

Housatonic Community College Library Policy Manual

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INTRODUCTION

Housatonic Community College Library provides students, faculty, staff, and the community with a collection that meets the needs of the curriculum and covers a wide array of interests. The library collection includes books, DVDs, videos, music CDs, audio books, periodicals, and electronic databases. The library also provides internet access for HCC students, faculty, and staff.

Books are arranged according to the Library of Congress Classification System. Designated areas are set aside for the circulating, reference, best seller, and children's collections.

DVDs, videos, music CDs, and audio books each have separate designated areas.

Periodicals are arranged alphabetically by title. Current editions are on display shelves in the magazine browsing area. Some material may be found on microform.

Online databases provide access to articles and other reference materials, much of it full-text.

Internet access is available to HCC students, faculty, and staff only.

Interlibrary loan is a service which borrows materials from other libraries. It is available to HCC students, faculty, and staff only.

CIRCULATION

Library Cards

Library cards are given to **current** HCC students, faculty, and staff, and to community borrowers. Students who are not currently enrolled, including alumni, are classified as community borrowers. To obtain a library card, patrons must complete a library card application form in full.

HCC students must present picture identification or an HCC student banner ID card to obtain a library card. Proof of current student status may also be required. Student library cards expire at the end of each semester.

Faculty and staff must fill out a library card application form. Identification is not required. Faculty and staff may use a department and extension as an address and phone number. Faculty and staff library cards expire two years from the date acquired.

Community borrowers must present either a Connecticut Drivers License or a Connecticut Identification Card, or a photo ID along with an envelope that has been addressed to the borrower at a Connecticut street address (not a P.O. Box). Community borrowers must be at least 17 years old. Community borrower library cards expire one year from the date acquired.

* HCC student workers are not classified as staff.

Checking Out Library Material

To check out library material, students and community patrons must present some form of ID and have an active library card.

HCC students must present either a current HCC library card or a photo ID. An HCC Banner ID card is also acceptable.

Faculty and staff are not required to present an HCC library card or picture ID, but are encouraged to do so to help speed the process.

Community borrowers must present either a current HCC library card or a photo ID.

Circulation Limits

There are specific limits on the number of items that may be checked out.

Books

HCC students may check out up to 8 books in total, with no more than 5 on one topic.
Community borrowers may check out up to 3 books.
Faculty and staff may check out up to 32 items.

DVDs and videos

Students, faculty, and staff may check out a combined total of 3 circulating DVDs or videos. Exceptions may be made for faculty who need to check out more items for a class related purpose. Community borrowers may not check out DVDs or videos.

DVDs and videos which are restricted to library use circulate only to faculty and staff. Students and community borrowers may watch educational DVDs and videos in the viewing room.

Best sellers and audio books

Students, faculty, and staff may check out a combined total of 3 best sellers and audio books. Community borrowers may not check out best sellers or audio books.

Music CDs

Students, faculty, and staff may check out up to 3 music CDs. Community borrowers may not check out music CDs.

Reference books and magazines

Reference books and magazines are for library use only.

*Exceptions may be made for faculty who need to use reference books or magazines for class related purposes.

See Reserve policy for limits on Reserve items

Loan Periods

Books circulate for 4 weeks.

DVDs and videos circulate for 1 week.

Bestsellers and audio books circulate for 4 weeks.

Music CDs circulate for 4 weeks.

*Exceptions may be made for faculty who need longer loan periods for class related purposes.

Returning Items After Hours

When the library is closed, items may be returned to the Public Safety/Security office.

Renewals

Patrons may renew items at the Circulation Desk or over the phone. Patrons making phone renewals are responsible for adhering to the new due date. If an item has a hold on it or is more than 30 days overdue and has been declared “lost” in Voyager, it may not be renewed.

Fines

Fines accrue on weekdays only and not on weekends, holidays, or at any other time that the library is closed.

Fines also apply and accrue when classes are not in session.

DVDs and videos

A fine of \$1.00 per day will be charged for each overdue DVD and video. There is a maximum fine of \$5.00 per title.

