

POLICIES and GUIDELINES

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MISSION STATEMENT

The North Seattle Community College Library and Media Services mission is to support the college's educational and service goals by ensuring that all students, faculty, and staff will receive the best possible service, information, resources, and equipment in an environment conducive to learning.

*North Seattle Community College
Library*

AUTHORIZED BORROWERS

Borrowing privileges are limited to the following categories of authorized borrowers: students and employees of the Seattle Community College District; the students of other Washington State Community Colleges; NSCC Foundation donors; and through the interlibrary loan process, libraries in the U.S. and British Columbia, Canada which are contributing members to the WorldCat. Some restrictions will apply to each of the categories.

Guidelines

1. Definition of the authorized borrowers categories:
 - a. Seattle Community College District (SCCD) student: a currently registered student of North Seattle Community College (NSCC), Seattle Central Community College (SCCC), South Seattle Community College (SSCC), or Seattle Vocational Institute (SVI) as identified by a student photo identification card issued from NSCC, SCCC, SSCC, SVI, henceforth referred to as a SCCD student photo ID card, and with a current registration sticker.
 - b. Seattle Community College District (SCCD) employee: a faculty or staff member of the Seattle Community College District as identified by a current SCCD Faculty/Staff identification card, inclusion in the district phone book, or verification from her/his division by phone or note. Retired SCCD employees retain their borrowing privileges.
 - c. Washington State Community College student: a currently registered student of any Washington State community college as identified by a current identification card from her/his respective institution, henceforth referred to as a WSCC student ID card.
 - d. Libraries: contributing members to the Worldcat and all Washington State community college libraries may request materials through the interlibrary loan process.
 - e. NSCC Contract Programs: students and staff of NSCC contracted programs (i.e. Indian Heritage, Western Washington education program) as identified by a student photo identification card issued from NSCC, henceforth referred to as a SCCD student photo ID card, and with a current registration sticker.
 - f. NSCC Foundation Donors: as identified by the NSCC Foundation Board.
2. Patrons who do not fall into any of the authorized borrowers categories must arrange an interlibrary loan through their own libraries.
3. The Library/Media Center Administrator reserves the right to suspend or rescind borrowing privileges upon violation of any library policy.
4. The facilities and resources are available for in-library use by the general public. Some restrictions will apply.

*North Seattle Community College
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BEHAVIOR AND CONDUCT

The Library has the responsibility to provide a pleasant, orderly facility conducive to concentrated and effective use of library materials and services. The Library Staff has the responsibility for maintaining order in the Library to assure a pleasant experience for all users. To meet this responsibility, the staff will need to intervene courteously, but firmly, in situations at the Library that present danger to the safety of persons or property, interfere with the rights of others, constitute disturbing or inappropriate uses of the Library and that involve the commission of illegal acts.

Guidelines

1. Disruptive behavior will not be permitted. This includes disorderly conduct, noise or activity, whether intentional or inadvertent, that interferes with the rights of others, physical abuse, abusive or threatening language and misuse of library furnishings.
2. Violation of library policy will not be permitted.
3. When the behavior of a patron violates library policy or constitutes a disruption which interferes with the use of the library by other patrons or which interferes with a staff member's completion of his/her duties, the following progressive steps will be taken:
 - a. The library staff member will issue a verbal warning, with the statement that the person(s) will be told to leave if the behavior in question does not cease.
 - b. If the disruptive behavior continues after the verbal warning, the staff member will tell the person(s) to leave the library.
 - c. If there is difficulty in getting the person(s) to leave the library, the staff member will call Campus Security at 527-3636.
4. Expulsion from the Library and/or loss of library privileges may result from violations of library policy or disruptive behavior in accordance with the SCCD Student Code of Conduct for students or WAC 132F-136-050 for non-students and staff.

WAC 132F-136-050 Trespass.

- (1) Individuals who are not students or members of the faculty or staff and who violate these regulations will be advised of the specific nature of the violation, and if they persist in the violation, they will be requested by the campus president, or his designee, to leave the college property. Such a request will be deemed to prohibit the entry of, withdraw the license or privilege to enter onto or remain upon any portion of the college facilities by the person or group of persons requested to leave, and subject such individuals to arrest under the provisions of chapter 9A.52 RCW.
- (2) Members of the college community (students, faculty, and staff) who do not comply with these regulations will be reported to the appropriate college office or agency for action in accord with established college policies.
- (3) Persons who violate or are in violation of a district policy may have their license or privilege to be on district property revoked and be ordered to withdraw from and refrain from entering upon any district property. Remaining on or reentering district property after one's license or privilege to be on district property has been revoked shall constitute trespass and such individual shall be subject to arrest for criminal trespass.

*North Seattle Community College
Library*

BOOK SECURITY SYSTEM

The library utilizes a book security system to enable the circulation system to work more efficiently. The system provides better library service for all users by ensuring the proper charging out of library materials and discouraging theft of learning resources. The library reserves the right to inspect handbags, backpacks, briefcases, parcels, and all other carry-in items when the patron exits the library.

Guidelines

1. Personal books and other objects may trigger the system if there is a security system device in the item itself. If the alarm on the security system goes off when a patron is exiting, the turnstile will lock. A library employee will ask the patron to step back to the Circulation Desk and unlock the turnstile to let other patrons exit. Items from other libraries, personal books and other objects may also trigger the system.
2. The patron is asked to hand any library items to the employee then have the patron walk through the security system again carrying their backpack, briefcase, etc. If the system is triggered again, they are asked to repeat the procedure and check their pockets, coats, etc. for any other items that may trigger the alarm.
3. If the item that triggered the security system is an NSCC library item, the employee will check the due date. If not overdue, it will be handed back to the patron after they have passed through the security system. If the item is overdue or not properly checked out, they will be asked if they wish to renew the item, check it out, or return it. If the item was not a circulating item, it will be retained by the employee.
4. All library patrons are expected to enter and leave the library through the designated entrance/exit turnstiles. Patrons authorized to exit by the disabled gate are to pass their carry in items to an employee at the circulation desk to pass through the security system.

*North Seattle Community College
Library*

CELL PHONE USE IN THE LIBRARY

The Library strives to maintain a quiet environment conducive to study and research. Therefore, the use of cell phones is not permitted inside the library.

Guidelines

1. Library patrons will be asked by a librarian to turn off their cell phone or switch it to a silent signal while in the library.
2. Library patrons using their cell phones in the library will be asked by a librarian to take their call outside the library or immediately turn off their phone.
3. College Security is called if the library patron involved is unwilling to cooperate with the librarian. (see Behavior and Conduct)

*North Seattle Community College
Library*

CHILDREN IN THE LIBRARY

In accordance with campus policy the Library does not allow non-SCCD users under the age of 18 access to its facilities or services without a parent or legal guardian present.

Guidelines

1. Registered SCCD students under 18 have all the rights and privileges of any other SCCD student.
2. Any unescorted person who appears to be under the age of 18 will be asked for either proof they are a registered SCCD student (current SCCD ID) or to present a driver's license or other "official" form of ID stating their date of birth.
3. Library policy recognizes only a parent or guardian as having the right to permit access to unfiltered internet resources or any other library resource. Siblings or friends who are 18 do not fall under this category as they do not have the legal jurisdiction over the user.
4. Anyone not meeting the requirements of this policy must be asked to leave the library and campus.
5. Persons refusing to abide by the policy will be referred to the Director of Library Services. If the director is not available library staff may contact the Campus Security to enforce the policy. This should only be done in extreme cases.
6. In the case of very young children library staff will contact the Campus Security. The Library staff may attempt to contact a parent or guardian, notify them of the college's policy and inform them they must immediately retrieve the child. If there is a refusal to comply or the library staff is unable to contact a parent or guardian and Campus Security is unavailable, the Seattle Police Dept. should be notified immediately.

**North Seattle Community College
Library**

CIRCULATION

Authorized borrowers must present acceptable identification at the circulation desk to check out library materials.

Guidelines

1. The acceptable identification for students of NSCC, SCCC, SSSC, and SVI is a current SCCD photo ID card. Students must present a current SCCD photo ID card to check out circulating material, reserve material, request an interlibrary loan, or reserve a group study room. A current receipt showing the purchase of a SCCD photo ID card may be used in lieu of the card once for the quarter in which it was purchased.
2. Employees of the Seattle Community College District must show either their current SCCD Faculty/Staff ID card, or have a note from their division's dean identifying them as an employee for the current quarter.
3. Students from other Washington State Community Colleges must show a current student ID card from their respective institution with proof of current registration.
4. Foundation donors must show identification from the NSCC Foundation Board.
5. Non-authorized borrowers may use library material in the library only. (See policy on the Reserve Collection for restrictions.)
6. Non-authorized borrowers may check out LIBRARY RESERVE material for Library Use Only using an acceptable current photo ID. The ID will be held at the circulation desk until the item is returned. (See policy on the Reserve Collection for restrictions.)
7. Material in the main circulating collection, ESL/developmental collection, and in the special collection are checked out for two weeks and can be renewed for two additional two week periods if there is no hold on the item. If the item is overdue for more than one week, it must be returned and may be checked out again by the same patron the next day.
8. Periodicals are checked out for two weeks and can be renewed for two additional two week periods if there is no hold on the item. If the item is overdue for more than one week, it must be returned and may be checked out again by the same patron the next day.

Circulating Collection, Special Collection, ESL/Developmental Collection, Magazines/Journals	2 weeks	2 renewals if no hold is placed by another patron ; must wait until next day for same patron to check out again
Music CDs, Newspapers	1 week	No renewals, must wait 24 hours for same patron to check out again
DVDs, Videocassettes	2 days	No renewals, must wait 24 hours for same patron to check out again
Reference Collection	Reference Librarian permission required	Reference Librarian permission required
Reserve Collection	Varies: 2 hours, 24 hours, 3 days, 1 week	No renewals, must wait: 2 hour reserve, must wait 1 hour Others , next day

*North Seattle Community College
Library*

COLLECTION DEVELOPMENT

The Library collections are selected primarily to support the information needs of the NSCC instructional programs. The Library, working with students, faculty, and staff, strive to ensure a balanced collection that is responsive to the needs of the campus, provide objective criteria for selection and development; and be consistent with the principles and ideals of intellectual freedom.

Guidelines

1. Responsibilities for selection

The administration of the College has delegated the responsibility for development and maintenance of the Library collection and services to the Library/Media Services Administrator. Actual collection development and selection responsibility will in turn be assigned to the library faculty, who will discharge this obligation consistent with the selection objectives and criteria defined in this policy. Instructors throughout the campus have responsibility for recommending purchases in their subject specialties, and for arranging for Library support when planning new programs. Faculty, students, staff, administrators and community members are invited to submit suggestions for purchases in any subject area.

