill in missing issues (this does not include faculty donations). Unsolicited items from publishing or trade vendors are only accepted if they are of academic quality and support the College's curriculum and the Library's collection. The NCC Library will not return unsolicited items at the Library's expense. No computer software, original or copied, will be accepted.

- If the donation is accepted, donors will receive a receipt and a letter from the Library Director acknowledging their gift.
- The dollar value of the donated materials is to be determined by the donor.
- All cash donations will be acknowledged by the Library Director.
- Items not accepted must be claimed within thirty (30) days of notification.

SAMPLE FORM

Everett I.L. Baker Library Donation Receipt

This is an Acknowledgement of the Following Donation

Received by: _____

Date : _____

Donated by: _____

Address: _____

Telephone number: _____

The Library reserves the right to add materials to its collection or to dispose of unwanted materials as appropriate. The donor must indicate below whether unwanted materials are to be returned to the donor if not added to the collection. All unaccepted materials must be claimed within thirty (30) days of notification.

Do you want the donated material returned to you if it is not included in the library collection?

(Please check one).

Please return the unsuitable material _____

Please dispose of the unsuitable material _____

The donor assumes all responsibility for determining the dollar value of the donated material for any purpose. The Library is not permitted to make an assessment of the value of any donation. Please keep this acknowledgement for your records.

The NCC Library Staff appreciate your continued support and thank you for your donation.

NCC STUDENTS: Library Procedures and Privileges

“STUDENT” NCC Photo ID/LIBRARY CARDS –

Students need to fill out an application for an NCC Photo ID/Library card at the Library’s Check-Out Desk and show the following items to obtain an NCC Photo ID/Library card:

- Current Photo ID (examples: Driver’s license, State of Connecticut issued ID card, Passport)

and

- Current Enrollment Verification: Pink course registration form or course syllabus for appropriate semester. Staff may also check *Banner* for proof of enrollment.

The student’s first NCC Photo ID/Library card is free. Any subsequent replacement cards cost \$2.00 each.

Students must have their NCC Photo ID/Library card to charge out any Library materials including Library reserve materials that are Library Use Only. **THERE ARE NO EXCEPTIONS!**

EXPIRATION DATES and RENEWAL/UPDATING of STUDENT LIBRARY CARDS –

- One free card is issued per student, when requested. The NCC Photo ID/Library card is valid for two (2) years. The expiration date on the Library borrowing privileges is May 31st of the following year (August 31st of the current year for students only enrolled in summer courses).
- For subsequent semesters, students must provide their original NCC Photo ID/Library card and proof of enrollment. To extend borrowing privileges to May 31st of the following year Library staff must establish that there are no outstanding fines or overdue Library materials. Staff will verify with the patron regarding any updates to address and/or phone number.
- There is no charge when updating an expired NCC Photo ID/Library card. A fee of \$2.00 is charged for replacement of a lost card within the two (2) year period of being issued. The expired NCC Photo ID/Library card must be returned when applying for a new card.

STUDENT BORROWING PRIVILEGES –

- Students may borrow as many books as they wish. Library staff may limit the number of items per subject, if there is a high demand for these materials.
- Only two videocassettes or DVD titles may be charged out to a student at any time.

BORROWING PERIODS –

- Books – 3 weeks, one 3 week renewal
- Videocassettes and DVDs – 1 week, no renewal
- Audiocassettes, CDs and CD-Roms - 3 weeks, one 3 week renewal
- Audio/visual Hardware – *Library Use Only*
- Reserves – Varying loan periods as determined by the professor (All LUO items have a 3 hour limit)
- E-Reserves – Found on individual course shell on Blackboard accessible via *myCommNet*
- Textbooks-On-Reserve – *Library Use Only*, 3 hour limit, one renewal per item, per day if not requested by another Student
- Reference Materials – *Library Use Only*
- Playaways – 3 weeks, one 3 week renewal
- Audio Tour Guide – One day (return by Library closing), no renewal
- Electronic Books (E-Books) – ACLS Humanities available 24/7 via online catalog

NCC EXTENDED STUDIES and WORKFORCE EDUCATION
STUDENTS: Library Privileges and Procedures

Extended Studies and Workforce Education students have “**Student**” status for Library borrowing privileges and follow the same guidelines as found on pages 13 - 14 of this *Policy Manual*.

