

# Sacramento City College Learning Resource Center Access Services Policy

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## 1. **Mission:**

The Sacramento City College Learning Resource Center\* is an integral part of the educational programs of the college. Its primary mission is to support the classroom work, cultural pursuits and personal development of our students, faculty, and staff. The library supports the educational goals of the college by:

- Providing a balanced, up-to-date collection of print, non-print and electronic resources;
- Helping students become efficient and effective consumers of information, able to find, evaluate, analyze, use and communicate data.
- Teaching critical thinking and information seeking skills.

Additionally, in keeping with the community college philosophy, the Sacramento City College Library is committed to serving, as much as possible within the constraints of its primary mission, the neighboring community.

The function of this policy is to make the resources of the library accessible while still maintaining the control necessary to ensure that these resources are available to all library patrons.

## 2. **Patron Groups:**

- 2.1 Faculty and staff borrowing privileges extend from the date hired until employment is terminated.
- 2.2 Emeritus faculty and staff (full time) can receive a complimentary Special Borrower Card (Gold Card) from the Foundation Office that includes limited library borrowing privileges (does not include interlibrary loan, reserve material, media, or remote access to subscription databases). Gold Card holders must present ID and appear on the list of Gold Card holders from the Foundation Office in order to borrow books.
- 2.3 Students: Borrowing privileges are in effect for the duration of the registration period.

\*The LRC includes Instructional Media & Academic Computing, BUS 152, Distance Education, Instructional Development, Learning Skills & Tutoring, the Writing Center, the Library, and the libraries in the Centers.

- 2.3.1 Students must have a current Student Access Card. The Student Access Card may be used at any library in the Los Rios District.
  - 2.3.2 Lost or stolen Student Access Cards may be replaced for a nominal fee; the RT sticker may be replaced for an additional fee, both fees payable at the Business Office. A payment receipt is required for replacement of the card. The sticker is issued by the Business Office.
  - 2.3.3 Borrowing privileges may be extended for currently registered students to borrow up to two books and two videos over the semester breaks.
  - 2.3.4 Student alumni may purchase a Special Borrowers Card (\$15 per year), which allows limited borrowing privileges. This card is non-transferable. Alumnae must bring unofficial transcript showing certificate or AA or AS degree status.
- 2.4 Community: Members of the community may purchase a non-transferable Special Borrowers Card for \$30 per year that allows limited borrowing privileges (does not include interlibrary loan, reserve material, media, or remote access to subscription databases). Without the Special Borrowers card, members of the community may use library materials and media from the general collection within the library.
- 2.5 The library reserves the right to suspend a patron's borrowing privileges. Causes for this action may include, but are not limited to: overdue books, unpaid fines, unpaid lost item(s), failure to return reserve books on time, and inappropriate behavior, as described below.

### 3. Circulation Services:

- 3.1 Library Catalog (LOIS): Patrons can access the catalog from campus or remotely. Patrons with a current Student Access Card can request circulating books from other Los Rios campuses, place holds on books currently checked out (except for Reserve books), renew books they have checked out before they become overdue, and access the electronic databases from remote locations.
- 3.2 Books: Students may borrow up to seven (7) general circulation items at any one time, of which two (2) may be from the reserve collection. Special Borrowers may check out up to three (3) general circulation items at any one time from the library that issued the card.
  - 3.2.1 Reference: The reference collection is located on the second floor of the LRC. The items in this collection are for library use only.
  - 3.2.2 Reserve: The reserve collection is located behind the circulation desk on the second floor of the LRC. This collection consists of textbooks and other materials made available by instructors for students' use. Some of the materials are for library use only and may not leave the building.
    - 3.2.2.1 Circulation period: Reserve materials circulate for 2 hours, 1 day, 3 days or 1 week according to the instructor's preference.
    - 3.2.2.2 Check-out limit: Students may borrow up to two (2) reserve items at a time.
  - 3.2.3 Circulating books: The circulating collection is located on the third floor of the library. Display books and new books are on the 2<sup>nd</sup> floor. Browsing paperbacks, juvenile and

easy reading books, and oversize and large print books are shelved separately. These books circulate for three (3) weeks unless otherwise designated.