2. Objectives of selection

In order of priority, new materials are added to the collection to:

- a. Support the on-going instructional program.
- b. Provide materials for independent study.
- c. Provide vocational and continuing education information.
- d. Provide a balanced collection, including materials representing a wide diversity of views and expression.
- e. Promote self-awareness.
- f. Provide items for recreation and growth.

3. Criteria for selection

Titles do not have to satisfy any or all of these criteria but will be evaluated with these criteria in mind. Whenever practicable, the Library will attempt to coordinate resource selection with the libraries at Seattle Central and South Seattle Community Colleges. Criteria to be considered in the evaluation of specific materials will be:

- a. Accordance with the statements of mission, objectives, goals and philosophy included in this Policy.
- b. Timeliness and historical value, including materials that reflect current issues, methods, trends, and ideas; and those works that support the study of local, national, and international issues and events in history.
- c. Quality of the material, as evidenced by its level of scholarship, authority of the publisher, authority of the author, clarity of expression and appropriate formatting.
- d. Evaluations in professionally recognized journals.

- e. Appropriateness of level of approach.
- f. Availability of materials already in the Library.
- g. Patron interest.
- h. Cost.
- i. Requests from faculty, staff and administration for items important to either a particular program or to professional or institutional development.
- j. Requests from students.

4. Criteria by format

In addition to the above criteria, the following criteria apply to some information formats:

- a. Periodical subscriptions will be evaluated on the following additional criteria:
- b. Cost of both the price of the subscription and the cost of additional titles that must be purchased if necessary to balance the collection with varying points of view.
- c. Indexing in the indexes subscribed to by the Library.
- d. Projected student use.
- e. Graduate level research material or advanced subject specialized material not meeting these criteria will not be purchased from Library funds.
- f. Audio-Visual Media will be purchased after preview and evaluation by the appropriate instructor or librarian.

5. Intellectual Freedom

A broad range of materials presenting diverse points of view on current and historical issues will be provided in order to help students develop critical and analytic skills. No material will be excluded from our collection or from our exhibit space because of the characteristics or views of the author. The Library adheres to the following documents which are appended to and part of this Policy:

- THE LIBRARY BILL OF RIGHTS (see Appendix I)
- EXHIBIT SPACES AND MEETINGS ROOM: Adopted February 4, 1981, by the American Library Association Council (see Appendix II)
- The American Library Association's Freedom to Read Statement and the ALA's interpretations of the Library Bill of Rights contained in the Intellectual Freedom Manual, 5th edition, American Library Association, 1996.

6. Access to Library materials will not be restricted beyond the need to protect materials from theft or damage. Reserve service will be provided to allow equal access to assigned or frequently used materials. Other materials may be placed in Special Collection to protect items from theft or damage.

7. Procedures for handling challenges to Library/Media Services materials are set forth in Appendix III.

8. Overview of the Collection

In support of the instructional programs of the College, collections in all curriculum-related areas will be developed through the two-year college or certificate level. No area will be developed to the graduate research level. Faculty and staff are encouraged to use inter-library loan to obtain advanced subject-specialized material. For the independent study needs of its patrons, the Library/Media Center will strive to maintain a minimum collection of basic works in all library classification divisions.

9. In addition to materials for the support of the instructional programs, and in order to further meet the Objectives of Selection, the Library provides:

- a. Reference materials, including general and specialized periodical indexes, in any format.
- b. Materials regarding careers and education opportunities.
- c. Information on the history, people, environment and issues of the Pacific Northwest, Washington State and the Seattle area.
- d. Materials in community college history and philosophy, adult and vocational education, and other areas directly related to improving the quality of instruction or college management.
- e. Materials for recreation.
- f. Materials on citizenship and voting.
- g. Materials at appropriate reading levels for library users, including new readers and those reading at a high school level or lower.
- h. Materials in foreign languages, including periodicals subscriptions.

10. Materials not selected

- a. Items used only in the classroom, such as lab manuals or reference materials necessary for instruction.
- b. Archival materials.
- c. The following materials, unless accompanied with a justification and projection of student use:
- d. Serials not indexed in indexes available in the Library
- e. Graduate level research materials
- f. Textbooks that students are expected to purchase
- g. Multiple copies.

11. Housing and Location

Library materials will be housed in and will circulate from The Library. Exceptions must be approved by the Library/Media Services Administrator or his/her designee.

12. Deselection

The collection will be periodically evaluated in order to identify material for discard. Faculty subject specialists will be involved in the final discard decisions whenever practical. Decisions to withdraw will be based on the same objectives and criteria that govern selection, with these additional specific criteria:

- a. Appropriateness to the collection.
- b. Circulation.
- c. Physical condition.
- d. Duplication.

All items withdrawn from the collection will be disposed of according to Washington State law.

*North Seattle Community College
Library*

DISABLED ACCESS GATE

To provide better access to the Library, a disabled access gate is available for physically disabled patrons, service dogs, and strollers that cannot fit through the entrance/exit turnstiles. All other patrons are to use the designated entrance/exit turnstiles.

Guidelines

1. Patrons with carry-in items too large to fit through the turnstiles are asked to leave the items outside the library.
2. Patrons authorized to exit by the disabled gate are to pass their carry-in items to an employee at the circulation desk to pass through the book security system.
3. This policy does not apply to employees in performance of their jobs.

*North Seattle Community College
Library*

DISTANCE LEARNING LIBRARY SERVICES

The Seattle Community College District libraries strive to meet the special information needs of students in distance learning programs. Within the limit of our resources, we intend to provide library services to the distance learning programs equitable with that provided to the on-campus programs. These guidelines are intended to embody the philosophy of the Guidelines for Extended Campus Library Services prepared by the Association of College and Research Libraries.

Background

The Seattle Community College District is developing distance learning programs unique to each campus. These programs have different histories, goals, and student populations. However, these programs are growing and will in the future have a significant impact on library resources and services. The following guidelines are meant to help the District Libraries provide services to these students built upon the Library programs and collections already in place. These collections and services will increasingly require the further development of already established regional and state cooperative agreements among academic and public libraries to share resources. Continued development to meet the expanding needs of these programs will require specially allocated revenues outside of existing library budgets.

Guidelines

1. Library Support Services: A district-wide committee comprised of library faculty, in cooperation with the District Distance Learning Committee shall be responsible for gathering information, developing proposals, and bringing that information to the District librarians for approval. This committee shall recommend the development of services to distance learning faculty and students appropriate to the modes of instructional delivery offered by these programs. The recommendations will take into consideration the changes in delivery mode, information technology, and development of new programs. Each campus library representative will maintain communication with the distance learning programs on their own campuses to inform this process.
2. Reference Services: Each campus library Reference Desk and Circulation Staff will provide points of service to distance learners and instructors. The level of service provided should be consistent with that provided to all on-campus students. The establishment and maintenance of email reference service and a shared toll-free telephone number, for use by distance learning students should be a priority for the district libraries. We should also investigate new possibilities such as virtual reference service.
3. The service we are able to provide will be spelled out in a brochure for instructors and students to be included in their orientation and course packets. Students must understand that our role is to help them become independent information users. We will not do research for them, but help them use the resources available to them wherever they are by helping locate resources and making referrals.
4. Bibliographic Instruction: Instruction on how to conduct library research should be consistent with the mode of instruction of the program in which they are enrolled. The instruction may take the form of printed, recorded, or electronic media. The development and delivery of this instruction will require the support of the parent institution's distance learning programs for students requiring services and materials not already included in the current library budget. Distance learning programs must take these costs into consideration when developing new programs.

5. **Access to Resources:** The libraries will attempt to accommodate students who require resources which are not available remotely, and will encourage instructors to consider access to resources as they develop distance learning courses. Students will be encouraged to make use of local community college and public library resources, including Interlibrary Loan services.
6. Materials may be provided on a case by case basis, depending on circumstances of individual students. Any document delivery--email, fax, or conventional mail--will be consistent with current copyright law. Students who are close enough to use District libraries in person will receive the same level of service provided to all campus students.
7. Students enrolled in courses through SCCD will have access to online databases on campus or through a password, consistent with services provided to on-campus students. Passwords will be made available to distance learning faculty for distribution to students on a quarterly basis. Individual students will be given passwords upon request when they provide their last name and last four digits of their student identification number. Requests may be made by phone, email or in person.
8. **Service Agreements:** Whenever distance learning programs develop courses, they must take the costs of library resources and services into account in their budget.
9. When geographically concentrated distance learning students require library services beyond those which are normally available through Seattle Community College Libraries and local public libraries, library service agreements should be established with local libraries to compensate for services provided to students registered at Seattle Community Colleges.
10. **User Surveys:** Surveys should be conducted on a regular basis to get information from faculty and students to discover: where students are located, what kinds of information and technical help they need, and how well the library services and resources are meeting their needs.
11. **Additional Services:** Proctoring is not a regular library service, and will be available at the discretion of individual campus libraries. This service may be referred to the campus testing center.

North Seattle Community College
Library

FRAGRANCE USE

In compliance with the North Seattle Community College Indoor Air Quality Policy and to provide a facility conducive to concentrated and effective use of library materials and services, the Library encourages a fragrance free environment. The Library Staff has the responsibility to intervene courteously, but firmly, when the use of chemical scents interfere with the rights of others.

Guidelines:

1. The Library Computer Classroom (2236) and the Silent Study Room (2433A) are designated Fragrance Free.
2. When a Library patron complains to a Library Staff person of another patron in the Library wearing a heavy scent (cologne, perfume, etc.), the staff person is to approach the individual, introduce themselves, explain the problem, and ask for consideration or changes in behavior that can improve the situation.
3. When a Library Staff person detects a patron in the Library wearing a heavy scent (cologne, perfume, etc.), approach the individual, introduce yourself, explain the problem and ask for consideration or changes in behavior that can improve the situation.
4. Direct the complainant to a designated fragrance free Library classroom.
5. If the problem persists then students may report the problem to Student Complaint Office at 527-3643. Staff members are to report the problem to Human Resources Representative at 526-7792

*North Seattle Community College
Library*

FUNDS SOLICITATION IN THE LIBRARY

In accordance with campus policy, no soliciting for funds is allowed in the Library without prior approval of the Business office.

Guidelines

1. Persons soliciting for funds in the Library are directed to the campus Business Office to acquire approval.
2. A Library employee can contact Security (#3636) if the solicitor is uncooperative, does not have approval from the Business Office, or the employee is uncomfortable approaching the person.

North Seattle Community College
Library

GIFTS

The Library welcomes gifts in cash and in-kind. Gifts in-kind are evaluated for inclusion in the collection in the same manner as other materials, and unusable gifts will be disposed of according to the discretion of the Library/Media Services Administrator.

