

6.36 Library Services

Last Revised: May 2021

Policy: Piedmont Community College (PCC) maintains Learning Commons (LC) on each campus that provide comprehensive library services to support the goals and objectives of the College.

Purpose/Definitions: The mission of the LC is to provide a comprehensive library services to support the goals and objectives of the College. The chief purpose of the LC is to provide learning opportunities that enable students to achieve their potential. The LC provides carefully selected materials and flexible, diverse services to aid students, faculty, and staff in their pursuit of education, research, information, and creative recreation. To serve the needs of different social, economic, and cultural/ethnic groups, the LC also actively seeks innovative cooperation and networking with local and regional institutions.

Approval Authority/Monitoring Authority: Piedmont Community College's Board of Trustees has approval authority for this policy. The Vice President, Instruction has monitoring authority for this policy.

Procedure:

Section 1: Eligible Borrowers

- 1.1. All PCC faculty, staff, and students are eligible to borrow materials from the library.
- 1.2. Borrowing privileges are also extended to adult residents of Person and Caswell Counties.
- 1.3. Individuals under 16 years of age may not borrow materials unless a parent or guardian assumes responsibility for checking out materials for them.
 - 1.3.1. Parents of individuals under 16 years of age in the Person Early College for Innovation and Leadership (PECIL) program will need to read and sign the Library and Computer Use Policy.
 - 1.3.2. Signed forms will be kept on file in the Library until the student turns 16 years of age. Special arrangements can be made for homebound patrons with the approval of the Dean, Learning Commons.

Section 2: Library Registration

- 2.1. Faculty, staff, and students, and community users wishing to borrow materials and equipment from the library must have a library card registered in the library's database, which is either their student and/or employee identification card or a library-issued card.
- 2.2. Community users must present a valid North Carolina driver's license or state issued picture identification to establish Person or Caswell County residency.

Section 3: Library Identification

- 3.1. Upon request, all eligible borrowers will be issued a library identification card with a barcode at no charge.

Section 4: Loan Periods

- 4.1.

	Students	Faculty/Staff	Community	CCLINC Interlibrary Loan/Consortium
AV material	3 days	End of academic year	Non-circulating*	Non-circulating
Circulating books	30 days	End of academic year	30 days	Based on borrower's loan period
E-readers	15 days	End of academic year	Non-circulating	Non-circulating
Laptops	End of current semester	N/A	Non-circulating	Non-circulating
Hotspots	End of current semester	N/A	Non-circulating	Non-circulating
Periodicals (back issues only)	7 days	7 days	7 days	Non-circulating

Reserve material schedule options				
Library use only	2 hours	3 hours	Non-circulating	Non-circulating
24-hours	24 hours	24 hours	Non-circulating	Non-circulating
3-days	3 days	3 days	Non-circulating	Non-circulating
7-days	7 days	7 days	Non-circulating	Non-circulating
AV equipment	Non-circulating	-End of academic year	3 days	Non-circulating

*With a valid reason and at the discretion of the library staff, these materials can be checked out for three (3) days. Community Users may not borrow equipment for personal use.

Section 5: Maximum Number of Items That May be Checked Out

- 5.1. To ensure that the library has an adequate supply of materials, no more than 10 items may be checked out at one time by faculty, staff, and students.
- 5.2. Community patrons will be allowed to check out five items at one time.

Section 6: Renewals

- 6.1. A patron may renew materials two times provided the materials are not needed for another borrower and are not overdue.
 - 6.1.1. This renewal may be done in person at the library's information desk, over the phone, or online.

Section 7: Holds

- 7.1. A patron may place a hold on a circulating book, or media that are presently checked out by another patron.
 - 7.1.1. Instructions for placing a hold appear on the CCLINC online catalog.
 - 7.1.2. When holds are filled for circulating books, the patron is notified by phone and/or email.
 - 7.1.2.1. The next day, SIRSI generates a notice that is sent to the patron.