Reserve

A \$10.00 fine will be charged for any library use only reserve item that is removed from the library and kept overnight.

A fine of \$1.00 per day will be charged for two day or one week reserve items that are kept past their due dates. There is a maximum fine of \$5.00 per title.

See Reserve policy for additional information regarding Reserves.

Books, best sellers, and music CDs do not accrue fines.

*Faculty and staff are not subject to fines.

Holds

Circulating items may be held for patrons at the circulation desk for a limited period of time.

In-House Holds

Books, DVDs, videos, and CDs may be placed on the hold shelf for patrons returning at a later time to check them out.

The maximum limit for in-house holds is three items.

In-house holds are held only until closing the next day, and will be returned to the shelves after that time.

*Exceptions may be made when a student has a Monday, Wednesday, Friday schedule or a Tuesday, Thursday schedule. In these cases, held items may remain on the hold shelf until the next class session. This does not apply to students who have classes that meet once a week.

*Reference Books, magazines and “for sale” items are not held on the hold shelf.

Computer Holds

Holds may be placed on items that are checked out.

An item with a hold on it may not be renewed by the patron who has it checked out.

Once patrons are notified by phone that held items are waiting for them, they have three weekdays (weekends and holidays are not included) to pick up held items before they are returned to the library’s shelves.

Patrons are responsible for supplying the library with their current telephone number and address, and for ensuring that telephone messages that are left for them are relayed to them.

LOST ITEMS

Patrons are responsible for all items checked out on their HCC library cards.

When an item is more than 30 days overdue, Voyager will change the item's status to "Lost – System Applied". If a patron has lost items on his or her card, he or she will be blocked from checking out any additional materials, except library use only reserve materials. If the patron does not return the lost materials, replace the lost materials, or pay the lost item replacement fee; he or she will then be blocked in Banner, preventing him or her from registering, graduating, or getting transcripts.

Lost Item Charges and Replacement

Lost items are charged as follows:

Books and audio books are \$40.00 each.

DVDs, videos, music CDs, and children's books are \$20.00 each.

Reserve Textbooks are charged replacement cost.

If a patron chooses to replace an item, it must be replaced with another item with the same title and content and in the same format in order to be cleared from the patron's card.

Library Blocks

Patrons will be blocked from checking out library materials if there are lost items or unpaid fines on their library card.

Patrons with a block on their record may check out library use only reserve items.

*Faculty and staff are exempt from the above, although they are strongly encouraged to return lost items.

Banner Blocks

A student who has lost item(s) recorded on his or her library card will have a Banner block placed on his or her record.

The Banner block will be lifted only when the student returns, replaces, or pays for all lost items.

Refunds

If a lost item is found after it is paid for, a refund may be obtained through the Community College System Office in Hartford. The refund may take an extended period of time.

Refunds will not be given without a receipt.

The Library Director will facilitate the refund process. A processing fee will be deducted by the System Office.

Appeals

Students may appeal to the Library Director. The Director's decision is final.

INTERLIBRARY LOAN

Borrowing

Material not owned by the library may be requested through Interlibrary Loan. Such items usually can be obtained from other libraries, either from within Connecticut or from out of state. Although an effort is made to get requested materials in all formats, DVDs, videos, CDs, and best sellers are usually not available through interlibrary loan.

Interlibrary Loan is a service offered to currently enrolled students, faculty, and staff only.

Community borrowers are referred to their local public library for Interlibrary Loan assistance.

Reference books and textbooks are not available through Interlibrary Loan.

Due dates and renewals of Interlibrary Loan items are set by the lending library, and Housatonic complies with their policies.

Patrons are responsible for the cost of lost items and accrued fines as determined by the lending library.

In cases where the only available lender charges for interlibrary loans, the patron will be asked if he or she prefers to pay the cost or cancel the request. The library assumes no responsibility for payment.

To be eligible for Interlibrary Loan, patrons must be in good standing with the library and have no blocks on their record.

Housatonic abides by the copyright law of the United States (Title 17, United States Code).