Guidelines

1. Gifts of cash to the library should be made in the form of a check made out to The North Seattle Community College Foundation. The donor may indicate on the check which area of the library should benefit from the donation (e.g., book collection, AV collection, library or media equipment, etc.)
2. Unusable gifts will be sold, exchanged, or otherwise disposed of entirely at the discretion of library administration and staff. The library is not obligated to add gifts in-kind to the collections.
3. Gifts in-kind which are not added to the library collections or otherwise put to use by the College may be returned to the donor, if the donor so request at the time the donation is made. Such gifts must be recovered by a mutually agreed deadline. Disposition of items not recovered by the deadline will be at the discretion of Library/Media Services Administrator.
4. At the donor's request, the Library/Media Services Administrator will provide written acknowledgment of the gift. Such acknowledgment will not constitute or include an appraisal of value. Any listing or count of the gifts to be included as part of the acknowledgment must be provided by the donor.

North Seattle Community College
Library

GROUP STUDY ROOMS

The primary purpose of the Library's group study room is to provide students, faculty, and staff of the Seattle Community College District with a place for quiet study and discussion in small groups of 2 or more people.

Guidelines

1. Group study rooms are to be used by groups of 2 or more people only, not by individuals.
2. Group study rooms are reserved at least 2 hours to 2 weeks in advance. Reservations are made at the circulation desk and a reservation slip is given to the person to post on the room
3. To reserve a group study room, students must show an SCCD student photo ID card with a current registration sticker.
4. Faculty and staff may reserve rooms on an ad hoc basis.
5. Group study rooms are scheduled for no longer than 2 hours at a time or for periods of time longer than two weeks.
6. Room renewals are made no earlier than the Friday before the week for which the room is desired.
7. Reservations listed in the Reservation Book at the circulation desk take precedence over the reservation slips.
8. The reservation for a group study room is nullified if the group has not shown up after 15 minutes of the reservation.
9. Conflicts arising from the use of the group study rooms will be resolved by an available library staff member.
10. Every effort is made to accommodate instructors who want to use group study rooms occasionally for small group discussions with their classes.
11. Individuals who want a silent study environment are directed to the silent study carrels in room 2133.
12. The Library staff is not responsible for personal items left unattended in group study rooms.
13. Exceptions to the above guidelines may be made by the Library Administrator or Librarians.

*North Seattle Community College
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HOLDS

Authorized borrowers may place circulating library material temporarily on hold at the circulation desk for eventual check out.

Guidelines

1. NSCC Library staff will retrieve and temporarily hold books, magazines and other types of circulating materials at the telephoned or e-mailed request of students and employees of Washington State community colleges.
2. Holds are placed for 3 days. Material not checked out by the end of the ascribed time will be reshelved.
3. Materials will be held at the Circulation Desk.

*North Seattle Community College
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INTERLIBRARY LOAN - BORROWING

The NSCC Library will borrow materials for authorized borrowers from other libraries when, in the judgment of the librarian, the resources of the Library do not meet the needs of the user. The service is provided at no charge to the borrower. Requests for interlibrary loan of non-print material are handled through the Media Center using its own guidelines and procedures.

Guidelines

1. All ILL requests from non-SCCD libraries must be verified and approved by a librarian before being processed.
2. Borrowers must present a valid Seattle Community College District Student ID card or a receipt showing the purchase of a photo ID card for the current quarter before an ILL request is processed.
3. Borrowers can make two ILL requests at a time from non-SCCD libraries unless the Librarian approves additional requests.
4. When borrowers request that photocopies be faxed back to the NSCC Library, they are charged 5 cents for each faxed page received.
5. Every effort is made to request ILL materials from non-charging libraries. When materials are available only from a library that charges, the borrower is notified and given the following options:
 - a) Patrons can elect to pay for the charges.
 - b) Faculty and staff can pay or, with the written approval of their supervisor, their division/department can be billed.
6. ILL requests for material not available in the SCCD Libraries are made with a libraries listed in the Worldcat in the following order:
 - a. Non-charging Washington State community college libraries
 - b. Non-charging Washington State libraries
 - c. Non-charging out-of-state libraries
 - d. Fee charging libraries
7. Borrowers who request material from the Seattle Public Library and the King County Library System are encouraged to use the "hold" feature on their online catalog and have the material sent to their nearest branch.
8. Guidelines for ILL requests among the Seattle Community Colleges libraries are:
 - a. ILL requests are made through the Voyager online catalog using the "Request Item" feature.
 - b. ILL materials are sent and returned through intercampus mail. When requested, photocopies of the pages of the request are faxed if less than ten pages long.
9. Requests for renewals will be made if the requests are made before the materials are overdue.
10. Interlibrary Loan borrowing services may be revoked if previously borrowed materials have not been returned or reimbursed.

11. ILL requests forms are faxed to the borrowing library when possible.
12. ILL materials are placed on the Circulation Hold Shelf under the requester's name. After the requester is notified that the material has arrived, it is held for a minimum of three days then returned to the lending library if not picked up.
13. RUSH/HOLD requests are defined as an authorized patron picking up the material at the lending Library. A librarian or authorized technician will phone the lending Library with the correct title and call number of the request. The patron is responsible for the return of the item to the lending Library.

**North Seattle Community College
Library**

INTERLIBRARY LOAN: LENDING

The NSCC Library provides Interlibrary Loan (ILL) lending services to the Seattle Community College District Libraries, other Washington State Community College Libraries (see Appendix V) and contributing members to Worldcat with reciprocal borrowing policies. Interlibrary loans are done at no charge to the borrowing facility or patron and are filled as expeditiously as possible. We reserve the right to restrict the loan and renewal of select materials.

Interlibrary loan requests of print and non-print material shelved in the Library stacks, not The Media Center, will be handled according to the following guidelines. Interlibrary loan requests of non-print materials shelved in The Media Center are subject to policies and procedures for The Media Center.

Guidelines

1. The types of materials that can be borrowed and renewed, and their loan periods within the Seattle Community College District and for all other libraries are:

Collection	SCCD Libraries	Other Libraries	Renewals
Circulating books	three weeks	five weeks	1 Renewal
Reference books	Librarian's approval for Library Use Only	Librarian's approval for Library Use Only	No renewals see Reference Material Loan Policy
Special collection materials	three weeks	five weeks	1 Renewal
Reserve collection	No ILL	No ILL	N/A
Microforms	No ILL	No ILL	N/A
Periodicals (except the most current)	two weeks	three weeks	No renewals see guideline #2
Newspapers (except the most current)	two weeks	three weeks	No renewals see guideline #2
Phonodiscs	three weeks	Not loaned due to their fragility when mailed	1 Renewal
Other non-print material not shelved in the Media Center	three weeks	five weeks	1 Renewal

2. ILL requests for periodical articles that are ten pages or less in length are filled by either sending or when requested, faxing a photocopy of the article at no charge to the borrowing library. For articles longer than ten pages, the entire periodical is sent, with a limit of two periodicals per request. If the article is in microformat, a photocopy of the article is sent or if requested, faxed, regardless of length.

3. We will honor requests for renewals when the requests are made before the materials are overdue and if no holds have been placed on the material by other patrons.
4. Interlibrary loan services may be revoked if previously loaned materials haven't been returned or, lost or damaged materials haven't been paid for.
5. Materials may be loaned to unauthorized borrowing libraries with the approval of the librarian. Unapproved requests are returned or routed if we are provided with a list of alternative libraries. A form letter is sent to the library informing them of our policy and the action taken.
6. RUSH/HOLD requests are defined as a phone request from a library on behalf of an authorized patron who will pick up and personally check out the material rather than sending it to a borrowing library. If available for check-out, the item is placed on the HOLD shelf with the requestor's name for a minimum of three working days. The policy for Authorized Borrowers will apply.
7. Worldcat ILL forms or ALA ILL forms are preferred from non-SCCD Libraries.
8. Library loan requests and copy requests from non-SCCD Libraries are sent through the US Postal Service. Copy requests will be faxed when requested regardless of the length.
9. Guidelines specific to ILL requests among the Seattle Community Colleges libraries are:
 - a. ILL requests are made through the Voyager online catalog using the "Request Item" feature.
 - b. ILL requests of non-print materials shelved in The Media Center stacks are forwarded to The Media Center and are subject to policies and procedures for The Media Center.
 - c. Loan requests and copy requests are sent through the District Courier and ready for the user to pickup within one (24 hours) working day after the receipt of the request. ILL materials are sent and returned through intercampus mail.
 - d. When requested, photocopies of the pages of the request are faxed if less than ten pages long.
 - e. When copy requests exceed 20 pages or there are special concerns about the quality of reproduction, color, etc., the original periodical is sent through the District Courier.
 - f. The Library will fax articles directly to SCCD faculty, staff, and current students within 24 hours.
 - g. If an item is not available the borrowing Library/Media Center is informed by fax within 3 days after the receipt of the request.
 - h. RUSH/HOLD requests are to be made by phone.
 - i. ILL of reserve and reference material must be explicitly approved by a librarian of the lending Library/Media Services. Usage limitations are set by a librarian.

*North Seattle Community College
Library*

LIBRARY CLASSROOM

(Rooms 2236)

The primary use of the Library Classroom (room 2236) is for information literacy instructional activities. In addition, the room may be reserved by Library staff on an ad hoc basis for other activities that require the use of computers for library research. When the classroom is not in use for instruction or other ad hoc activities scheduled by the Library staff, it is used as an open computer lab.

Guidelines

1. Library instruction activities have priority over all other uses of the library classroom.
2. A notice showing the day, date, and time that the room has been scheduled for instructional or other special activity use will be posted for students' information.
3. The library classroom may be reserved on an ad hoc basis for a class to use the computers for library research. The instructor must make arrangements with a Librarian to reserve the library classroom.
4. When the classroom is not available as an open computer lab, students are directed to the Open Computer Lab in room IB 3303.
5. Complaints about noise are resolved in the same manner described in the policy on noise.

**North Seattle Community College
Library**

LIBRARY COMPUTERS

The NSCC Library provides computers for all Library patrons primarily for school work and research. NetID Computers with access to additional software programs, network drives and services are available for students and staff with the proper login and password. Library Open Access computers with access to the Internet and the Microsoft Office Suite are available for all Library patrons.