- 7.1.2.2. The item is held for seven days.
- 7.1.2.3. When holds are filled for other media, the patron is notified by phone and/or email, and the media is held for two days.
- 7.2. When a circulating book or other media has as many as three holds on it, the loan period is reduced to seven days.
 - 7.2.1. If a hold has not been filled by the hold expiration date (or by 30 days if a hold expiration date has not been indicated), the patron is notified that the hold is cancelled.

Section 8: Recalls

- 8.1. Circulating books and media may be recalled at the discretion of the library staff.
 - 8.1.1. The original borrower is guaranteed to have the materials for seven days and upon recall notification has seven days to return the material.
- 8.2. Patrons wishing to have materials recalled should explain the request to the library staff. Patrons' records are strictly confidential, and information concerning who has an item checked out will not be released.

Section 9: Materials Not Returned

- 9.1. Students who do not return/renew a laptop within 14 days after the due date and who are not registered for the subsequent semester, will have a \$200 hold placed on their account.
 - 9.1.1. Once the item is returned or the hold is paid, the hold will be taken off the account.
- 9.2. Registered students who need lap-tops or hot-spots for multiple semesters will need to renew each semester.
- 9.3. Hot spots will be deactivated if not returned/renewed within 14 days of the due date.

Section 10: Overdue Notices and Charges

- 10.1. Overdue notices are sent as a courtesy.
 - 10.1.1. It is the responsibility of the patron to monitor their library transactions and to have a current mailing address and e-mail address on file in the library patron database.

- 10.1.2. Patrons cannot check out materials if they currently have an overdue item.
 - 10.1.2.1. E-mail reminder—E-mailed seven (7) days prior to the item due date.
 - 10.1.2.2. First Notice—First notice of an overdue item is sent when an item is seven (7) days overdue.
 - 10.1.2.3. Second Notice—Second notice of an overdue item is generated when an item is 14 days (two weeks) overdue. The patron is reminded that unless all library charges are cleared, library privileges will be rescinded.
 - 10.1.2.4. Notice—Final notice of an overdue item is sent when material is 21 days (three weeks) overdue. This notice advises the patron of the replacement cost of the book. The patron is also advised that unless the debt is cleared, no materials can be checked out from the library.

Section 11: Replacement Cost of Lost or Damaged Materials

11.1. Books

- 11.1.1. Library staff use the amount of the item from the catalog record to determine the replacement cost of books.
- 11.1.2. If the cost cannot be found by using the catalog record, the publisher or Amazon website can be used to determine the replacement cost of the book.
- 11.1.3. A patron may supply a replacement copy of the same edition of the book.

11.2. Media and Equipment

- 11.2.1. Library acquisition records are used to determine the replacement cost of media and equipment.
- 11.2.2. If there is no library acquisition record for the title or equipment, library staff will consult catalogues and/or State Contract for replacement costs.
- 11.2.3. A patron may supply a replacement copy of the same edition of the lost media or same type of equipment.

11.3. Damaged Material

- 11.3.1. Library staff determines the fee for damaged materials.
- 11.3.2. If material is damaged beyond use, the material must be paid for according to the guidelines in the section, Replacement Cost of Lost or Damaged Materials.

11.4. Mutilation and Theft of Materials

- 11.4.1. The library's position on the mutilation and theft of learning resources is based on the North Carolina Criminal Law Statute, N.C.G.S. 14-398 and the ACRL, "Guidelines Regarding Thefts in Libraries," Chicago: ALA/ACRL 1994.
- 11.4.2. Any patron who willfully destroys or removes library property will be considered in violation of Piedmont Community College's Student Code of Conduct and will be referred to the Vice President, Student Development for disciplinary action.

Legal Citation: [N.C.G.S. 14-398](#); ["Guidelines Regarding Thefts in Libraries", Chicago: ALA/ACRL 1994](#)

History: Effective October 1988; Revised September 1996, February 2012, May 2021