

HOUSATONIC COMMUNITY COLLEGE LIBRARY POLICY MANUAL 2020

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's mission supports a comprehensive range of resources, services and programs which support instructional efforts and facilitate student learning in a diverse population. All programs and services are periodically evaluated and assessed.

Code of Conduct policy

In order to maintain an atmosphere in the library that is conducive to quiet study and other academic pursuits, patrons need to refrain from behavior which disrupts and impinges on the rights and needs of others. Patrons and librarians are expected to use respectful language and gestures in any communication or interaction whether it is in person, on the telephone, via e-mail, or online chats. Use of disrespectful language or actions may result in being reported to Dean of Students

Confidentiality and Neutrality Policy

Library staff will protect the privacy of patron's records including personal information such as identifying names or numbers and record of books checked out and searches made. Personal privacy is protected for all library users. Students who are invading the privacy of others will not be tolerated. Students may expect confidentiality in the Reference interview and other interactions. Librarians maintain a neutral stance on controversial matters and do not share information of a personal nature with others.

LIBRARY SPACES

The library provides a variety of spaces for patrons which include tables/chairs, study carrels, and easy chairs. Additionally, there are 6 study rooms, one conference room, and a classroom.

- **Study room** – limited to two or more patrons. Students may check-out a study room door key at circulation desk for a two-hour period. No Reservations accepted.
- **Conference room** – available to groups at HCC for a variety of purposes. Reservations made by contacting the Director
- **Classroom** – reserved for library instruction, but other uses allowed on a case by case basis. Contact one of the Instructional librarians for further information.

LIBRARY COLLECTIONS

Books are arranged according to the Library of Congress Classification System. Designated areas are set aside for the Circulating, Reference, YA, Career, Faculty Resources, Personal

Finance, ELL, Student Success, New Books, and Children's collections.

Periodicals are arranged alphabetically by title. Current editions are on display shelves in the magazine browsing area.

Online databases, Streaming films and e-books are available via the Library's web page. **Internet access** is available only to HCC students, faculty, and staff.

CIRCULATION

Borrowing Privileges: Borrowing privileges are automatically given to current HCC students, faculty, staff, and members of other community colleges. Community borrowers are required to apply for a card. Students who are not currently enrolled, including alumni, are classified as community borrowers.

HCC students: To borrow materials, a student must present picture identification or an HCC student banner ID card. Student library cards expire at the end of each semester.

Faculty and Staff: 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. Faculty and staff library cards expire two years from the date acquired.

Community borrowers must present either a Connecticut Driver's 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) in order to obtain a library card. Community borrowers must be at least 17 years old. Community borrower library cards expire one year from the date acquired. To obtain a library card, patrons must complete a library card application form in full.

Circulation Limits

There are specific limits on the number of items and time that materials may be checked out

Books

HCC students may check out up to 12 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

Students, faculty, and staff may check out 3 circulating DVDs owned by the Library. 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. DVDs which are restricted to library use circulate only to faculty and staff. Students may watch educational DVDs on a computer.

Reserve Materials

With some exceptions, Reserve materials are for in-library use.

Reference books

Reference books are for library use only. Exceptions may be made for faculty who need to use reference books or magazines for class related purposes.

Periodicals

The library has magazines and newspapers available for use within the library only. Newspapers are signed out on the newspaper sign-out sheet before being taken from the desk. All requested information must be filled in legibly.

Loan Periods

Items may be borrowed for different periods

Books circulate for 4 weeks.

DVDs circulate for 1 week. **Express DVD** circulate for 2 days.

Reserve items circulate for 2 hours

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 or placed in the outside library bin.

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 or is "lost", it may not be renewed. Patrons may also renew their items in Housatonic Search.

Fines

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

In-House Holds

Books and DVDs 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.

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 email 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, email, and for ensuring that telephone messages that are left for them are relayed to them.

LOST LIBRARY MATERIALS

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

When an item is more than 30 days overdue, the item's status is to "Lost". If a patron has lost items on the account, he or she will be blocked from checking out any additional materials, except Reserve materials. If the patron does not return, replace, or pay for the lost materials, then he or she will be blocked in Banner, preventing him or her from registering, graduating, or accessing transcripts.