Guidelines

1. Unacceptable use of all library computers includes, but is not limited to, the following:
 - Activities that violate institutional policies or procedures; local, state or federal laws, including copyright law; or public or personal rights.
 - Use of computer accounts, access codes or passwords assigned to others.
 - Any attempt to access, modify or delete files; modify system facilities or subvert restrictions on the use of NSCC equipment, software or data.
 - Any physical modification to NSCC equipment, including the addition of personal computer equipment or the removal of college equipment.
 - Any activity or application that impedes the computing activities of others.
 - Any violation of computer system security.
 - Any violation of software license agreements.
 - Any violation of network usage policies and procedures.
 - Any violation of another user's privacy
2. Library staff must give explicit permission for downloading, installing or using any software other than that provided by the college.
3. A privacy screen is made available upon request for private viewing.
4. Because the computers are located in a public area, a library staff member can require a patron to use the privacy screen if another patron complains of offensive images on their screen. If the viewing patron does not comply, they will be asked to leave the Library for the rest of the day.
5. The SCCD Student Code of Conduct applies to the use of library computers.
6. NetID Computers require an NSCC NetID login/password.
 - The library NetID computers are made available to support the teaching/learning activities and to fulfill the requirements of academic research or instruction of North Seattle Community College. These activities have priority at all times.
 - Designated NetID computer stations with an adjustable table are made available especially for the use of people in wheelchairs or experiencing other disabilities that require special access. People experiencing such disabilities have priority use to these stations.
 - Students using NetID computers for personal research, email, chatting, or gaming may be asked to relinquish the computer during busy times.

7. Open Access (PC Cop) Computers are for non-NSCC students and require a PC Cop login/password.
 - A PC Cop login/password is generated by a Librarian at the Reference Desk.
 - Available on a first come, first serve basis.
 - NSCC Students are encouraged to use one of the NetID computers and are not issued a PC Cop login/password. If all the NetID computers are in use, the Librarian may generate a temporary Guest pass for 90 minute max/day for an available Open Access Computer.
 - Library patrons must show photo ID to get an annual, 90 minute max/day login/password. The login/password is active within an academic year (July 1 to June 30) after which they may be renewed.
 - The login is the patron's name (i.e. Terry Smith) and the password is their birthday (mmddyy) unless otherwise requested.
8. Reserved/Reference Computers are available with the Librarian's permission for 15 minute, quick reference or printing sessions, setting up NetID login/passwords, or for scanning.

Disclaimer

The Internet is a global electronic network. There is no entity that governs or controls its users or contents. The Internet, including the World Wide Web, contains a wide variety of both textual and pictorial material, representing a wide range of personal opinions and perspectives.

The NSCC Library/Media Center is not responsible for the quality, acceptability or accuracy of content and will not censor or attempt to censor information which students and employees of the SCCD community students obtain via the Internet or other information systems. Users have the ability to access materials that may be offensive to themselves and/or to others. Patrons are hereby notified that they are responsible for the access points they reach. Parents of minor children must assume responsibility for their children's use of the Internet through the use of library's resources. The only controls which will be placed on Internet access will be those necessary to conform to state and national laws, to maintain a reasonable research and study environment, or to enforce the above rules and limitations.

The library staff cannot control the availability of information links which may change rapidly and unpredictably. Not all sources on the Internet provide accurate, complete or current information. Users need to be good information consumers, questioning the validity of the information.

The NSCC Library/Media Center assumes no responsibility for any damages, direct or indirect, arising from use of its connections to the World Wide Web or to other Internet services.

**North Seattle Community College
Library**

LOST OR DAMAGED LIBRARY MATERIALS

Patrons are responsible for all library material they borrow and are charged the replacement cost plus a non-refundable processing fee for all lost library material. They are also charged for damaged library material depending on the extent of the damage. "Library material" includes material owned by the Library and material placed on reserve by faculty.

Guidelines

1. The non-refundable fee per item is as follows:

Books (hardbound and paperbound)	\$10.00
Periodicals	\$5.00
Non-Library-Owned Reserve Material	\$5.00

Replacement of lost or damaged library-owned books of the same title and in good condition may be accepted in lieu of payment upon approval of the librarian responsible for the subject area of the title. The patron is charged the non-refundable processing fee.

2. Replacement cost for lost library-owned circulating, reference, special collection and reserve material:

- a. Circulating and Reserve books (both hardbound and paperbound) are assessed according to their current retail price. If the title is out-of-print, the cost is determined by the library according to the following fee schedule plus the non-refundable processing fee per item.

Classification	Description	Fine
A	General Works	\$35.00
B	Philosophy, Religion, Psychology	\$35.00
C	Civilization	\$35.00
D	History: General	\$35.00
E	History: Americas	\$35.00
F	History: United States	\$35.00
G	Geography, Maps, Anthropology	\$35.00
H	Social Sciences	\$35.00
J	Political Sciences	\$35.00
K	Law	\$45.00
L	Education	\$35.00
M	Music	\$35.00
N	Fine Arts	\$45.00
P	Language and Literature	\$35.00
Q	Science and Computer Sciences	\$45.00
R	Medicine	\$45.00
S	Agriculture	\$35.00
T	Technology	\$45.00
U	Military Sciences	\$35.00
V	Naval Sciences	\$35.00
Z	Bibliographies, Library Sciences	\$35.00

- b. Reference Collection material is determined on an individual basis by a librarian plus the non-refundable processing fee per item.
 - c. Special Collection material is determined by the librarian responsible for the subject area of the title. If the item can be replaced, the patron will be charged the replacement cost plus the non-refundable processing fee. If it cannot be replaced, then the patron is charged an estimated market value of the item as determined by the librarian plus the non-refundable processing fee.
4. Periodicals and Newspapers are \$5.00 per issue plus the non-refundable processing fee per item.
 5. Wall Maps are charged \$50.00 each. The non-refundable processing fee is waived.
 6. Replacement cost and processing fee for lost non-library owned reserve material:
 - a. Written notification is sent to the instructor/division who placed the material on reserve and who in turn becomes responsible for determining the replacement cost of the lost material. All monies for replacement cost collected by the Library will be returned to the instructor/division. This includes reprints and file folder material.
 - b. The non-refundable processing fee per item is added regardless of the format.
 7. Damaged library-owned material:
 - a. A librarian determines the extent of damage of the material.
 - b. The charge for material damaged beyond the point of use is assessed in the same manner as lost material plus the non-refundable processing fee per item. When the charge is paid, the material is officially withdrawn from the collection and ownership is transferred to the patron.
 - c. The charge for damaged but useable and/or repairable material is determined by a librarian and is based on the shortened life span of the item and repair fees plus the non-refundable processing fee per item.
 8. Damaged non-library-owned reserve material:
 - a. The material is returned to the instructor/division who placed it on reserve to determine the extent of damage and the replacement/repair cost. All monies for replacement/repair cost collected by the Library are returned to the instructor/division. Monies collected for repair handled by the Library are retained by the Library. This includes reprints and file folder material.
 - b. The non-refundable processing fee per item is added regardless of the format and retained by the Library.
 9. Library material that is past overdue and marked "Lost" in the circulation system but later returned shall be charged the non-refundable processing fee per item.
 10. Fees are paid in cash or by check at the campus cashier. The patron is sent to the campus cashier with a form and must return it to the library to verify the full payment of the fine. IOUs are not accepted. A payment schedule may be negotiated with the Library/Media Services Administrator for exorbitant fines or in cases of financial hardship.
 11. Borrowing privileges are suspended and student records are posted until all fees are paid.
 12. The Library/Media Services Administrator is the final arbiter of all library fines.

*North Seattle Community College
Library*

MAPS

Wall maps are treated as part of the reference collection and may be checked out with a librarian's approval for on-campus classroom use only. The Fines policy for reference material also applies to wall maps.

Guidelines

1. Wall maps are checked out by a librarian using the "REFERENCE CHECK OUT" form.
2. Wall maps may be checked out for a maximum of three days for on-campus use only.
3. The overdue fine for wall maps is 50 cents for each hour overdue.

*North Seattle Community College
Library*

MICROFILM AND MICROFICHE READER/PRINTERS

The microfilm and microfiche reader/printers and readers are primarily for using Library or campus owned material but may also be used for privately owned material. A fee is charged for copies printed.

Guidelines

1. First priority is given to patrons who want to print NSCC-owned material then to those who want to read NSCC-owned material.
2. NSCC faculty and staff are not charged for printing copies for office or classroom use. They are charged for copies printed for personal use.
3. Copies are 5 cents for each useable copy.
4. A charge for an excessive number of unusable copies will be determined by a Librarian.
5. Payment for printing is handled via the library's cash collecting system at the Circulation Desk
6. Copies are paid for in cash or by check for the exact amount. IOUs are not accepted.

North Seattle Community College
Library

NOISE

The Library strives to provide a variety of study and research environments for its users. These environments range from quiet zones to quiet conversation areas to group study rooms. Loud voices or other disturbances that prevent others from pursuing their study or research goals are prohibited.

Guidelines

1. The Quiet areas are the Library Classroom/Silent Study Room and the second level of the Library.
2. The Quiet Conversation areas are the Electronic Library Classroom, the group study rooms, and the first level of the library.
3. When occupied by several people studying, there is to be no talking in the Library Classroom/Silent Study Room.
4. Students who are disturbed by noise of others are encouraged to ask them to be quiet.
5. Complaints about noise made are to be referred to the reference librarian on duty who will talk with the students involved, try to determine the facts, and resolve the situation. If a librarian is not available, the matter will be referred to the Library/Media Center Administrator, and if the dean is unavailable, the Library Supervisor then a Library Technician assumes responsibility.
6. Depending on the facts of the complaint, the complaint will be resolved in one of the following ways: one of several actions takes place:
 - a. Students who want a quieter place to study are referred to the Library Classroom/Silent Study Room.
 - b. Offending students are asked to be quiet.
 - c. Offending students are asked to use a group study room if one is available.
 - d. Offending students are asked to move to a Quiet Conversation lounge area if a group study room is unavailable.
 - e. Offending students who don't cooperate are asked to leave the Library.
7. The Library/Media Center Administrator is the preferred final arbitrator for resolving noise complaints, but if the dean is unavailable, the reference librarian on duty is asked to adjudicate the problem. If a librarian is unavailable, the responsibility will fall to the Library Supervisor then the Library Technician.
8. College Security is called if the students involved are unwilling to cooperate with the Library staff.
9. Repeated violations of this policy will be referred to the Office of the Vice President of Student Services for review.

North Seattle Community College
Library

OVERDUE FINES

Patrons must return library material on or before its due date. Fines are charged for overdue reserve, special loan material such as reference collection books, and media. Fines are not charged for overdue items from the general circulating collection or periodicals collection.