The library reserves the right to set limits on how many Interlibrary Loan items may be checked out at one time.

Failure to return Interlibrary Loan items in a timely manner will lead to suspension of Interlibrary Loan privileges.

The library reserves the right to decline to process interlibrary loan requests.

See the librarian at the Reference Desk for mediated assistance.

Lending

Housatonic lends materials to other libraries free of charge, including copies of periodical articles.

Housatonic abides by the copyright law of the United States (Title 17, United States Code.)

Reference books, reserves, bestsellers, audio books, periodicals, newspapers, microforms, and archives will not be loaned.

DVDs, videos and music CDs circulate only within Connecticut.

Borrowing libraries are responsible for lost items.

The library reserves the right to decline to loan materials.

RESERVES

The library maintains a Reserve collection for books, articles, and other materials which have been assigned by faculty to their students for reading or viewing. This collection also contains textbooks, atlases, models, information about Bridgeport, HCC course schedules and catalogs, calculators, and some ready reference materials.

Checking out materials

Reserve materials may be checked out by students, faculty, staff, and public borrowers. Most materials are barcoded and should be checked out on a patron's library card.

See Library Cards Policy for guidelines regarding library cards.

Materials that do not have a barcode must have a blue sign-out card. A patron may sign these items out by printing his or her full name without showing proof of a library card or identification.

Loan periods

Most materials circulate for two hours and are for library use only. These items are not renewable. If a patron is still using an item after the time allotted, he or she may continue to use it until it is requested by another patron.

Calculators circulate for two hours. Some calculators are for library use only and some may be taken to a class, but are not to leave campus. Each is clearly marked.

Upon faculty request, some Reserve materials circulate for longer periods of time, either two days or one week. These materials are clearly marked with their proper loan periods. These items must be returned on the due date and are not renewable.

Limits

Library use only print items: 4

Library use only non-print items: 1

Calculators: 1

Two day or one week reserve items (print and non-print): 1

Fines

A \$10.00 fine will be charged for library use only Reserve items that are removed from the library and kept overnight.

A fine of \$1.00 per day per title will be charged for overdue two day or one week Reserve items.

Processing materials

When a faculty member places an item on Reserve, he or she must fill out a Reserve Form. If an item is waiting to be processed and a student would like to check it out, a blue card may be filled out as a temporary measure. Items using this temporary circulation method must be returned to the Reserve processing area after use.

Textbooks

The library also keeps textbooks on Reserve. Textbooks are for in-library use only and are not intended to be used by students as a substitute for purchasing required books. The library staff decides what textbooks to buy based on established criteria. The library does not purchase textbooks for all classes.

Textbooks all have a two hour loan period and are for library use only. A \$10.00 fine will be charged if a patron removes a textbook from the library and keeps it overnight. If a patron keeps a textbook overdue for more than 24 hours, he or she will no longer be allowed to return the book, and will be responsible for its full replacement cost.

PERIODICALS

The library has magazines, newspapers, and microform available for use within the library only.

Magazines

When magazines come in the mail, they are kept behind the circulation desk and are not available to patrons until they are logged in. Once they have been logged in, most of them are put in the magazine browsing area for patrons to read.

Magazines that are of special interest to staff such as book review and professional journals are not put in the magazine browsing area after log-in. They will be made available to patrons after the library staff is finished using them.

Back issues of magazines are kept for varying amounts of time. *See the Periodicals List for available dates.*

Newspapers

Newspapers arrive daily and are logged in and made available to patrons right away. Newspapers are kept behind the circulation desk and must be signed out on the newspaper sign-out sheet before being taken from the desk. All requested information must be filled in legibly.

Back issues of newspapers are kept for up to three months. *See the Periodicals List for available dates.*

Microform

The library does not have any current subscriptions to microfilm or microfiche, but has back issues available. *See the Periodicals List for available dates.*

While it is the library's policy to allow patrons to access microform on their own, a staff member or student worker usually needs to be available to assist patrons in using the reader/printer. There is no charge for printing microform.