To obtain an NCC Photo ID/Library card, the Extended Studies and Workforce Education students must show:

- **Current Photo ID** (Driver’s license either international or State of Connecticut issued, Green card, or Passport)

and

- **Current Enrollment Verification:** *NCC Extended Studies Course Registration* form. Staff may also check the *Banner* database for proof of enrollment.

NCC LIFETIME LEARNERS: Library Privileges and Procedures

Norwalk Community College Lifetime Learners have “**Student**” status for Library borrowing privileges and follow the same guidelines as found in this *Policy Manual*, refer to pages 13 - 14.

To obtain a NCC Photo ID/Library card, the Lifetime Learner must show:

- **Current Photo ID** (State of Connecticut Driver’s license, Passport)

and

- **NCC Lifetime Learner Card**

NCC FACULTY & STAFF: Library Procedures and Privileges

“FACULTY” & “STAFF” LIBRARY CARDS –

NCC Photo ID/Library cards are issued to all college faculty and staff. Work-study students, student labor and outside contractors are NOT considered “Staff.” Lifetime Learner facilitators are NOT considered “Faculty”.

Faculty and Staff patrons are asked to fill out an application for a NCC Photo ID/Library card and show the following items:

- Current Photo ID (examples: Driver’s License from state of residence, Passport, State of Connecticut NCC ID)
- Verification of College Employment (class roster, contract, pay stub, letter of appointment or letter from department chair).

NCC Photo ID/Library Cards are free for NCC Faculty and Staff, as well as replacement cards.

- Under most circumstances, NCC College Faculty and Staff that are **known to Library Staff need not have their library card** with them to borrow materials.
- **An NCC Faculty or Staff member that is not recognized by the Library Staff member on duty at the Check-Out Desk**, who has forgotten their NCC Photo ID/Library card, may be asked to **present a driver’s license for ID or State of Connecticut issued Norwalk Community College ID** for borrowing materials.

**EXPIRATION DATES & RENEWAL/UPDATING of NCC FACULTY & STAFF
NCC PHOTO ID/LIBRARYCARDS -**

- New NCC FACULTY and STAFF NCC Photo ID/Library cards are entered with the expiration of 12/31/end-of-year. Note: If a staff member receives a new card nearing that date, the date will be extended until the next year, 12/31/following end-of-year. (For example a NCC Photo ID/Library card issued in January 2009 would expire 12/31/2009. One issued in October 2009 would expire 12/31/2010.)
- Cards will be updated in the Library's database after review of Photo ID (if employee is unknown to Library Staff), address/phone number updated and all outstanding materials from the previous semester are returned.

FACULTY & STAFF BORROWING PRIVILEGES -

- The lending period for **books** for a "Faculty" and "Staff" level patron is a **fixed, end-of-the-semester date**. There is no limit to the number of these items that may be borrowed. Any materials that are requested for course use may be checked out for an extended loan period until the item is no longer needed. When the item is no longer needed all materials will be returned to the Library.
- **Audiocassettes and CDs** may be borrowed for **three-weeks**. There is no limit on the number of cassettes and CDs that may be borrowed.
- **Videocassettes and DVDs** may be borrowed for **one-week only**, unless a special return date or extension is requested. There is a limit of 4 videos and/or DVDs that may be borrowed. Videos and DVDs may be renewed for an additional one-week period.
- **Audiocassette Players & Headphones** are for *Library Use Only*. Any instructors who wish to use a TV + VCR/DVD unit in any other classroom must fill out a Request Form and return it to Media Services in E313. Request Forms can be found in the East and West Faculty Services Offices, the Library, and from *Share Point*, NCC's intranet. **A minimum two day notification is requested.**
- **Audio Tour Guides** are available for one day loans but must be returned by closing.
- The faculty member that placed an item on **RESERVE with a loan period of *Library Use Only*** for his/her students' use may check this item out of the Library. Another faculty or staff member, who wishes to use this item outside of the Library, must provide the Library with verbal or written consent from the "reserving" faculty member before taking the item out of the Library.