Guidelines

1. Fines are waived if the overdue material is returned within a 15 minute grace period.
2. Overdue reserve material on two hours and 1 day (items due by closing the next day excluding weekends and holidays) check out is charged 50 cents per hour per item to a maximum of \$50.00. All Library open hours, including Saturday and Sunday, are used to compute fines.
3. Overdue reserve material on three-day circulation is charged \$2.00 per day regardless of the time of day returned, to a maximum of \$50.00. All Library open hours, including Saturday and Sunday, are used to compute fines.
4. Overdue reference material on special loan is charged 50 cents per hour per item to a maximum of \$50.00. All Library open hours, including Saturday and Sunday, are used to compute fines.
5. Fines are paid for in cash or by check for the exact amount. IOUs are not accepted.
6. Borrowing privileges are suspended and records are posted until all fines are paid.
7. Special loan material includes reference, personal, and pre-catalogued items.
8. Fines for employees will be left to the discretion of the Library/Media Center Administrator with a recommendation from the Librarians.

North Seattle Community College
Library

OVERDUE MATERIALS PROCESSING

It is the policy of the Library to maintain control of the circulation of its materials. In order to ensure the timely return of circulated items, we have instituted the overdue processing described below.

Guidelines

FOR STUDENTS:

1. When regular circulating material becomes overdue, the user's record is posted on the Registrar's computer.
2. The posting of records and closing of files prevent individuals from registering and/or getting copies of official transcripts.
3. No library materials may be checked out until all overdue materials are returned or paid for.

FOR FACULTY AND STAFF:

1. When faculty or staff have materials that are two weeks overdue, they are blocked from doing further business in the Library.
 - a. The employee is blocked on the online circulation system and must get librarian permission to do anything further.
 - b. Three weeks before the end of the quarter, this employee's borrowing privileges are suspended until all overdue material is returned or replaced. Items are now too far overdue to renew.
 - c. One week before the end of the quarter, if the employee has not responded, all overdue paperwork is turned over to the Library Director to collect replacement value from the appropriate division or campus area.

FOR FOUNDATION DONORS:

When Foundation Donors have materials that are overdue, they lose their borrowing privileges until all overdue material is either paid for or returned.

*North Seattle Community College
Library*

PAGING

Because the library does not want to unduly disturb patrons studying in the Library, the principle purpose of the library public address system is to announce library closing. The Library will refer all requests for paging patrons in the Library to Campus Security. The public address system will be used to page a patron only in extreme emergencies.

Guidelines

1. When asked to page a patron in the Library, give them the Campus Security phone number: 527-3636 or refer the requester to the Campus Security Office to help them locate the person.
2. A Librarian will decide if a situation is an extreme emergency and warrants using the public address system or walking around the library in search of the patron. If a Librarian is not available, a full-time Library Technician will decide.

*North Seattle Community College
Library*

PRINTING

The Library recognizes that students need to print documents in the course of completing their academic work. However, to control the spiraling costs of printing supplies and to conserve our valuable natural resources by discouraging unnecessary and wasteful printing, the Library will charge a fee for printing.

Guidelines

1. The fee for printing is the same for all Library patrons.
2. The Library reserves the right to modify the fee to cover the costs of printing equipment and supplies.
3. A Library employee may refund money or release a print job from the Printer Administration computer for no charge to reimburse for unsatisfactory print jobs.

*North Seattle Community College
Library*

**PRIVACY OF LIBRARY
PATRON INFORMATION**

The primary purpose of patron information is to maintain control of library materials. The Library protects the right to privacy of all its users and is supported by law (RCW42.17.310). All personal information, including information sought or received, and materials consulted, borrowed, or acquired, and circulation records pertaining to all library users are for library business only and are confidential regardless of the source of inquiry.

Guidelines

1. The circulation records and patron information are confidential regardless of source of inquiry and shall not be made available to anyone except pursuant to such process, order, or subpoena as may be authorized by law.
2. All information on the "Library Number Application Form" and in the Patron database is for library use only and is confidential.
3. Due date information for circulated library material will be made available upon request.
4. If overdue material is requested, library personnel will contact the current user and request the return of the library material. The requesting user may place a "hold" on the item(s) and will be contacted when the material is available.
5. If requested, faculty are informed as to the number of times a reserve item is circulated but not the identity of the users.
6. All problems and legal actions are referred to the Library/Media Center Administrator for appropriate action in accordance with College Policy.
7. Personal and circulation information will be released to the proper college and/or state authorities by the Library/Media Center Administrator only for the purposes of retrieval of overdue library material.

North Seattle Community College
Library

REFERENCE AND INFORMATION SERVICES

The primary mission of Reference and Information Services is to provide the highest quality reference and information services in support of teaching, learning, and research, and educate the user so that they can locate the proper information and be able to use the materials knowledgeably the next time. All transactions are kept confidential, respecting the patron's privacy, and equal levels of service provided to all, without bias or discrimination of any kind. Reference service will be provided by library faculty when the Library is open and classes are in session.

Guidelines

1. The librarian will give priority to the needs of patrons on-site before telephone inquirers.
2. The librarian will actively approach the patron when in the reference area and offer help in a friendly manner.
3. The librarian will set aside other work they are doing at the reference desk to serve the patron.
4. The librarian will respect the patron's right to privacy or refusal of assistance.
5. The librarian will make an effort to schedule orientations, workshops, and meetings when another librarian is on reference desk duty or trade desk hours.
6. The reference staff adheres to the American Library Association (ALA), Reference and User Services Association's (RUSA) Guidelines for Behavioral Performance of Reference and Information Services Professionals document. ([see Appendix VI](#)) and American Library Association Code of Ethics ([see Appendix VII](#)).

*North Seattle Community College
Library*

REFERENCE DESK PHONE USE

The reference desk telephone is for official library and campus business.

Guidelines

1. Patrons are directed to the pay phone located just outside the library. Pay phones are also available in the student lounges on the 3rd floor of the Instructional Building and College Center Building, and in the cafeteria/espresso student area in the College Center building.
2. In cases of emergencies, patrons are first directed to a phone behind the circulation desk before using the reference desk phone.
3. A Librarian or Circulation Technician will ask why they need to make a call and are unable to use the pay phone then make a judgment as to whether or not it constitutes an emergency.
4. Patrons are not allowed to place long distance calls.

*North Seattle Community College
Library*

REFERENCE MATERIAL LOAN

With exceptions listed below, books and other materials assigned to reference status in the Library may be loaned to students, faculty and staff of the college and through a district interlibrary loan request, for a period of up to one week, subject to immediate recall.

Guidelines

1. Decisions about the availability of a specific item for loan (including district interlibrary loan requests) and the length of time of the loan are made by the reference librarians or by the Library/Media Center Administrator in their absence. Factors to consider are the item's current use pattern, its physical durability, the length of the information contained, and the relevance of the information to the borrower's needs.
2. Reference check out is carried out via a "Reference Check Out" slip filled out and signed or initialed by the librarian who has approved the loan. The Reference Check Out slip is maintained in the reference circulation file at the circulation desk.
3. The following reference materials do not circulate:
 - a) volumes from multi-volume encyclopedias, dictionaries or other sets
 - b) the most recent edition of yearbooks and similar periodical publications
 - c) materials which, due to factors of size, cost or durability, require special handling or treatment (e.g., maps, atlases, globes, some art books)
 - d) materials which, in the judgment of the librarians, are in such frequent demand due to an assignment that the available copies should be on hand in the reference collection
 - e) materials which, in the judgment of the librarians, are in such frequent demand that the available copies should always be on hand in the reference collection (e.g., "Occupational Outlook Handbook", unabridged dictionary)
 - f) In the case of disagreement among the librarians as to the eligibility of an item for circulation, the item will not be loaned except for short-term classroom use.
4. Exceptions to all of the above may be made in cases where the item is needed for short-term (maximum two hours) use in a classroom setting.
5. Fees for lost or damaged Reference material while on loan are determined on an individual basis by a librarian.
6. Overdue reference material on special loan is charged 50 cents per hour per item to a maximum of \$10.00. All Library open hours, including Saturday and Sunday, are used to compute fines. Fines are waived if the overdue material is returned within a 15-minute grace period.

North Seattle Community College
Library

RESERVE COLLECTION

The Library maintains a reserve collection of supplemental course materials selected by faculty for use by students enrolled in their courses and library materials requiring additional security.

Guidelines

1. Print and non-print materials are accepted for the reserve collection. Realia and other miscellaneous types of material may be accepted if the library staff can adequately store and access them.
2. Materials from the Circulating Collection and, with a librarian's approval, Reference Collection can be placed on reserve. Faculty can place materials from their personal collections on reserve.
3. Three days lead time is necessary to process reserve materials.
4. The loan periods are available: 2 hours, 1 day (due by closing time on the next day open), 3 days, 1 week. In the case of 2 hour reserve items, faculty can stipulate whether or not the materials may leave the library. Material designated as 2 hour check out items that may not leave the library are referred to as "2 hour Library Use Only" and those that may leave the library as "2 hour Check Out". Students may borrow 2 hour Check Out material overnight if they do so within 2 hours of the library closing and must return them by the end of the first hour the library is opened the following day.
5. Reserve materials, other than those on LIBRARY RESERVE, are for the use of current NSCC students. Students must present a current photo ID to check out reserve material.
6. Non-NSCC students who wish to borrow from the Reserve Collection must have a librarian's permission to do so. With a librarian's approval, a driver's license or other piece of picture identification may be held for a very short term check out of reserve materials.
7. All library patrons may check out material from LIBRARY RESERVE for two-hour Library Use Only using a driver's license or other piece of picture identification. Authorized borrowers may check-out these materials for the time designated on the items.
8. Only two reserve items may be checked out at a time.
9. Reserve materials are not renewable. Items must be returned to the reserve shelves for a minimum of two hours before they can be checked out again.
10. No reserve materials may leave the reserve desk without being checked out.

*North Seattle Community College
Library*

SPECIAL COLLECTION

A special collection is maintained for the protection of materials that need special handling and security. Both circulating and reference material may be included.

Guidelines

1. The special collection is shelved behind the circulation desk.
2. A librarian must approve the loan of special collection reference materials and determines the duration of the loan. Special collection circulating materials can be checked-out in the same manner as main circulating materials.
3. A librarian must approve Interlibrary Loan requests of special collection reference materials. Special collection circulating materials can be loaned in the same manner as main circulating materials.
4. Materials are placed in the special collection at the discretion of the librarians. Materials typically placed in the special collection are those which are particularly subject to theft or vandalism, or which would be unusually difficult or expensive to replace.
5. The librarian responsible for the subject area will determine the fee for lost or damaged special collection material. If the item can be replaced, the patron will be charged the replacement cost plus a non-refundable \$10.00 processing fee. If it cannot be replaced, then the patron is charged an estimated market value of the item as determined by the librarian plus the non-refundable processing fee.

*North Seattle Community College
Library*

TYPEWRITER AND WORD PROCESSING

The library provides an electronic typewriter donated by the Associated Student Body for student, staff, and community use. The Microsoft Office Suite is available on all the computers in the Library. There is no charge for using the equipment.