### 3.2.4 Renewals and Returns

3.2.4.1 Renewals: Students and staff may renew circulating books at the circulation desk or online through the library catalog (LOIS). Books may be renewed once online, provided there are no holds. Additional renewals can be made at the circulation desk at the discretion of staff.

3.2.4.2 Returns: Items may be returned in the Book Drops in the second floor circulation desk or in the two book bins located in the front and rear of the LRC. **Reserve materials must be returned at the second floor circulation desk when the library is open.**

3.2.5 Fines and Holds: A patron may lose borrowing privileges if fines and fees exceed \$4.99, and a hold may be placed on a patron record for fines or fees of \$5.00 or more. A hold may affect a student's ability to register, request transcripts or use library resources. Special Borrowers whose fines exceed \$5.00 will lose borrowing privileges until fines are paid. See Appendix A for the fine schedule.

3.2.6 Fines appeal process: The Library regulates fines according to defined standards. Borrowers may appeal fines or charges they feel have been inappropriately applied or if there are mitigating circumstances. See Appendix B for the appeals process.

3.3 Print periodicals: The library subscribes to print and microform magazines, journals, and newspapers. Periodicals are shelved in the west corner of the second floor. They are for use in the library only.

3.4 Electronic databases: The library subscribes to research databases containing articles from magazines, journals, and newspapers, as well as encyclopedias, ebooks, and reports. Remote access to these resources is available to current students and staff.

3.5 Audiovisual media: DVDs, videotapes, TV course tapes, and other non-print materials are housed in Instructional Media on the first floor. ~~Some media may be borrowed, other media is for library use only. Media must be returned to the media desk.~~

3.6 Interlibrary loan (ILL) and patron holds:

3.6.1 ILL: Students and staff may request that circulating item from another Los Rios library be sent to SCC through the library catalog. Staff contacts the patron when the item arrives and holds the item for five (5) days. Items in the Reserve collection may not be requested.

~~Students and staff can also request items not available in the Los Rios libraries. The circulation desk provides paper forms for this purpose.~~

3.6.2 Holds: Students and staff may place a hold on an item that is currently checked out (except reserve items) through the library catalog. Staff sends an email to the patron when the item is returned, and holds the item for five business (5) days. Items are not held over breaks.

3.7 Special Collections: This room is located on the third floor and contains archival material preserving the history of Sacramento City College. These materials must be used in the LRC. Patrons must call to make an appointment to use the Archives: (916) 558-2532.

#### 3.8 Additional Circulation Services:

3.8.1 Change: The circulation desk can change bills up to \$5.00.

3.8.2 Chair rail and wireless: The chair rail on the second and third floors has power and Internet connections. Wireless Internet access is provided throughout the campus. The library does not provide support for these services and they are not connected to the printers. A reference desk handout describes wireless network.

### 4. Computer Services

4.1 Internet access is intended to provide information resources that support student success.

4.1.1 To maintain an atmosphere that supports learning, academic freedom and asset management, LRC users are responsible for using electronic resources in an effective, ethical and lawful manner.

4.1.2 The LRC does not censor access to materials nor protect patrons from information they may find offensive or inaccurate.

4.2 Academic Computing Labs ( LRC 144 and BUS 152):

4.2.2 The Academic Computing Labs in LRC 144 and in BUS 152 are available to SCC and other Los Rios students for academic purposes only. Students are required to be currently enrolled.

4.2.3 By using these labs, students agree to video, audio and other monitoring and recording of their activities in the lab and on the computer. They also acknowledge that the computers may be managed by remote control.

4.2.4 Users should not leave their stations unattended for more than 10 minutes. After 10 minutes, staff has the right to log their station out and make it available for the next user. Unattended belongings will be placed in lost and found.