- **Journals, magazines, newspapers and other items without barcodes** may be borrowed by faculty and staff members, but **must be returned in person**. These items must be manually charged out at the Check-Out Desk and have a loan period of one week.
- **ACLS Humanities E-Books** are available 24/7 through the Library online catalog. There is no set loan period. The books may be viewed online or sections printed out as is allowed by copyright law.
- NCC Faculty and Staff may borrow **Reference** materials. Items must be checked out and the borrowing period is **one day**. Items must be returned to the Library **by closing of the following day**.
- Faculty and Staff are only charged fines on overdue **Interlibrary Loans**.
- Faculty and Staff will be charged for all lost/damaged materials, including the \$10.00 per item processing fee.

NCC EMERITI: Library Procedures & Privileges

Norwalk Community College personnel that have retired and been awarded the status of “Emeritus,” will have the “use of the Library on the same basis as the active professional NCC Faculty/Staff.” These Library privileges are granted by the State of Connecticut Board of Trustees of Community Colleges in a missive dated December 17, 1990, Personnel Action, Public Session F, No. F-5, Topic: Modification of Personnel Policies – Emeritus Status.

- A listing of NCC Emeriti is located at the back of the *Norwalk Community College Catalog* via the following link <http://www.ncc.commnet.edu/pdf/catalog/Pgs169-183TrusteesPersonnelDirectories.pdf>.
- NCC Emeriti will have the same Library privileges as NCC Faculty and Staff. For a detailed description of “Faculty” and “Staff” patron status, refer to pages 15 - 16 in this *Policy Manual: NCC FACULTY & STAFF: Library Procedures and Privileges*. A non-photographic Library card will be issued to Emeriti.

NCC GUESTS: Library Procedures and Privileges

“GUEST” LIBRARY CARDS –

Guest cards are issued to Connecticut residents, at or over the age of 18, NCC students who are not enrolled in the current semester, faculty from area public school systems, and

to out-of-state residents who work in Connecticut. Guest patrons are not issued a NCC Photo ID/Library card.

Connecticut Resident “Guests” need to show a current Connecticut photo ID to get a library card.

Out-of-State “Guests,” who work in Connecticut, must show a pay stub from the Connecticut employer and a current photo ID, to get a Library card.

- The first library card is issued free of charge, but any subsequent replacement cards cost \$2.00 each.
- Guests **must** have the card with them to charge out Library materials. There are no exceptions!
- For those patrons under the age of 18, a Library card may be issued to a parent or guardian for the child to use.

EXPIRATION DATES & RENEWAL/UPDATING “GUEST” LIBRARY CARDS-

New cards are given an expiration date of one year from date of issue.

To **renew** a “Guest” Library card:

- Patron must produce a photo ID and proof of Connecticut residency or in-state employment (for out-of-state residents).
- The new expiration date will be one year from date of renewal.
- The address/phone number will be verified and updated, if changed.
- The patron’s record **must** be cleared of any outstanding fines or overdue materials

BORROWING PERIODS –

- Books – 3 weeks, one renewal
- Videocassettes and DVDs – 1 week, no renewal – limit of total of 2 at any time
- Audiocassettes, CDs and CD-Roms - 3 weeks, one renewal
- Audio/visual Hardware – *Library Use Only*
- Reserves – *Library Use Only* – Library materials not including Textbooks-on-Reserve
- Textbooks-On-Reserve – No Loan
- Reference Materials – *Library Use Only*
- Playaways – 3 weeks, one renewal
- Audio Tour Guide - One day (return by Library closing), no renewal

NCC OUTSIDE CONTRACTORS: Library Procedures and Privileges

OUTSIDE CONTRACTOR LIBRARY CARDS –

An Outside Contractor is considered to be one of the following three (3) categories:

- Cafeteria Staff
- Campus Security
- Housekeeping Staff

An Outside Contractor will be issued a Photo ID/Library card with Guest borrowing privileges. For a detailed description of “Guest” patron status refer to pages 17 and 18 of this *Policy Manual*.

RENEWAL OF LIBRARY MATERIALS:

OVERDUE RENEWALS –

- Items that are overdue must be renewed in person. All fines must be paid before the items may be renewed. Items that have been overdue **longer than two weeks may not be renewed.**

TELEPHONE RENEWALS –

- Items may be renewed over the telephone. Call the Check-Out Desk at 203-857-7200. The Library staff will request the barcode number on the patron’s non-photographic Library card or NCC Photo ID/Library card and the item barcode numbers.
- Overdue items will not be renewed over the phone.
- A renewal is not possible if
 - another patron has placed a hold on the item/s.
 - the item has already been renewed once.