Guidelines

1. Students have priority use of the typewriter. To validate their priority, students must present a current SCCD photo ID card when asked by the library staff.
2. Report problems with the equipment or get new typewriter ribbons at the circulation desk.

**North Seattle Community College
Media Services & Equipment**

BORROWING POLICIES AND PROCEDURES

NSCC classes and programs have first priority for the use of audiovisual material and media equipment. Borrowing privileges are limited to students, faculty, and staff of the Seattle Community College District. Interlibrary loan is limited to the Libraries within the Seattle Community College District. All other non-SCCD Library patrons are welcome to view or listen to our audiovisual material in the Library. Some restrictions will apply.

- All videos and DVDs are shelved at Media Services behind the Library Circulation Desk.
- Music CDs are located by the Reference Area of the Library.
- Booking for all audiovisual material (videos, DVDs, films, etc., and accompanying equipment) is made with Media Services at the Library Circulation Desk or by calling 527-3611.
- Booking for only media equipment is made with the Media Center by calling 527-0072 or 527-3611.

SERVICES & EQUIPMENT

I. SCCD Students

Audiovisual Material	Check Out see Sec. F for overdue fines	Minimum Lead Time for Classroom Reservations
NSCC Circulating Videos & DVDs	2 at a time 2 Days no renewal	24 hours
NSCC Circulating Music CDs	5 at a time 1 Week no renewal	24 hours
NSCC Reserve Videos & DVDs	1 at a time 2 hours Library Use Only	24 hours
Interlibrary loan requests from SCCC and SSCC (films, videos, and DVDs only)	Library or Classroom Use only	3 days
Rentals of videos and films from other sources requires instructor and AV Librarian approval	Library or Classroom Use only	One week
NSCC Reserve Language Tapes	2 hours Library Use Only	N/A
NSCC Reserve Telecourse Videos	1 at a time 2 hours Library Use Only	N/A

A. Borrowing Audiovisual Material

1. Students must present a current SCCD photo ID card.
2. Circulating Videos and DVDs.
 - Students may check out up to 2 videos/DVDs at a time.
 - 2 day check out.
3. Videos/DVDs booked for classroom use are not checked out 2 days prior to the booking date but maybe checked out for Library Use Only. A "no check out after" hold slip will be placed inside the pocket of the tape.
4. Circulating Music CDs.
 - 1 week check out.

B. Language Tapes and CDs

Language CDs: Copies of language tapes on CD are available for sale at the circulation desk for a nominal fee.

1. Reserve Language CDs
 - 2 hour check out, Library Use Only.
 - No renewal, may be checked out after 2 hours if available.
 - Located in the reserve section by class/course number behind the circulation desk.

C. Telecourse Videos

1. Reserve Telecourse Videos: Non-rentals.
 - Available for viewing at no cost.
 - 3 hour check out, Library Use Only.
 - No renewal, may be check out after 2 hours if available.
2. Telecourse Videos: Rentals.
 - Student must provide a receipt from the cashiers office with a "paid" stamp on it. **NO RECEIPT-NO TAPES-NO EXCEPTION!**
 - Give the student any available telecourse set from behind the circulation desk.
 - Count the tapes in front of the student to make sure they are all accounted for.
 - The student must read and initial the rental agreement located inside the box of each set before leaving.
 - The student keeps the telecourse agreement.
 - Checkout the set using Voyager. Modify due date if necessary.
 - Keep paid receipt. On the top right hand corner of the receipt, write down the box set # (located on the front of the box set).
 - Place the paid receipt in the media "in-box".
 - If a student withdraws from a distance learning class they will receive the same percentage of refund for rentals as they would for tuition.

D. Media Presentations

1. Film/Video/DVD Classroom Presentations.
 - Students must contact their instructor to arrange approval and scheduling one week in advance of use.
 - Orders for delivery and pick up of film titles and the necessary equipment are placed through Media Services at 527-3611.
2. Media Equipment for Classroom Presentations.
 - Students must contact their instructor to arrange approval and scheduling one week in advance of use.
 - Orders for delivery and pick up of media equipment more than 48 hours in advance are arranged through Media Services at 527-3611.
 - Call placed less than 48 hours in advance are placed directly to the Media Center at 527-0072.

E. Damaged or Unreturned Items.

1. Damaged or unreturned items will be billed to the student.
2. Grades, registration and official transcripts will be blocked until the bill is paid in full or the undamaged item is returned.

F. Overdue Fines.

1. Overdue fines for circulating videos and DVDs is \$1.00 a day to a maximum of \$50.00.
2. Overdue fines for digital cameras and recorders is \$2.00 a day to a maximum of \$50.00
3. Overdue fines are not charged for headphones and remotes.
4. Overdue fines for Library Use Only Reserve videos and DVDs is 50 cents per hour per item to a maximum of \$50.00. All Library open hours, including Saturday and Sunday, are used to compute fines.
5. Fines are waived if the overdue material is returned within a 15 minute grace period.

G. Media Equipment

Media Equipment	Check Out	Minimum Lead Time for Classroom Reservations
Equipment (with instructor's permission)	48 hours	Classroom Use Only
Camcorders (with Media's permission)	One week	Varies with Media's approval

Equipment Available	High Demand Equipment Available
<ul style="list-style-type: none"> • VHS players/monitors • 16mm film projectors • filmstrip projectors • slide projectors • overhead projectors • opaque projectors • a laser disc player • compact disc players • audio-tape players or recorders • record (LP) players • boom boxes 	<ul style="list-style-type: none"> • IBM with data projectors • a large screen video projector • camcorders for videotaping classes or lectures (pick up at and return to Media for off campus use.) • podium • flipchart/whiteboard

H. Media Production Services

1. Contact the Media Center at 527-0072.
 - Advice and help preparing classroom audiovisual presentations.
 - A photocopy stand where visuals can be made into slides is available in the Media Center.

II. NSCC Faculty and Staff

A. Borrowing Audiovisual Material

Audiovisual Material	Check Out	Minimum Lead Time for Classroom Reservations
NSCC Videos & DVDs (no limit)	5 at a time 1 Week 1 renewal	24 hours
NSCC Music CDs (no limit)	5 at a time 1 Week 1 renewal	24 hours
Requests from SCCC and SSCC (films and videos only)	5 at a time 1 Week Renewal upon approval	2 or 3 days
Rentals from UW, and other sources (films and videos only)	On Campus Use Only	One week

1. Faculty and staff are identified by a current SCCD Faculty/Staff identification card, inclusion in the district phone book, or verification from her/his division by phone or note.

2. Circulating Videos and DVDs.
 - Faculty and Staff may check out up to 5 videos/DVDs at a time.
 - 1 week check out.
 - They may be renewed, unless there is a request by another patron.
 - Overdue fines are not charged.
3. Videos/DVDs booked for classroom use are not checked out 2 days prior to the booking date but may be checked out for Library Use Only. A "no check out after" hold slip will be placed inside the pocket of the tape.
4. Circulating Music CDs.
 - Faculty and Staff may check out up to 5 CDs at a time.
 - 1 week check out.
 - They may be renewed, unless there is a request by another patron.
 - Overdue fines are not charged.
5. Faculty/Staff may request audiovisual materials from Central and South campus.
Requests are made with Media Services and will be called in to the Media Services of Central and South.
 - 1 week check out.
 - They may be renewed, unless there is a request by another patron.
 - Overdue fines are not charged.
6. Audiovisual material rented from sources outside the District.
 - Require AV Librarian and instructor approval.
 - 1 week check out unless otherwise stipulated by the rental agency.

B. Reserve Videos and DVDs

1. Contact the Library circulation desk to place videos and DVDs faculty require students to view on Reserve.
2. Videos, films and music CDs placed on Reserve that are owned by the instructor are limited to viewing
3. Remains shelved with the rest of the collection but with a "Reserve" sticker on the box.
4. When a Reserve item is scheduled to be used for a classroom presentation, a "no check out after" hold slip is placed in the inside pocket of the item and may not be checked out until after the said date.
5. Reserve items may be checked out by any faculty for classroom use or preview for 24 hours.

C. Damaged or Unreturned Audiovisual Material

Damaged or unreturned items will be billed to the division or the employee.

D. Overdue Fines

Fines are not charged for overdue audiovisual material or equipment.

E. Ordering Videos, Films, And Equipment For Classroom Set Ups.

1. Ordering can be done by telephone (527-3611) for 1 to 2 items two days in advance of use or in person at the Library circulation desk.
2. Videos and DVDs are picked up and returned to the Library.
3. 16mm films and equipment are set up in and picked up from the classroom by media staff.
4. Setups are not to be moved to other classrooms without authorization by Media Services.

F. Ordering Material Not Available At North.

1. The Library circulation staff will arrange an interlibrary loan for videos and films available at Central and South for no rental fee.
2. The AV Librarian and Library circulation staff will try to locate and rent videos and films from sources outside the District. These items are restricted to campus use only.

G. Media Equipment

Equipment Available	High Demand Equipment Available
<ul style="list-style-type: none">• VHS players/monitors• 16mm film projectors• filmstrip projectors• slide projectors• overhead projectors• opaque projectors• a laser disc player• compact disc players• audio-tape players or recorders• record (LP) players• boom boxes <p>Pick up equipment at and return to the Media Center for off campus use.</p>	<ul style="list-style-type: none">• IBM with data projectors• a large screen video projector• camcorders for videotaping classes or lectures• podium• PA system• flipchart/whiteboard <p>Requires a financial responsibility equipment form signed by the instructor and the division Dean for off campus use. The form is available in the Media Center.</p>

H. Equipment Problems

Please notify the Media Center (527-0072) if you encounter problems with the equipment you ordered or is stationed in the classroom. Media will attempt to repair it as soon as possible. The Media Center will need to know your name, the room number and the problem with the equipment.

I. Additional Media Services

1. Contact the Media Center at 527-0072
2. Assistance creating classroom materials, such as slides and video presentations.
3. Training on the use of equipment, the lecture hall and ITV classroom.
4. Audiotape duplication.
5. A photocopy stand where visuals can be made into slides is available in the Media Center.

III. Non-SCCD Library Patrons.

All NSCC Library/Media owned audiovisual material.

1. 2 hour checkout, Library Use Only.
2. Limit of 1 item at a time.
3. A picture ID will be left at the circulation desk.

**North Seattle Community College
Media Services & Equipment**

LOST OR DAMAGED CIRCULATING AUDIOVISUAL MATERIALS

Patrons are responsible for all audiovisual material they borrow from the circulating collection and are charged the replacement cost plus a non-refundable processing fee for all lost items. They are also charged for damage of audiovisual material depending on the extent of the damage and if the item is reasonably useable.