4.2.5 Users are required to obey all posted SCC Lab signs and to comply with the instructions of LRC staff.

4.3 Library Computers (second floor of the LRC, public area):

4.3.2 Library computers are available on a first-come, first-serve basis to current Los Rios students, faculty, and staff. Priority is given to those engaged in academic activities.

4.3.3 Community users may request a guest pass at the library reference desk when a minimum of 5 public computers are available and there is no waiting line. Community users may be asked to log off when student access is needed.

- 4.3.4 Recreational use of Library computers is discouraged, and patrons playing games, chatting or using recreational websites may be asked to leave their computer.
- 4.3.5 Third floor computers are provided for students to access the library catalog (LOIS). There is no Internet access on these computers.

4.4 Computers for Persons with Disabilities:

- 4.3.1 Dedicated computer stations for the exclusive use of people with disabilities are provided in LRC 144, BUS 152, and on the second floor of the library. The stations in LRC 144 and BUS 152 are available to currently enrolled Los Rios students for academic purposes only, and the stations on the second floor of the library are available to Los Rios students, staff, and community users.

Priority at these stations is given to users with disabilities in this order (Los Rios students have priority over community members in all situations):

- 4.3.1.1 Those that require the adaptive software or hardware for academic purposes;
- 4.3.1.2 Those that require the adaptive software or hardware for nonacademic activities;
- 4.3.1.3 Those that do not require the adaptive software or hardware.

**5. Acceptable & Unethical Use of Computer Resources:**

5.1 Acceptable and ethical use:

- 5.1.1 Academic research using library databases or Internet resources.
- 5.1.2 Course-related e-mail.
- 5.1.3 Use of web-based course materials such as D2L or other educational software.
- 5.1.4 Use of specialized software loaded by SCC staff.

5.2 Unethical and Inappropriate Use:

- 5.2.1 Partial list of violations from the [Los Rios Statement of Rights and Responsibilities R-7831](http://www.losrios.edu/legal/Regulations/R-7000/R-7831.pdf) (<http://www.losrios.edu/legal/Regulations/R-7000/R-7831.pdf>):
  - ...Sharing user accounts, whether by using someone else's account or allowing others to use yours (Sec. 1.2);
  - Transmitting unsolicited information which contains obscene, indecent, lewd or lascivious material or other material which explicitly or implicitly refers to sexual conduct (Sec. 1.8.1);
  - Transmitting unsolicited information which contains profane language or panders to bigotry, sexism, or other forms of discrimination (Sec. 1.8.2);
  - Violating any laws or participating in the commission or furtherance of any crime or other unlawful or improper purpose (Sec. 1.8.9);
  - Using computer facilities for work done on behalf of a commercial firm (Sec. 1.8.12);
  - Unplugging or reconfiguring computer equipment to make it unusable or difficult to use (Sec. 1.8.15);
  - Displaying sexually explicit or sexually harassing images or text in a public computer facility or location that can potentially be in view of other individuals (Sec. 1.8.18).

- 5.2.2 Partial list of violations from [SCC Student Standard of Conduct Brochure](http://www.scc.losrios.edu/current_students/student_standard_of_conduct_and_civility.htm)  
[http://www.scc.losrios.edu/current\\_students/student\\_standard\\_of\\_conduct\\_and\\_civility.htm](http://www.scc.losrios.edu/current_students/student_standard_of_conduct_and_civility.htm):
- Obstruction or disruption of the learning process of the college, including teaching, administration, and college activities;
  - Physical or threatening abuse of any person on college-owned or controlled property, or at any college-sponsored or supervised activity;
  - Disorderly, lewd, obscene, or indecent conduct or expression on college-owned or controlled property or at college sponsored or supervised activities;
  - Willful disturbance at any college meeting;
  - Gambling is prohibited on campus;
  - All library property and material must be checked out before being taken from the Library. Library fines must be paid in full before grades or transcripts are released. A hold will be placed on your record until all library obligations are addressed;
  - Any person on college-owned property or at college-sponsored or supervised activities who engages in disruptive behavior is subject to disciplinary and legal actions by the President of the college or his or her designee(s).