ON-LINE RENEWALS – Students

- Patrons may renew any items that are not overdue via the NCC online catalog.
 - Access the NCC online catalog via *myCommNet*
 - Select the *My Account* button along the top of the web page
 - Enter your 8-digit Banner ID without the “@” (which is your NCC Photo ID/Library card barcode number)
 - Enter in your last name
 - Log-in

- This will take you to the Patron Information page which will list your name and address, any known blocks and/or fines and what items are currently charged to your NCC Photo ID/Library card.
- Click on the small box to the left of the item you wish to renew
- Click on the *Request Renewal* button at the bottom of the page. Please note that if an item is overdue or there is a hold placed on that title for another patron, the system will not renew that item. Renewal requests may also be denied if there are outstanding fines over \$5.00 or if the card is expired.

ON-LINE RENEWALS – Guests

- Patrons may renew any items that are not overdue via the NCC online catalog.
 - Access the NCC online catalog via the following link
<http://www.ncc.commnet.edu/library/>
 - Click on Catalog (Find books, DVDs, etc.)
 - Select the *My Account* button along the top of the web page
 - Enter your 14-digit barcode number beginning with 24011
 - Enter in your last name
 - Log-in
- This will take you to the Patron Information page which will list your name and address, any known blocks and/or fines and what items are currently charged to your NCC Photo ID/Library card.
- Click on the small box to the left of the item you wish to renew
- Click on the *Request Renewal* button at the bottom of the page. Please note that if an item is overdue or there is a hold placed on that title for another patron, the system will not renew that item. Renewal requests may also be denied if there are outstanding fines over \$5.00 or if the card is expired.

IN PERSON RENEWALS WITH LIBRARY MATERIALS –

- Patron will present NCC Photo ID/Library card and items to be renewed to the staff at the Check-Out Desk.
- If items are overdue, fines must be paid
- Renewals are not possible if
 - another patron had placed a hold on the items
 - the item has already been renewed once

IN PERSON RENEWALS WITHOUT THE LIBRARY MATERIALS –

- A patron may renew items while in the Library, without having the items in their possession at the time of the request.
 - Patron must provide a NCC Photo ID/Library card.

- If items are overdue less than two weeks, fines may be paid and then items may be renewed. If the item is overdue two week or longer, it must be returned to the Library and the overdue fines paid.
- Renewals are not possible if
 - another patron has placed a hold on the item/s.
 - the item has already been renewed once

RETURN OF LIBRARY MATERIALS:

Library materials, including Textbook-on-Reserve and Course Reserve items that are returned during hours of operation are to be placed in the drop slot at the Check-Out Desk located under the return sign at the far side of the desk. Items can be returned in the Book Drop, located outside of the building, during times when the Library is closed. Patrons are responsible for all Library materials until deposited correctly.

CCALD PATRONS: Library Procedures & Privileges:

NCC Faculty & Staff ONLY

The Reciprocal Borrowing Program, initiated during the 1994/95 academic year by the Council of Connecticut Academic Library Directors (CCALD), is designed to extend access to library materials through resource sharing. Specifically, this program is designed to assist faculty and staff of participating institutions by extending library borrowing privileges at other member libraries. Current CCALD policies and member lists can be found at the following link <http://www.ctlibrarians.org/services/ccald.shtml>.

Library Fines

FINE SCHEDULE – STUDENTS, EXTENDED STUDIES, LIFETIME LEARNERS & GUESTS:

Materials that are kept beyond the borrowing period are subject to overdue fines.

Books, Audiocassettes & CDs	@.05¢ per day
Videocassettes& DVDs	@\$1.00 per day
Playaways	@.05¢ per day
Audio Tour Guides	@\$1.00 per day
Course Reserves (for Items that can circulate)	@\$1.00 per day
Course Reserve LUO (Library Use Only)	@\$1.00 per hour
Textbooks-on-Reserve	@\$1.00 per hour

- Student, Extended Studies, Lifetime Learners and Guest patrons may not borrow additional materials if they have more than \$5.00 in overdue fines.
- A Student or Guest may NOT update their NCC Photo ID/Library card if they have outstanding fines or overdue materials.
- NCC FACULTY, STAFF and CCALD MEMBERS are not charged overdue fines on Library owned materials. Interlibrary Loan materials borrowed from another library will accrue overdue fines at .05¢ per day. However, their borrowing privileges may be suspended until restitution is made on lost or damaged materials.

