Library Procedures and Policies-General Overview

Library use
Students, staff, and the general public are encouraged to use the resources of the WNCC libraries and to borrow materials. Students’ ID cards are their library cards. A library card may be issued to any adult with current identification, such as a driver's license, and a Social Security number. High school students also may find resources that are of value to them, and if they do not have a driver's license, a card can be issued at the discretion of staff. Younger children may check out materials on their parents'/guardians’ cards. Children must be supervised by parents/guardians at all times; if they are not, they may be asked to leave. The purpose of the Library/Learning Resource Center is for academic enrichment and is used for quiet study and testing/tutoring purposes. Therefore, a patron may be asked to lower their voices, if needed; if they cannot comply, they may be asked to leave. Users must present their cards each time that they wish to check out materials.

Borrower registration
These applications should be completed by a staff member so that the information is easily read and entered into the circulation system. The following information must be provided and may include: patron name, address (street, city, and zip code), social security number, birth date, email address, and home telephone. All of this information needs to be entered into the computer system immediately.

Overdues and Bills
Borrowers receive three notices via email before the bills are turned over to the business office for action. If the patron has no email address on file, the library will send the notices via postal mail. The business office will send a notice of balance due, and if a response is not received within ten days the account will be turned over to a collections agency. Charges for lost materials are calculated as follows:

- Books - cost of replacement
- Magazines - $3.00 per issue or newsstand price

If materials are returned after the bill has been turned over to a collection agency, the borrower will have to pay collection agency costs as determined by the business office.

Fines
The automation system automatically calculates fines; these can be overridden by staff. The purpose of fines is not to generate income but to encourage users to be responsible for the timely return or renewal of materials. Materials may be renewed progressively unless another user has placed a hold on an item.
**Interlibrary Loan**

Interlibrary loan is a basic service provided only for WNCC students and faculty/staff. However, if items are regularly requested that are not work/class related, the library has the authority to assess a $4.00 fee for items requested through our department. WNCC should not be a substitute for service available through other institutions, such as public libraries. If the lending library assesses fees for shipping and handling or duplication, these charges are passed on to the user at the time that they pick up the materials. Medical libraries generally charge fees for duplication (approximately $7.00 per request), and borrowers should be forewarned about these potential costs. Interlibrary loan requests should be processed within 24 hours after the receipt of the request.

**Circulation of Materials**

The automation system enables the library to establish a variety of circulation periods including the ability to set a special date as materials are being checked out. This is at the discretion of staff and should be based on user demand and needs. Reference books are non-circulating items. The Juvenile collection is only for the use of students in WNCC children’s literature or elementary education classes. The Instructor Reserve items are checked out with time periods designated by the instructor – some items may only be used in-house. Books have a check out period of four weeks, and DVDs have a check out period of one week. Kindles and Nooks are checked out for two weeks. Graphing calculators can be checked out to students in high level math and other classes utilizing them for the semester. Other circulation periods can be established as necessary.

**Customer Service**

All Library staff members, including student assistants, should make every effort to create a welcoming environment that is conducive to study. When working on the circulation desk, staff should greet the user as they approach and routinely ask if the individual found what he or she needed. As time allows, staff should check with users at computer terminals or in the stacks to see if they need assistance. If problems arise or the user seems frustrated, angry, or dissatisfied, it is important to try to resolve the problem promptly and completely. All staff should be aware of the appearance of the library and should help maintain an attractive presence by routinely picking up stray papers, pushing in chairs, and keeping the circulation area free of clutter.

**Acquisition of New Materials**

WNCC staff, particularly faculty members, are encouraged to request new materials for inclusion in the library collections. Generally these requests are filled unless the item is comparatively expensive or if similar material has recently been purchased. No materials are purchased for the exclusive use of one individual, and all materials purchased with library funds are housed in the library. Final responsibility for selection remains with the Library Director.

**Cataloging**

All original cataloging is to be added to the OCLC database so that other libraries may use it. The Technical Services Librarian is responsible for the supervision of cataloging, processing
and the development of procedures related to these areas.

Processing
It is important that all materials are processed in the same manner so that materials are labeled consistently, and the collection maintains a uniform appearance. Labels and barcodes should always be machine generated.

Intellectual Freedom
As stated in board policy, WNCC ascribes to the Library Bill of Rights which emphasizes an individual’s right to information regardless of age, race, religion, national origin or political affiliation. The collections purposefully contain materials representing all points of view. The inclusion of materials does not constitute an endorsement of the content but an acknowledgment of the need for balance. These same principles apply to the electronic transmission of information. The Library places no restriction on resources available through systems, such as the Internet, or in its own collection.

Confidentiality
Circulation records and any other information regarding the use of materials or resources by library patrons are confidential in nature. In the event that library records are summoned, WNCC will seek legal counsel to determine if such process, order, or subpoena is in proper form.

Hours, Holidays, Closures
The WNCC Libraries are open at all times that classes are in session. Holidays are set in accordance with the faculty calendar. Any changes in hours will be posted prior to closing, if at all possible. With the exception of emergencies, staff should not close the library without consulting the Library Director or another administrator.

Orientations, Programs, etc.
As much as possible, the staff should offer to provide instruction in areas related to Information Literacy including library orientations, research methods, database searching techniques, Internet use, intellectual freedom, and copyright. Library service always takes precedence over these types of activities, however. The instructor should remain with their class throughout any instruction provided by the Library staff. Library staff should not substitute for the regular instructor.

Audiovisual Materials and Equipment
AV equipment is available in the classrooms and through the libraries for use by any employee for college-related purposes. Equipment is not available for personal use; any off-campus use must relate to a college activity. The loan period should be determined according to need and equipment availability.

Computer use
Patrons should always keep in mind that the purpose of WNCC library computers is to enhance the educational process and for academic purposes. Computers should not be used
for inappropriate entertainment purposes; the librarians have the discretion and authority to request that usage of this nature be curtailed, or the patron will be asked to refrain from using the computer for certain length of time. If an audio component is needed while using the computer, earbuds/headphones, etc. must be used by the patron, so other patrons will not be disturbed. The circulation desk has headphones available for purchase. The computers in the library will NOT save personal files. If a patron needs to save a file, flash drives may be available for purchase at the circulation desk. The general WNCC computer lab policies can be found at http://www.wncc.edu/academics/academic-support-services/computer-lab.

**Photocopier**
Photocopiers are purchased through administrative services, and all revenues must be returned to that cost center. Repair of photocopiers is the responsibility of administrative services through a maintenance agreement.

**Laminating**
A laminating machine is available for personal and work related use. Faculty and staff may laminate up to ten work related items for free. Fees for all other items will be as follows:
$0.50 for wallet size
$1.00 for letter size sheet (8.5”x11”)

Updated 8/12/2014