### 5.3 Enforcement of Computer Policy:

- 5.3.1 Unacceptable or unethical use of computers will be met with a warning and reminder of the policy. If unacceptable use continues, the user will lose computer privileges for the day and their name may be sent to the Student Disciplinary Office.
- 5.3.2 Staff has the right to remove a patron from the LRC and call Campus Police if the patron exhibits disruptive behavior as outlined in this policy, the [Student Standard of Conduct](#), or the [Los Rios District policies and regulations](#).

**The LRC staff reserves the right to terminate a computer session at any time.**

## 6. Supervision of Children and Unattended Children:

- 6.1 The LRC provides unfiltered Internet access and some materials inappropriate for children. Parents or guardians must assume responsibility for their children's use of the Internet. An adult parent or guardian of children 12 and under who are not SCC students must have a clear view of the child and their activities at all times. Parents or guardians also assume responsibility for their children's behavior in the LRC. If the behavior is disruptive or distracting, they may be asked to leave.
- 6.2 There is no area in the LRC designed for children's use and unattended children are vulnerable. The LRC staff cannot assume responsibility for the safety of children who are in the building without adult supervision. LRC staff may contact Campus Police if a child appears to be left unattended in any area of the LRC.
- 6.3 Children between the ages of 13 and 18 who are not SCC students are considered community users and must abide by stated policies.

## 7. Noise in the LRC:

- 7.1 The third floor of the LRC is for silent, individual study. No talking is permitted.

- 7.2 Patrons must silence phones and electronic devices when they move beyond the first floor lobby (tiled area) so as not to disturb others. Patrons talking on phones or over the Internet (VOIP) may be asked to move to the first floor lobby.

## **8. Food and Drink:**

- 8.1 Food and drinks are not allowed in the LRC or BUS 152, with these exceptions:
- 8.3.1 Beverages only in rigid containers with firmly attached lids are allowed in Library study areas only. Paper or Styrofoam drink containers are not allowed.
- 8.3.2 Food and beverages are allowed in the LRC lobby (tiled area) only.
- 8.2 No food or beverages are allowed at any computers in the LRC or BUS 152.
- 8.3 If you are asked by a staff member to discard food or drink that is in an inappropriate container or location, please do so promptly. Failure to comply with a request by the faculty or staff is a violation of this policy.

## **9. Inappropriate Behavior:**

- 9.1 Inappropriate behavior in the LRC may result in disciplinary measures.
- 9.2 Examples of inappropriate behavior include but are not limited to:
- Smoking or using tobacco products;
  - Use or possession of alcohol or controlled substances;
  - Using abusive, loud, or obscene language in the LRC;
  - Obstruction or disruption that hinders use of the LRC;
  - Throwing books or other objects;
  - Harassing, bullying or threatening LRC users or staff;
  - Assault (verbal, physical, sexual);
  - Removing or attempting to remove library materials or property without checking them out or without authorization;
  - Mutilating library materials by marking, underlining, removing pages, removing binding, removing electronic theft devices or in any way injuring or defacing materials;
  - Using items from service desks without permission;
  - Improperly using equipment in the LRC, for example, computers, copiers, etc.
  - Concealing library materials in the library for exclusive use of an individual or group;
  - Vandalism of LRC property;
  - Theft of another person's property;
  - Voyeurism or exhibitionism;
  - Bathing in the public restrooms;
  - Sexual behavior;
  - Engaging in any illegal activities;
  - Using radios, audio players, or other personal listening equipment at a level that can be heard by others.

**Patrons who do not comply with LRC policy or fail to cooperate with LRC staff may be asked to leave the premises. The staff reserves the right to summon Campus Police if a patron exhibits**

disruptive behavior as outlined in this policy the [Student Standard of Conduct](#), or the [Los Rios District policies and regulations](#).

Patrons can submit a Comments and Concerns form, available in the Learning Resources Division Office, to address issues of concern in the LRC. The Dean reviews the form and contact the patron.