- Textbook-on-Reserve materials are processed with a higher level of importance. The fines are more expensive, Overdue Notices and Fines and Fees Notices are produced on a shorter time table than those notices for items from the general collection. Abuse of this collection will cause the student's *Banner* account to be blocked. This means that students may not register for courses or receive an official college transcript until their record is cleared. The Library Director will contact the student once the item has reached an overdue status. Lack of response to any printed notices, telephone calls or e-mails will result in the Dean being notified and disciplinary procedures enforced.

PAYMENT OF FINES:

- Overdue charges may be paid directly to the Library in **cash** or by **check**. Checks should be made out to **NCC** or **Norwalk Community College**. Included on the check should be the patron's name, current address, telephone number and student's *Banner* number. Credit card payments can be made via the Business Office.
- A receipt will be offered to a patron for any received compensation for overdue fines, lost or damaged items. This receipt is needed for any refunds of materials returned within three (3) months of payment. The Business Office will present a receipt upon payment with a credit card.

Overdue Materials: Notification Policy & Procedures

Regular Circulating Materials (Books, Videos, DVDs, Audiocassettes, Playaways, CDs and CD-Roms)

FIRST NOTICE: Reminder of Overdue Materials

The first overdue notice is mailed to the patron within 14 days/2 weeks of library materials being past due. The overdue notice is a courtesy reminder only. Patrons are responsible for the return of all materials borrowed.

- Circulation Desk Associate produces notices through *Endeavor/Voyager Reporter*
- The Circulation Desk Associate or a designee then compares the printed notice with the patron's record in the automated system to see if any items were returned since the notice was printed
- Prior to mailing out the notices, the library stacks are checked to see that the items were not inadvertently shelved without being discharged through the automated system
- Notices are then put in the out-going mail. Faculty and Staff notices are sent via interoffice mail except during the summer.

SECOND NOTICE: Reminder of Overdue Materials

This notice is mailed within 21 days/3 weeks of materials being overdue.

The same process is followed as specified above for the distribution of this notice.

LAST NOTICE: Fines & Fees Notice

When borrowed materials are 60 days/8 weeks overdue, a final notice is sent advising students of the cost to replace the item with the mandatory \$10.00 processing fee. It is noted that they are blocked in the college's *Banner* database. This means that they may not register for courses or receive official college transcripts until their records are cleared.

In addition to the steps noted above for the First and Second Notices, a photocopy of the notice will be made for Library records and a pink final reminder letter is included with the Student notice and placed in the out-going mail.

Course Reserve and Textbook-on-Reserve Materials

The Course Reserves and Textbook-on-Reserve collections are treated with a higher level of importance based on the high volume of usage. The overdue notice is a courtesy reminder only. Notices for these materials will be processed more quickly than regular circulating materials. The student will immediately be blocked in *Banner*.

FIRST NOTICE: Reminder of Overdue Materials

The first overdue notice will be mailed to the patron when the Course Reserve or Textbook-on-Reserve has reached 2 days of being overdue.

- Circulation Desk Associate produces notices through *Endeavor/Voyager Reporter*
- The Circulation Desk Associate or a designee then compares the printed notice with the patron's record in the automated system to see if any items were returned since the notice was printed
- Prior to mailing out the notices, the library stacks are checked to see that the items were not inadvertently shelved without being discharged through the automated system
- Notices are then put in the out-going mail. Faculty and Staff notices are sent via interoffice mail except during the summer.
- A copy of the notice is presented to the Library Director who will contact the student and, if necessary, the course instructor regarding the overdue reserve material.

SECOND NOTICE: Reminder of Overdue Materials

The second notice will be mailed to the patron within 5 days of the Course Reserve or Textbook-on-Reserve being overdue. The same process listed above is followed with the addition of a copy of the Second Notice being presented to the Director of Library Services, who will refer the matter to the Dean for the appropriate disciplinary action.

LAST NOTICE: Fines & Fees Notice

If the above steps have not resulted in the borrowed Course Reserves and Textbook-on-Reserve materials being returned, this notice is sent within 7 days of being overdue. It will advise the patron of the replacement cost and mandatory \$10.00 processing fee for the item. The same steps as noted for the First and Second Notices are followed with the inclusion of a photocopy of the notice is to be made for the Library's records and a pink final reminder letter is included with the Student notice and placed in the out-going mail.