INTERNET WORKSTATIONS

Internet Access

Internet service is for use by current HCC students, faculty, and staff only. Proof of current student status may be required.

Internet users must sign up in the Internet sign-up book at the Circulation Desk before using an internet workstation. All requested information must be filled in legibly.

Internet use is limited to one hour per day per person. This includes printing time. Users must leave the workstation at the end of the hour.

Internet Use

Internet workstations are for college related purposes only. A student using a workstation for other purposes may be asked to leave the workstation. Chatting, instant messaging, shopping, and use of recreational sites are not permitted on any internet workstation.

No more than two users may be at a workstation at a time.

Use of the internet requires a basic knowledge of Windows. The library staff may not be able to help users. Books on how to use the Windows and the internet are available.

Bookmarks or Favorites may not be added. Unauthorized bookmarks or favorites will be removed. **Downloading anything onto library computers is not permitted.**

General

HCC Library is not able to monitor or control the contents of material available on the internet.

Persistent viewing of objectionable or disruptive material on the internet may result in the loss of internet access privileges and possible further disciplinary action.

Misuse or abuse of the computers, printers, or internet access will result in the loss of internet access privileges.

Any problems, abuse, or other concerns may be reported to the library staff.

CHILDREN IN THE LIBRARY

Housatonic Community College Library welcomes students, faculty, staff and the community to use our resources and services. The library provides an adult environment in support of the college curriculum. Children cannot be monitored or supervised by the staff. Responsibility for the behavior and well-being of children in the library rests with the parent or guardian and not with library staff.

The following rules must be observed:

Children under the age of 12 must be accompanied and supervised by a parent or guardian while in the library. *See the college policy, "Bringing Your Children to School" in the Student Handbook.*

Parents/guardians who bring children to the library must keep them under control and within sight at all times

The parent/guardian is responsible for the child's conduct and should be aware of other patrons who may be disturbed by the child's actions. The parent/guardian will be asked to remove the child from the library in the case of inappropriate behavior.

Inappropriate behavior includes, but is not limited to, loud talking, running around, approaching other library users, crying, or any other conduct likely to disturb patrons using the library for study.

Parents/guardians are responsible for the costs of any damage caused by their child.

Only HCC students, faculty, and staff are authorized to use the Internet workstations. Library computers which are open to the public for accessing the catalog and searching databases may not be used by children under the age of 12.

If children are left unattended and the parent/guardian cannot be located after a reasonable effort, Security will be called.

MISCELLANEOUS

Archives

The library's archives are a closed collection. Patrons are not allowed to browse the area. Items are to be retrieved by library staff only and are to be used under staff supervision. Archives are for library use only.

Phone and fax machine

The phone and fax machine are for library staff use only and may not be used by patrons.

Change

Change is made only for use in the copiers. The copy machines will take nickels, dimes, quarters, and dollar bills. One copier will take five dollar bills. When change is available, the library will make change for other bill denominations. There is no guarantee that change is available.

Copy machines

The library is not responsible for refunding money to patrons who have lost money in the copy machines because of incorrect placement of paper and/or incorrect settings. The library will attempt to refund money lost because of copier malfunction. Patrons who are uncertain about copier use should ask for assistance at the circulation desk.

Lost and Found

The library is not responsible for items left unattended. Patrons are expected to maintain control of their personal property at all times.

The library is not responsible for and cannot guarantee the security of personal items held at the Circulation Desk for any reason. They are held as a courtesy only.

Lost items will be taken to the Public Safety/Security office after a short period of time.

Viewing Room

The viewing room and its equipment are for watching and/or listening to educational materials only. Entertainment DVDs and videos may not be viewed unless they are specifically related to research or classwork.

DISPLAY CASES

The two display cases at the entrance to the library are available to the college community for displays by clubs, departments, individual faculty/staff, etc. The reservation period is one calendar month. Either one or both of the cases may be reserved.

Reservations are on a first come, first served basis.

Display cases will be available for occupancy on the first day of the month. If a scheduled display is not in place by the 6th of the month, the cases will be made available to others.

Individuals/groups are limited to one month per year except in special circumstances to be determined on a case by case basis.