Guidelines

1. The non-refundable processing fee for each single item title and for sets is \$5.00.
2. Replacement of the lost or damaged item is accepted in lieu of payment. The replacement item is accepted if it is of the same media and same title and in good condition. For music, the item need not be by the same performers but must contain the same musical piece(s). The media librarian will determine if the item is acceptable as a replacement. The patron is charged the non-refundable processing fee.
3. Replacement cost is assessed according to the current retail price of the title in the same media.
4. Replacement cost of an out-of-print title is determined according to the following fee schedule plus the non-refundable processing fee.

Videos	Current cost of a comparable title in same format
DVD	Current cost of a comparable title in same format
Single disc recordings	\$15.00
Multi-disc recordings	\$15.00 plus \$5.00 for each additional disc in the set
Single-audiotape recordings	\$15.00
Multi-audiotape recordings	\$15.00 plus \$5.00 for each additional audiotape in the set
Single CD ROM recordings	\$20.00
Multi-CD ROM recordings	\$20.00 plus \$5.00 for each additional CD in the set
Slide Sets, Filmstrip Sets, Etc	\$15.00

5. Damaged audiovisual material:
 - a. The media librarian determines the extent of damage of the item.
 - b. The charge for damaged audiovisual items no longer reasonably useable is assessed in the same manner as lost material plus the non-refundable processing fee. Once the fees are paid, the damaged item is withdrawn from the collection and becomes property of the patron.
 - c. The charge for damaged but reasonably useable and/or repairable material is determined by the media librarian and is based on the shortened life span of the item and repair fees plus the processing fee for each item.

*North Seattle Community College
Media Services & Equipment*

MEDIA CARRELS

The Media carrels located in the lounge area on the first floor of the Library are available primarily for using NSCC owned audiovisual material by individuals.

Guidelines:

1. Carrels are available for individual viewing or listening on a first come first serve basis, reservations are not required or accepted.
2. If a media carrel is not available, an individual may use a media viewing room.
3. Headphones are required for use of audiovisual material with sound and are checked out at the circulation desk.
 - a. 3 hour checkout, Library Use Only.
 - b. No renewal, may be check out after 2 hours if available.
 - c. Located behind the media desk in the gray filing cabinet.
 - d. Headphones with adapters: Do not remove adapters or put them on other headphones.
4. Groups of two or more people are directed to use a media viewing room.

North Seattle Community College
Library

MEDIA REFERENCE COLLECTION

The Library maintains a media reference collection of DVDs and videocassettes that faculty have requested to place on reserve as supplemental course materials for students enrolled in their courses or are very expensive and require special handling and security.

Guidelines

1. The reference DVDs and videocassettes are marked with a “REFERENCE” sticker and shelved behind the circulation desk with the circulating media.
2. DVDs and videocassettes requested to be placed On Reserve will have a “dummy” placed in the Reserve Collection with the title and call number of the item shelved in the Media Collection.
3. DVDs and videocassettes may be placed in the media reference collection at the discretion of the librarians. Materials typically placed in the media reference collection are those which are particularly subject to theft or vandalism, or which would be unusually difficult or expensive to replace.
4. Personal DVDs and videocassettes faculty request be placed on reserve will be handled as part of the Reserve Collection.
5. The check out period is 3 hours, Library Use Only for non-faculty.
6. Faculty check out period for classroom use or preparation is 2 days. Library staff may extend the time to 1 week if needed. Overdue fines do not apply.
7. Campus staff check out period for on campus use or preparation is 2 days. Library staff may extend the time to 1 week if needed. Overdue fines do not apply.
8. A librarian must approve the loan of media reference materials for a loan period of 2 days maximum for non-faculty/staff. Overdue fines of \$1/day apply.
9. Interlibrary Loan requests of media reference material is limited to the District for Library or Classroom Use Only. The loan period will not extend 1 week.
10. The AV librarian will determine the fee for lost or damaged reference media collection material. If the item can be replaced, the patron will be charged the replacement cost plus a non-refundable \$10.00 processing fee. If it cannot be replaced, then the patron is charged an estimated market value of the item as determined by the librarian plus the non-refundable processing fee.

*North Seattle Community College
Media Services & Equipment*

MEDIA VIEWING/CONFERENCE ROOM

The Media Viewing/Conference Room (LB2136A) is reserved for NSCC students and employees primarily to use the special audiovisual and/or electronic equipment.

Guidelines:

1. The door is to remain locked at all times. No students are allowed to bring food or drinks into the room
2. The room may be reserved for meetings by employees. Refreshments may be served but the room must be cleaned up immediately afterwards by those who used it.
3. The room is not to be used or reserved as a group study room even when no other group study room is available.
4. Use of the room is for groups or individuals with or without a reservation who need the special audiovisual and/or electronic equipment.
 - a) Groups who need to use audiovisual equipment and this room is not available are directed to available group study rooms that have the appropriate audiovisual equipment already set up.
 - b) Individuals who need to use audiovisual equipment are directed first to available media carrels that have the appropriate audiovisual equipment set up. If none of these media carrels are available, then they may use the room if available.
5. Reservations are not necessary but students and employees may reserve the room in advance to assure its availability.
 - a. Reservations are made on a first come –first served basis.
 - b. Advance and immediate reservations are recorded in a notebook at the Library circulation desk.
 - c. To use and/or reserve the room, students must show an SCCD student photo ID card which the library staff will scan on the library database to verify they are currently registered.
 - d. Students may reserve the room for immediate use but no more than 2 weeks in advance. Initial reservations are for no longer than 2 hours. At the end of the 2 hours, if the room is not immediately booked, they may extend the reservation for another 2 hours.
 - e. To use and/or reserve the room, employees as identified by a current SCCD Faculty/Staff identification card, inclusion in the district phone book, or verification from her/his division by phone or note, may reserve the room on an ad hoc basis.
 - f. Employees may reserve the room for immediate use but no more than 1 quarter in advance. Reservations are for no longer than 2 hours. Reservations for longer than 2 hours must be approved by the Library Administrator or Librarian.
6. Remote controls for the equipment are checked out at the Library circulation desk with a SCCD Student or Staff ID or leaving a driver's license or similar form of ID.

7. Library staff will unlock the door for the patron(s), immediately re-lock it and remind patron(s) to shut the door all the way when they leave the room and return the remote controls to the Library circulation desk.
8. Reservations for room are nullified if the group/individual does not show up within 15 minutes of the reservation time.
9. Conflicts arising from the use of the room will be resolved by an available library staff member.
10. The Library staff is not responsible for personal items left unattended in group study rooms.
11. Exceptions to the above guidelines may be made by the Library Administrator.

The 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.

Amended February 2, 1961, and January 23, 1980, inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

**Exhibit Spaces and Bulletin Boards:
An Interpretation of the Library Bill of Rights**

Libraries often provide exhibit spaces and bulletin boards. The uses made of these spaces should conform to the Library Bill of Rights: Article I states, "Materials should not be excluded because of the origin, background, or views of those contributing to their creation." Article II states, "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Article VI maintains that exhibit space should be made available "on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

.In developing library exhibits, staff members should endeavor to present a broad spectrum of opinion and a variety of viewpoints. Libraries should not shrink from developing exhibits because of controversial content or because of the beliefs or affiliations of those whose work is represented. Just as libraries do not endorse the viewpoints of those whose works are represented in their collections, libraries also do not endorse the beliefs or viewpoints of topics which may be the subject of library exhibits.

Exhibit areas often are made available for use by community groups. Libraries should formulate a written policy for the use of these exhibit areas to assure that space is provided on an equitable basis to all groups which request it.

Written policies for exhibit space use should be stated in inclusive rather than exclusive terms. For example, a policy that the library's exhibit space is open "to organizations engaged in educational, cultural, intellectual, or charitable activities" is an inclusive statement of the limited uses of the exhibit space. This defined limitation would permit religious groups to use the exhibit space because they engage in intellectual activities, but would exclude most commercial uses of the exhibit space.

A publicly supported library may limit use of its exhibit space to strictly "library-related" activities, provided that the limitation is clearly circumscribed and is viewpoint neutral.

Libraries may include in this policy rules regarding the time, place, and manner of use of the exhibit space, so long as the rules are content-neutral and are applied in the same manner to all groups wishing to use the space. A library may wish to limit access to exhibit space to groups within the community served by the library. This practice is acceptable provided that the same rules and regulations apply to everyone, and that exclusion is not made on the basis of the doctrinal, religious, or political beliefs of the potential users.

The library should not censor or remove an exhibit because some members of the community may disagree with its content. Those who object to the content of any exhibit held at the library should be able to submit their complaint and/or their own exhibit proposal to be judged according to the policies established by the library.

Libraries may wish to post a permanent notice near the exhibit area stating that the library does not advocate or endorse the viewpoints of exhibits or exhibitors.

Libraries which make bulletin boards available to public groups for posting notices of public interest should develop criteria for the use of these spaces based on the same considerations as those outlined above. Libraries may wish to develop criteria regarding the size of material to be displayed, the length of time materials may remain on the bulletin board, the frequency with which material may be posted for the same group, and the geographic area from which notices will be accepted.

Adopted July 2, 1991, by the ALA Council.

Challenged Materials: Procedures for Review

Individuals objecting to a specific item in the LMC and wishing to see it removed must first discuss their concerns with a reference librarian, or, if a reference librarian is not available, with the Library/Media Center Administrator.

If, after discussion, the individual wished that the material be withdrawn, he/she may request a review of the material by completing the “Request for Review” form (Appendix V) and submitting it to the Library/Media Center Administrator. Forms are available from the LMC administrative office. The Library/Media Center Administrator will log receipt of the form and open a file on the request. No item in question will be withdrawn before the review process is completed and a final decision is reached.

The Library/Media Center Administrator will forward the “Request for Review” to the tenured librarian responsible for collection development in the subject area in question. The librarian will meet with other faculty librarians and the Library/Media Center Administrator to discuss and gather information preparatory to drafting a written response. The response will be written by the assigned subject librarian and will include an explanation for the decision. This explanation may include: how the material relates to the educational goals of the college and the LMC; criteria used for selection, including published reviews; and/or patron requests for and use of the material. Copies of the letter will be submitted to the appropriate Division Associate Dean/Department Head, the Vice-President for Instruction, and to the Library/Media Center Administrator.

Within three weeks of receipt of the response from the LMC, the complainant may forward a written appeal to the Library/Media Center Administrator. Upon receipt of the written appeal, the Library/Media Center Administrator will establish and call the first meeting of an ad hoc Review Committee, whose members will be:

- Three tenured faculty (at least one from the subject area in question)
- One division Associate Dean
- The Library/Media Center Administrator
- Two students
- The appropriate tenured selection librarian
- One tenured librarian from the other libraries in the College District

Committee members will be selected as follows:

The Faculty Senate will select the faculty members. The Vice-President for Instruction will select the division Associate Dean. The Associated Student Council will select the two students. The Chair will be elected by the Committee.