Refund Policy

Regular Circulating Materials (Books, Videos, DVDs, Audiocassettes, Playaways, CDs and CD-Roms)

Patrons who have received a Fines and Fees Notice and paid for the lost materials will be entitled to a refund of the replacement costs only if the items are **returned** in good to excellent condition within **three (3) months** of payment. **Fines and processing fees are not refundable.**

In order to obtain a refund, patrons must do the following -

- **Return the lost and paid materials** to the Library Check-Out Desk
- **Present the Library staff member the Official Receipt** that was issued to you when payment was made for lost item/s. This receipt must be dated from within the past three (3) months.
- Patron must fill out a W-9 form to provide written verification of **name, address, telephone number, and social security number**. This is needed by the NCC Accounts Payable Department in order to cut a check. This is not used for tax purposes.

The State of Connecticut issues refund checks. The Library **cannot** issue cash refunds. The refund check is mailed directly to the patron and usually takes 6 – 10 weeks to process.

Course Reserve and Textbook-on-Reserve Materials

Patrons who have received a Fines and Fees Notice and paid for the lost Textbook-on-Reserve or Course Reserve materials will be entitled to a refund of the replacement costs only if the items are **returned** in good to excellent condition within **three (1) month** of payment. **Fines and processing fees are not refundable.** The same process as noted above must be performed.

- In lieu of a refund, patrons may wish to donate the returned material to the Library. If the material is in good to excellent condition and/or is still needed for the Textbook-on-Reserve collection, a donation form will be issued for tax purposes.

Patron Behavior in the Library

In order to maintain an atmosphere in the Library that is conducive to quiet study and other academic pursuits, patrons need to adhere to the following rules, in addition to those stated in the section “Student Rights and Responsibilities” pages 75-76 of the NCC Student Handbook, of behavior in the Library:

- Activity or behavior that is considered disturbing to others is **NOT** permitted in the Library.
- Threatening, inappropriate or dangerous behavior will be immediately reported to campus security and/or the State or City of Norwalk Police.
- Harassment of patrons or staff is prohibited.
- Tobacco products, alcohol and food are not allowed in the Library.
- All Library materials must be checked out before removal from the Library.
- Patrons are expected to return materials used in the Library to proper locations. Books may be left on carts located near the stacks. Journals, magazines and newspapers may be left on the table in front of the Periodical stacks. Rearranged furniture must be returned to their original locations.
- A parent or guardian must supervise children 12 years of any age and under at all times as found in the Connecticut State Statutes, **Sec. 53-21a. Leaving child unsupervised in place of public accommodation or motor vehicle.** (a) Any parent, guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation or a motor vehicle for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class A misdemeanor. (b) Any parent, guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation, which holds a permit issued under chapter 545 for the sale of alcoholic liquor for consumption on the premises, for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class D felony. (c) Any parent, guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation or a motor vehicle between the hours of eight o'clock p.m. and six o'clock a.m. for a period of time that presents a substantial risk to the child's health or safety, shall be

guilty of a class C felony. This is an academic library and children must be quiet, controlled and not disruptive to patrons using the library.

- Group discussions are limited to special designated areas.
- All drinks must in “spill proof” containers.
- Laptop use is allowed anywhere in the Library, although wireless usage is available only to NCC Students, Faculty and Staff. Access to the NCC network through data jacks is not allowed for any purposes included but not limited to the printing of documents. Please see the following link for the Connecticut Community College IT Policy <http://www.comnet.edu/it/policy/network-policy.asp>. The Library recommends that for printing from a laptop the patron e-mail the document to themselves or to down-load the document to a Flash Drive and then upload it on any of the Library’s computers.
- The Library is not responsible for theft, damage or loss of personal belongings. Keep your possessions with you at all times. If you believe that you have lost an item in the Library, please go to the Security/Information Desk located in the main atrium on the East Campus.
- Cell phones need to be turned to vibrate or turned off while in the Library.
- All materials in the Library are property of the State of Connecticut. Defacing or willful damage to Library materials or the facility is not allowed. Any damage will be reported and may be punishable by law.
- Use of the Library and Library borrowing privileges may be suspended for abuse of Library policies.