Heavy duty staples, such as from a staple gun, may not be used. Nothing should be taped to the glass shelves or doors.

Displays should be removed by the last day of the month. If a display is not removed and a new display is scheduled, library staff will remove the display.

When displays are removed, all staples, thumbtacks, etc. must be removed also.

Cases are for displays only. Commercial use is not permitted.

DONATIONS

The Housatonic Community College library welcomes donations of books and other materials that enrich the library's collection. Each donated item is reviewed by trained staff for addition to the collection. The decision to add materials is based on the criteria listed below. All decisions made by the library staff are final.

The donor will be responsible for:

- Delivering donated material to the library
- Filling out and signing a donations form provided by the library

Criteria for addition of materials:

Many of the same standards of selection that are applicable to the purchase of materials will be applied to donations.

Primary criterion for acceptance is the material's relevance to HCC's academic programs and to the library's collection.

Other criteria include:

- Timeliness
- Scope
- Literary or scholarly quality
- Physical condition

Formats we do not accept:

- Vinyl records
- Reel to reel audio tapes
- Reels of film
- Cassette tapes
- Loose sheet music
- Periodicals

The library can not function as an archive for personal papers, artists' works, or materials that require special housing. The library does not have a special facility for rare books and manuscripts.

The library has the right to reject donations when necessary or appropriate.

Disposition of unneeded materials:

Upon receipt, all donated materials become the property of the HCC library.

The library reserves the right to determine retention, location, cataloging treatment, and other considerations relating to the use and disposition of donations.

Materials not selected for addition to the collection may be sold, donated, recycled, discarded, or otherwise disposed of. Proceeds from the sale of materials are used at the discretion of the library.

The library does not notify donors of each title's disposition.

Acknowledgement/receipt:

Some donors require a receipt for tax purposes. The library provides an acknowledgement letter which functions as a receipt of goods, but does not include an appraisal of fair market value. A record of acknowledgements will be kept on file at the library for a period of 2 years.

The library will not place a value on donations for tax purposes or provide an itemized list of donated items.

CLAIMS RETURNED

Definition

A “Claims Returned” occurs when a patron claims that library materials on his or her account:

- were returned
- were never taken out by the patron.

Notification of overdue materials

A patron is mailed an overdue notice when an item is 7, 14, and 21 days overdue. If an item is 30 days overdue, a bill for the replacement cost of the item is mailed to the patron and the item’s status is changed to “Lost – system applied”. If a patron has a lost item on his or her record, that person’s borrowing privileges will be suspended until the item is returned or replaced. If the patron is a student at HCC, a block will also be placed on his or her Banner account. If a patron believes he or she has returned an item and it was not properly checked in by library staff, or the item was never taken out, he or she may file a Claims Returned.

Process

If a patron wishes to file a claim, he or she should speak to the Library Associate in charge of Circulation. All Claims Returned issues will be handled only by the Library Associate in charge of Circulation.

The Library Associate will work with the patron to search for the item on the shelves and to fill out the Claims Returned form. When the form is completed, the item’s status will be changed to “Claims Returned” and the patron’s borrowing privileges will be restored during the Claims Returned process. Banner blocks will not be removed during this process.

The item will remain in “Claims Returned” status for 30 days. During this period, the Library Associate will thoroughly search the library for the item on a minimum of two separate occasions and note each search on the reverse of the Claims Returned form. The patron is also expected to make a thorough search for the item among his or her personal belongings during this period.

Outcomes

If the item is found to be in the library, it will be removed from the patron's account, along with any accrued overdue fines. If the item is found to be in the patron's possession, it will be removed from the patron's account, but the patron will be responsible for paying overdue fines.

If the item is not found during this 30 day period, the item's status will be returned to "Lost" and the patron will be responsible for the replacement cost of the item.

Claims Returned Appeal

If a patron is dissatisfied with the result of the Claims Returned process, he or she may appeal the decision to the Director of Library Services. A ruling decision will be made by both Library Associates and the Director of Library Services. This decision will be final.