The Committee will review the written request and will read, listen to and/or view the material in question in its entirety. The selection librarian will provide information to the Committee which may include:

- LMC collection objectives which are met by the material
- Reviews from professionally recognized sources
- Statements by instructors whose students use or may use the material
- Any other material that could help define the purpose and the usefulness of the challenged material

The Committee may interview any other individuals, including the complainant, as well as seeking counsel and advice from the Office of the Attorney General.

Within 45 days of receipt of the written appeal, the Committee will reach its decision with five or more concurring votes of the nine Committee members, and will forward its recommendation and all supporting material to the Library/Media Center Administrator for implementation. The Library/Media Center Administrator will notify the complainant in writing of the Committee's decision.

Within two weeks of notification of the Committee's decision, the complainant or a member of the Review Committee may forward a written appeal to the President. The appeal decision will be based on the material included in the file.

Material which has undergone review may not be rechallenged for one calendar year from the date the Review Committee's decision is sent to the Library/Media Center Administrator for implementation.

This review process will apply equally in the case of persons who wish to challenge the LMC's decision not to include certain materials in the collection. In that case, the complainant will submit the form "Request for Addition of Material to the Library Collection" (Appendix IV).

The review process applies equally to all persons.

Request for Review of Library/Media Center Materials

Please complete the following form so that the material in question can be thoroughly evaluated in light of the Library/Media Center objectives and policies. (If necessary, attach additional sheets for a full response to any of the questions below).

NAME: _____ PHONE _____

ADDRESS: _____
City zip

Complainant represents:

➤ Himself/herself

➤ Organization name: _____

➤ Other group: _____

AUTHOR: _____ CALL NUMBER: _____

TITLE: _____

PUBLISHER: _____

1. How much of this item have you read, seen or heard?

2. What do you believe to be the overall theme of the material?

3. Have you read any reviews of this material?

4. What do you object to in the material? (Please be specific, cite pages, if possible).

5. What do you think might result from the use of this material by others?

6. Is there anything good about the material as a whole?

7. For what age group would you recommend the material?

8. Can you recommend an alternative that would provide information on this subject?

signature of complainant date

request received by: _____
librarian/staff date

LMDC

(Library & Media Director's Council of Washington State)

Reciprocal Borrowing Statement

May 7, 1998

The Washington State Community and Technical Colleges recognize the value of joint collection use of libraries of similar purpose and support reciprocal access to each other's circulating library materials as an alternative to interlibrary loan.

Students interested in borrowing materials from the collection of another institution must present valid identification as required by the lending library and should return materials in a timely manner. Participating libraries will assist each other in retrieving overdue materials, including suspension of borrower's library privileges and placement of holds on college transcripts.

Each library should formulate a statement of lending policy to include information about loan periods, hold and clearance procedures, etc. Each library should inform its users of the purpose of the Reciprocal Borrowing Agreement.

The following colleges enter into this agreement in the interest of meeting students' needs and providing convenient access to information.

Guidelines for Behavioral Performance of Reference and Information Services Professionals

RASD Ad Hoc Committee on Behavioral Guidelines for Reference and Information Services.
Approved by the RASD Board of Directors, January 1996

Introduction

Most of the literature on the evaluation of reference services has been concerned with the factual accuracy of librarian responses to user queries. Many studies have been conducted to determine if patrons are receiving "correct" information from librarians. As has been well-reported in the reference literature, we collectively succeed according to this measure of service quality only slightly more than one-half of the time. However, these studies do not take into account the complex librarian/patron interaction during the reference process.

Reference performance cannot be measured solely by the accuracy of an answer to a factual question. In many cases, the librarian serves as a research consultant who provides guidance and advice on search strategy and process, rather than providing a specific answer to a factual question. In cases such as this, the success of the transaction is measured not by the information conveyed, but by the positive or negative impact of the patron/librarian interaction. In this type of transaction, the positive or negative behavior of the librarian (as observed by the patron) becomes a significant factor in perceived success or failure.

In an effort to provide librarians and information professionals with specific guidelines for this complex process, in 1992 the President of the Reference and Adult Services Division created an Ad Hoc Committee on Behavioral Guidelines for Reference and Information Services. The committee met several times at the ALA Annual and Midwinter conferences. Their goal was to identify and recommend observable behavioral attributes that could be correlated with positive patron perceptions of reference librarian performance. The committee identified several areas in which behavioral attributes could be directly observed, including approachability, interest, listening/ inquiring, searching, and follow-up activities.

These guidelines are intended to be used to assist in the training, development, and/or evaluation of librarians and staff who provide information services directly to library users. They are designed primarily to deal with instances in which the patron and the librarian are working face to face. While many of the guidelines also apply to other all reference transactions, some will need to be adapted for remote users and persons with special needs.

1.0 Approachability

In order to have a successful reference transaction, the patron must be able to identify that a reference librarian is available to provide assistance and also must feel comfortable in going to that librarian for help. Approachability behaviors set the tone for the entire communication process between the librarian and the patron. The initial verbal and non-verbal responses of the librarian will influence the depth and level of the interaction between the librarian and the patron. At this stage in the process, the behaviors exhibited by the librarian should serve to welcome the patron and to place him/her at ease. The librarian's role in the communications process is to make the patron feel comfortable in a situation which may be perceived as intimidating, risky, confusing, and overwhelming. To be approachable, the librarian:

Is poised and ready to engage approaching patrons and is not engrossed in reading, filing, chatting with colleagues, or other activities that detract from availability to the patron

- 1.2 Establishes initial eye contact with the patron.
- 1.3 Acknowledges the presence of the patron through smiling and/or open body language.
- 1.4 Acknowledges the patron through the use of a friendly greeting to initiate conversation and/or by standing up, moving forward, or moving closer to the patron.
- 1.5 Acknowledges others waiting for service.
- 1.6 Remains visible to patrons as much as possible.
- 1.7 Moves through the reference area offering assistance whenever possible.

2.0 Interest

A successful librarian must demonstrate a high degree of interest in the reference transaction. While not every query will contain stimulating intellectual challenges, the librarian should be interested in each patron's informational needs and should be committed to providing the most effective assistance. Librarians who demonstrate a high level of interest in the inquiries of their patrons will generate a higher level of satisfaction among users. To demonstrate interest, the librarian:

- 2.1 Faces the patron when speaking and listening.
- 2.2 Maintains or re-establishes eye contact with the patron throughout the transaction.
- 2.3 Establishes a physical distance which appears to be comfortable to the patron, based upon the patron's verbal and nonverbal responses.
- 2.4 Signals an understanding of the patron's needs through verbal or non-verbal confirmation, such as nodding of the head or brief comments or questions.
- 2.5 Appears unhurried during the reference transaction.
- 2.6 Focuses his/her attention on the patron.

3.0 Listening/Inquiring.

The reference interview is the heart of the reference transaction and is crucial to the success of the process. The librarian must be effective in identifying the patron's information needs and must do so in a manner that keeps the patron at ease. Strong listening and questioning skills are necessary for a positive interaction. As a good communicator, the librarian:

- 3.1 Uses a tone of voice appropriate to the nature of the transaction.
- 3.2 Communicates in a receptive, cordial, and encouraging manner.
- 3.3 Allows the patron to state fully his/her information need in his/her own words before responding.
- 3.4 Rephrases the patron's question or request and asks for confirmation to ensure that it is understood.
- 3.5 Uses open-ended questioning techniques to encourage the patron to expand on the request or present additional information. Some examples of such questions include:
 - Please tell me more about your topic.
 - What additional information can you give me?
 - How much information do you need?

3.6 Uses closed and/or clarifying questions to refine the search query. Some examples of clarifying questions are:

- What have you already found?
- What type of information do you need (books, articles, etc.)?
- Do you need current or historical information?

3.7 Seeks to clarify confusing terminology and avoids excessive jargon.

3.8 Uses terminology that is understandable to the patron.

3.9 Maintains objectivity and does not interject value judgments about subject matter or the nature of the question into the transaction.

4.0 Searching

The search process is the portion of the transaction in which behavior and accuracy intersect. Without an effective search, the desired information is unlikely to be found. Yet many of the aspects of searching that lead to accurate results are still dependent on the behavior of the librarian. As an effective searcher, the librarian:

4.1 Constructs a competent and complete search strategy.

4.2 Breaks the query into specific facets.

4.3 Identifies other qualifiers of the query that may limit results, such as date, language, comprehensiveness, etc.

4.4 Selects search terms that are most related to the information desired.

4.5 Searches under the most limiting aspects of the query first.

4.6 Verifies spelling and other possible factual errors in the original query.

4.7 Identifies sources appropriate to the patron's need that have the highest probability of containing information relevant to the patron's query.

4.8 Consults guides, databases, or other librarians for assistance when he/she cannot independently identify sources to answer the query.

4.9 Discusses the search strategy with the patron.

4.10 Encourages the patron to contribute ideas.

4.11 Explains the search sequence to the patron.

4.12 Attempts to conduct the search within the patron's allotted time frame.

4.13 Accompanies the patron (at least in the initial stages of the search process).

4.14 Explains how to use sources when the patron shows an interest.

4.15 Works with the patron to narrow or broaden the topic when too little or too much information is identified.

- 4.16 Asks the patron if additional information is needed after an initial result is found.
- 4.17 Recognizes when to refer a patron to a more appropriate library, librarian, or other resource person.

5.0 Follow-up

The reference transaction does not end when the librarian walks away from the patron. The librarian is responsible for determining if the patron is satisfied with the results of the search and is also responsible for referring the patrons to other sources, even when those sources are not available in the local library. For successful follow-up, the librarian:

- 5.1 Asks the patron if the question has been completely answered.
- 5.2 Encourages the patron to return to the reference service point.
- 5.3 Returns to the patron after the patron has had time to study the information source(s).
- 5.4 Consults other librarians when additional subject expertise is needed.
- 5.5 Makes arrangements, when appropriate, with the patron to research a question even after the patron has left the library.
- 5.6 Tries to ensure that the patron will get appropriate service after a referral by providing accurate information to the other department, library, or organization about the question, the amount of information required, and sources already consulted.
- 5.7 Facilitates the process of referring a patron to another library or information agency through activities such as calling ahead, providing direction and instructions, and providing the library and the patron with as much information as possible.
- 5.8 Refers the patron to other sources or institutions when the query cannot be answered to the satisfaction of the patron.

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- 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 recognize and respect intellectual property rights.

- 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.