- **Library Usage Policies**

Public Use Computers & Peripherals:

- **PUBLIC ACCESS COMPUTERS** –

NCC Students - There are computers located on the South Wall and the island, the computers located in front of the LI Classroom/Lab, which require a Net ID and password to log-on. Please refrain from using these computers for games, chat, or streaming videos, unless it is course related. In an effort to protect student privacy, all documents should be saved to a thumb drive and not to the Public Access computer's C Drive or Desktop as they will be deleted.

Students can also access *myCommNet* via the Public Access computers by either clicking on the desktop icon or typing in the following link <http://my.comnet.edu>. *myCommNet* can be used for registration, checking transcripts and grades. There are 2 (two) kiosks available located outside of the Library Instruction room for resetting your password for accessing your *myCommNet* account. *myCommNet* passwords are not to be shared.

Guests - There are 6 (six) computers located on the East Wall for use by the following members of the NCC Library community: Lifetime Learners who are not actively registered in an NCC course as a senior citizen, student alumni and those who are not enrolled in the current semester. These computers allow access to the Internet including but not limited to the Library's OPAC. There is no licensed software available on these computers. All print outs by Guests from these computers are \$0.10 per copy and payment is to be made at the Library's Check Out Desk. NCC Students, Faculty and Staff always have priority use on these and all other computers in the Library.

- **WIFI:**

WIFI is available in the Library as well as several other areas on campus. Please see the following link for the complete Connecticut Community Colleges System Network Policy <http://www.comnet.edu/it/policy/network-policy.asp>. Laptops may not be connected to the NCC network.

- **INTERNET** – Internet access is available on all Public Access computers in the library. The primary use of the Internet in the Library is for course related work.

- **MS OFFICE Software** – *Microsoft Office Suite* is loaded on all Public Access computers, except the PCs located on the East Wall. NCC Students, Faculty and Staff may use *MS Office* for course work projects. At the height of the semester, faculty and student use takes precedence over other patrons using these computers. NCC Students, Faculty and Staff should ask a Library Staff member to request that a guest move from their computer.

- **VISUALLY DISABLED COMPUTER & SCANNER** – The Library has one computer on the north wall for visually disabled NCC Students. This computer has been obtained by a special grant for this patron group. This computer has special software that enables visually disabled students to enlarge text, including the Internet, as well as scan text and have it read audibly back to them. **Visually disabled NCC students have priority-use on this computer.** When not in use by disabled NCC students, other NCC students are free to use these computers for research and general use.
- **OPTELEC LOW VISION READER** – The Optelec Low Vision reader is to enable visually disabled individuals to magnify printed materials including books, magazines and journals, and newspapers without the aid of a computer. This machine is also located on the north wall next to the Visually Disabled Computer.
- **COMPUTER LAB** - This room contains 25 Public Access computers, which require your Net ID and password to log-on. The primary purpose of this room is to provide Library Instruction (LI) as requested by a NCC faculty member. When not in use for LI, it is an open lab for NCC students. These computers are loaded with the same software available in the GE Lab on the West Campus to assist students in their coursework. In an effort to protect student privacy, all documents should be saved to a thumb drive and not to the Public Access computer's C Drive or Desktop as they will be lost upon reboot.
- **PRINTING** – Guests are allowed to print black and white documents at \$0.10 per page. Due to the fact that the printers are networked, there may be a delay when you send the print request and when it is actually printed. There is a 25 page limit per print job for NCC Students working on computers requiring NET ID authentication and 10 page limit on Internet access only computers. If a student has reached the limit of 250 pages for the semester, please go to the Information Technology Office, E319 to have the account updated. There are no networked color printers available on campus. Please be sure to collect all documents that are requested for printing and dispose of any unwanted copies in the paper recycling bins located near the printers and copy machines.

COPY MACHINES:

- Three (3) copy machines are available in the library – 2 Black & White and 1 Color. These machines are owned and serviced by an outside vendor.
- Black & white copies are ¢.10 cents per page. Color copies are ¢.50 cents per page. The copiers will automatically make change for all coins under one dollar as well as one and five dollar bills.
- **The Library does NOT make change for copy use.** There is a change machine available in the East Campus Café located on the second floor.

- Library staff will show patrons how to use the machines, but they **will not** make copies for patrons.
- The Library **will not reimburse** patrons who make misprints.
- The Library office copier is for Library Staff and NCC Faculty and Staff use only.

FAX MACHINES:

- The NCC Library fax machine is available for Library Staff and NCC Faculty and Staff use only.