Lost Item Charges and Replacement

Lost items are charged as follows:

- **Books and audio books** are \$40.00 each.
- **DVDs, videos, 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 in Banner

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. 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.

CLAIMS RETURNED

A "Claims Returned" occurs when a patron claims that library materials on his or her account were returned or were never taken out by the patron.

Notification of overdue material: 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". 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 Librarian in charge of Circulation. All Claims Returned issues will be handled only by Circulation. The Librarian 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 Librarian 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 the Circulation Librarian and the Director of Library Services. This decision will be final.

INTERLIBRARY LOAN

Consortia Borrowing

It is possible to borrow from another Community College, State Universities, and the State Library without filling out a interlibrary loan form. Housatonic Community College is one of 12 community colleges in Connecticut. Patrons at HCC may directly borrow from the other colleges by using the shared catalog Housatonic Search. See a librarian for instructions

Interlibrary loan is a service which borrows materials from other libraries. It is available to HCC students, faculty, and staff only. To be eligible for Interlibrary Loan, patrons must be in good standing with the library and have no active blocks on their record. Community borrowers are referred to their local public library for Interlibrary Loan assistance. Housatonic abides by the copyright law of the United States (Title 17, Unites States Code).

Borrowing Items

Due dates and renewals of Interlibrary Loan items are set by the lending library, and Housatonic complies with their policies. Although an effort is made to get requested materials in all formats, DVDs, videos, CDs, etc. are often not available through interlibrary loan. Reference books and textbooks are not available through Interlibrary Loan.

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. Patrons are responsible for the cost of lost items and accrued

finest as determined by the lending library.

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. Reference books, reserve items, periodicals, newspapers, and archives will not be loaned. DVDs 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, calculators, information about Bridgeport, HCC course schedules and catalogs.

Checking out Reserve materials

Reserve materials may be borrowed only by students, faculty, staff.

Loan periods for Reserves

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. Calculators may be taken to a class, but are not to leave campus. 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 for Reserves

- Library use only print: 4
- Library use only non-print: 1
- Calculators: 1
- Models: 3
- Two-day/one-week items (print and non-print): 1

Fines for Reserves

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.

Textbooks on Reserve

The library keeps current textbooks on Reserve. Textbooks are for in-library use only and are not intended as a substitute for purchasing required books. The library does not purchase workbooks or lab manuals. 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.

COMPUTERS/INTERNET WORKSTATIONS

Internet service is for use by current HCC students, faculty, and staff only. To use, a student must be able to log in. There are 24 computers for student use. No more than two users may be at a workstation at a time.

Internet Use

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.

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

MISCELLANEOUS

Archives

The Housatonic Community College Archive contains documents and material relative to the history of the college and the process of its evolution. Material on the Connecticut state community college system is also available. Documents and other materials in the Archive are available for research or needed information. The Housatonic Archive is a closed collection and patrons are not allowed to browse in the area without the Archivist. Nothing can be removed from the Archive but copies can be made. Those wishing access to the Archive can make an appointment with the Archivist, 203-332-5226. Archived material is cataloged in the HCC Library catalog system. Material relative to all aspects of Housatonic and its personnel are welcomed and can be left in the Archive, or Library with the name and contact information of the donor.

Change

Change is made only for use in the copiers. The copy machines will take nickels, dimes, quarters, and 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. Patrons who are uncertain about copier use should ask for assistance at the circulation desk. The library will attempt to refund money lost because of copier malfunction. Cost: ten cents for Black & White copies, twenty-five cents for color.

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. Lost items will be taken to the Public Safety/Security office immediately.

Display Cases

The library's display cases are used to promote events, subjects of current interest, and

classes that may need extra promotion. These may also be used in partnership with professors, clubs, and departments to promote subjects of interest to the population of HCC. Decisions about usage are made by library staff. 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 and 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 physical condition and date/accuracy of material. Materials may not be accepted for reasons of conditions, relevancy, and format

The library cannot 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.