**Appendix A – Library Fines:**

Fines shall be collected for overdue materials at the following rates:

Item type	Overdue fines and fees	Maximum fines and fees
General Collection:	\$.50 per day/per item	Max: \$20
1 week videos	<del>\$.50 per day/per item</del>	Max: Replacement cost, plus \$10.00 non-refundable processing fee. (video replacement can cost up to \$300.00 per item).
Telecourse Rentals	\$.50 per day/per item. \$20.00 per item, non-refundable rental, due at the end of the semester.	<del>Max: \$20.00</del> or replacement cost (whichever is greater)
Reserve Collection:		
2 Hr. bks	\$1.00 per hr/per item	Max: \$50 or replacement cost (whichever is greater)
1 Day bks	\$1.00 per day/per item	Max: \$50 or replacement cost (whichever is greater)
3 Day bks	\$1.00 per day/per item	Max: \$50 or replacement cost (whichever is greater)
1 Wk bks	\$1.00 per day/per item	Max: \$50 or replacement cost (whichever is greater)

**Lost items:** A non-refundable processing fee of \$10 will be added to the replacement cost of each lost item. The library reserves the right to revise the charges on out-of-print or more expensive items. Patrons may also be given the choice of replacing the lost item or supplying the librarian with a similar title (subject to the approval of a librarian that selects in that subject area). This option does not apply to reserve books.

**Damaged items:** A non-refundable processing fee of \$10 will be charged if the item has had library tags or sticker removed. The replacement cost will be charged if, in the judgment of library staff, the item is so damaged that it has to be replaced.

**Notices:** As materials become overdue, a notice will be generated and emailed to the patron. A total of three notices may be sent until the book is returned and/or fines paid. After five (5) weeks the third notice will be sent, the item will be considered lost and it will be subject to the full replacement cost. At the end of each semester, holds will be placed on student records showing fines of \$5.00 or more. Such holds affect registration, transcripts, and use of library materials.

**Special Borrowers** (emeriti faculty and staff, alumnae, and community borrowers) whose fines exceed \$5.00 will lose borrowing privileges until fines are paid.

Students who have holds placed on their accounts have the following options:

1. **Pay the fine in full.** In this case the hold will be removed.



2. **Pay a specified percentage of the fine and sign a promissory note for the remainder.** In this case the hold will be removed for 24 hours to allow registration, etc. and then replaced until amount is paid in full.
3. **Challenge the fine.** In this case a student fills out a Fines Appeal Form. The appeal will be forwarded to the Appeals Committee for consideration. If the student's appeal is rejected, they can make a further appeal to the Dean of Learning Resources.

### **Appendix B – Fines Appeal Process:**

Request a Fines Appeal Form from the Circulation Desk, fill it out with the details of your appeal, and attach supporting documents. The Appeals Committee will review your appeal and send a letter with their decision. If your appeal is denied, your academic and library record will be blocked until you pay your fines. The Appeals Committee Decision is final.

You will need:

1. Clear and valid evidence that the material was returned on time; or
2. Clear and valid evidence that you were unable to renew or return items because of circumstances beyond your control.

Fees will NOT be waived for the following reasons (Note: this is not an inclusive list):

1. Ignorance of due dates.
2. Late or non-receipt of the courtesy overdue notices.
3. Failure to notify the library of an address change.
4. Failure to notify the library of a lost or stolen card.
5. You lent the material to someone else and she/he returned it late or failed to return it.
6. You returned reserve items in the outside drop boxes.
7. You returned the material via the US Mail and it was received late or failed to arrive.
8. You did not use the item(s) or did not find the item(s) useful.
9. Unsupported claims that verbal or online renewals were made but not recorded.

Claims of illness, bereavement, and similar circumstances:

Each library card holder is responsible for returning or renewing all books borrowed on their card by their due dates. When items have not been returned on time due to illness, bereavement, or similar circumstances, the library *may* reduce the fine amount.

If you are submitting an appeal based on such circumstances, you must provide supporting documentation. The dates on supporting documentation must correspond to the late period for the items in question.