SPECIAL LIBRARY ROOMS:

- **GROUP STUDY ROOMS** – There are 2 rooms available for group study. One contains two round tables and eight chairs. The second and larger room is set up with conference style tables. The purpose of these two rooms is to provide space for group conferences or course projects/study. Priority is given to NCC Student use and other individuals may be asked to vacate the room, if a group requests use of this room. There are white board markers and erasers available at the Check-Out Desk for use in these rooms. Your NCC Photo ID/Library card is necessary to obtain the markers.

FOOD & DRINK POLICY:

There will be **NO** food in the Computer Lab or near the Public Access computers.

Beverages are allowed in the Library provided they are in **CLOSED CONTAINERS**.

No food is allowed in the book stacks, table, study carrels or conference rooms which include the Reference and Serial collections on the first floor as well as the circulating stacks located on the second floor.

NCC CARES POLICY:

NCC CARES (Committee for Active and Responsible Environmental Sustainability): The Library is very active in participation in the green committee NCC CARES. There are recycling containers located on both floors of the Library available for helping keep the NCC Library and campus clean and green. Please use the appropriate containers, blue for paper, yellow for bottles and cans and the large gray ones for all other garbage.

Interlibrary Loans: Policy & Procedure

The Library offers a service for the borrowing and delivery of materials from other libraries called “Interlibrary Loan” (ILL). This service is available for use by NCC **Faculty (including adjuncts), Staff and Students**. Guests need to use their hometown public library for ILLs. The purpose of this service is to supply materials, usually books or photocopies of periodical articles, which are not available at NCC. Requested materials usually arrive within **10 days**, but may take longer.

The Library researches both a state-wide and a worldwide library database to locate requested materials and makes all attempts to borrow items at **NO CHARGE**. Occasionally a lending library will charge for the loan or to cover photocopying costs. The patron will be notified of any charges, prior to proceeding with the loan process and the invoice will be turned over to the patron upon receipt from the lending library.

Patrons are responsible for the safe handling and return of all borrowed ILL materials to the NCC Library. Any lost items will be billed to the patron at the amount requested by the lending library, including all processing fees. By signing the ILL Request Form, the patron agrees to pay all handling charges, bills for lost or damaged items and other fees charged by the lending library.

Interlibrary Loan Procedure –

1. ILL forms are found at the Information Desk, green for books and pink for photocopies. The form must include the patron’s Library card number and be signed.
Or
2. NCC Patrons may access electronic Interlibrary Loan forms through the Library’s Home Page at the following link <http://www.ncc.commnet.edu/library/ill.htm> which will e-mail the completed form to the ILL Library Assistant.
Or
3. NCC Patrons may use the Connecticut State Database, reQuest at the following link. [http://rqst-agent-auto-graphics.com/agent/SearchPages.asp?myses=12795996&w=S&cuid=rqst&cusrvr=minerva&s=LD](http://rqst-agent.auto-graphics.com/agent/SearchPages.asp?myses=12795996&w=S&cuid=rqst&cusrvr=minerva&s=LD). Once the correct title has been located, click on “Request this Item” and fill in all required information, name, barcode number and how best to contact, telephone, e-mail or cell phone.
4. The paper form is then turned in at the Check-Out Desk, where a Library staff member will verify the information is complete. The electronic ILL form will be sent via e-mail to the ILL Library Assistant. Any material request processed via the reQuest database will be accessed by the ILL Library Assistant via an Internet log-in to the database.

5. Patrons will immediately be notified by a telephone call (or an alternate method, if requested by patron) when ILL items arrive.
6. The loan period is determined by the lending library.
7. If the items are not picked up in a timely fashion after the patron is notified, another attempt will be made to contact the patron. If they are still not picked up by the loan date, the item/s will be returned to the lending library.
8. ILL books need to be returned to the NCC Library on time. Requests for renewals will be pursued with the lending library, but may not be granted.

Reference Assistance

Reference librarians are normally available during the hours the Library is open to assist all patrons with reference or information questions and provide assistance for the use of NCC computers located in the Library. Questions may be asked in person at the Information Desk, via the phone 203-857-7379, or electronically using meebo via the Library's website or myCommnet. Tutorials on information literacy or the use of specific databases are located on the Library's website. Exhibits on timely topics or relating to the history of NCC can be viewed throughout the year.