Learning Resource Center Policy Manual

Chattahoochee Valley Community College

Revised June 2021

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Chattahoochee Valley Community College
Learning Resource Center Policy Manual

1. Organization

1.1. Chattahoochee Valley Community College Mission Statement

Chattahoochee Valley Community College promotes student success and is committed to enriching our community by offering accessible, quality, and engaging educational opportunities through academic transfer, career and technical education, workforce development and adult education.

1.2. Chattahoochee Valley Community College Learning Resource Center Mission Statement

The Learning Resource Center (LRC) at CVCC offers students, staff, faculty, and community users the facilities, environment, and guidance for pursuing individual interests and educational goals through a variety of resources and services.

The LRC operates with the following objectives:

- To promote information literacy by conducting library instruction for students, staff, faculty, and other members of the community.
- To systematically assess the usability, adequacy, and accessibility of the LRC's resources to support the College's academic, administrative, and community-based programs and initiatives.
- To develop, implement, and manage quantitative and qualitative improvements to the LRC's resources based upon assessment results.

1.3. Administration and the LRC Advisory Committee

1.3.1. Administration

The Dean of Instruction has planning, supervisory, management, and budgetary responsibility for LRC functions and related staff personnel.

1.3.2. The LRC Advisory Committee

The committee is responsible for reviewing all evaluative data in the applicable sections of the College's Annual Plan for Institutional Effectiveness, reviewing the LRC Policies and Procedure Manual, suggesting optimal ways to serve LRC users, and reviewing results of LRC surveys and recommending responses for improvement as appropriate. This committee meets twice a year during Fall and Spring semesters.

2. General Information

2.1. LRC Personnel

2.1.1. LRC Director

The LRC Director manages the College's Learning Resource Center.

Essential duties and responsibilities include the following:

- Develop, implement, and evaluate long-range goals and objectives for the LRC operations.
- Promote LRC services in the community.
- Develop, implement, and evaluate LRC policies and procedures.
- Develop the LRC budget in consultation with the Dean of Instruction.
- Assess LRC resources and comply with SACSCOC standards.
- Supervise and evaluate full- and part-time LRC staff.
- Oversee LRC collection development and material acquisitions.
- Provide reference and circulation services.
- Assist in cataloging and interlibrary loans.
- Other duties as assigned by the Dean of Instruction and/or his/her supervisor.
- Teach research classes as requested.

2.1.2. Access Services Assistant

The Access Services Assistant, who works under the direction of the LRC Director, is responsible for operating the main circulation desk, performing general reference services, preparing purchase requests and maintaining invoices, and balancing monetary records with the Business Office.

Essential duties and responsibilities include the following:
- Provide general circulation and reference services to LRC patrons.
- Provide routine clerical support, including typing, data reporting, copying, and filing, to the LRC Director as requested.
- Process LRC overdue and bill notices and place holds on users with LRC charges.
- Receive and record money from users for their LRC charges and balance with the Business Office.
- Maintain book circulation and inventory data.
- Troubleshoot computer and other LRC equipment problems.
- Receive and remove reserved materials for faculty and administrators.
- Check in periodicals and submit claims for the missing issues.
- Prepare purchase requests for LRC books and supplies.
- Receive and process newly purchased LRC books and supplies.
- Maintain invoices and balance records with the Business Office.
- Assist with registration duties as assigned.
- Work nights and weekends as needed.
- Perform other duties as assigned.

2.1.3. Electronic Services Assistant

The Electronic Services Assistant, who works under the direction of the LRC Director, is responsible for providing circulation and reference services, cataloging and interlibrary loan, and other technical support to LRC users.

Essential duties and responsibilities include the following:
- Provide circulation and reference services to LRC patrons.
- Provide routine clerical support, including typing, data reporting, copying, and filing, to the LRC Director as requested.
- Troubleshoot computer and other LRC equipment problems.

- Catalog various formats of LRC materials using the Online Computer Library Center (OCLC) Connexion and Atriuum.
- Run, maintain, and report LRC catalog and inventory data using Atriuum.
- Coordinate all interlibrary loan activities using OCLC WorldShare ILL and other resource-sharing methods.
- Maintain and update LRC blogs and Facebook.
- Coordinate the operation of the College ID station.
- Assist in receiving and processing books.
- Pick up and sort mail.
- Assist with registration duties as assigned.
- Work nights and weekends as needed.
- Perform other duties as assigned.

2.2.   LRC Operational Hours

Fall and Spring Semesters:

Monday—Thursday	8:00AM-8:00PM
Friday	8:00AM-2:30PM
Saturday	Closed
Sunday	2:00PM-6:00PM
Holidays	Closed

Summer Semester:

Monday—Thursday	8:00AM-8:00PM
Friday	8:00AM-2:30PM
Saturday	Closed
Sunday	2:00PM-6:00PM
Holidays	Closed

2.3.   LRC Contact Information

Access Services Desk:	(334) 291-4978
LRC Director:	(334) 291-4979
Access Services Assistant:	(334) 291-4943
Electronic Services Assistant:	(334) 214-4802
LRC Assistant	(334) 291-4910
Fax Number:	(334) 291-4980
Email Address:	lrc@cv.edu

2.4.   LRC Website and LibGuides

The LRC website, created and maintained by the College, can be accessed at www.cv.edu. It provides users with access to the LRC online catalog, contact information, research databases, and other library-related information.

The LRC's LibGuides, created and maintained by the LRC staff, can be accessed at https://cv.libguides.com/. These guides provide users with information about various subjects.

2.5.   LRC Affiliations

2.5.1.   Cooperative Affiliation
2.5.1.1. Memorandum of Understanding for Library Services between CVCC and Troy University

The LRC has a Memorandum of Understanding with Troy University. This agreement allows the following services to CVCC:

- Use of the Troy University online library databases by currently registered CVCC students, faculty and staff at specifically designated work stations in Pitts Hall during normal building hours of operation, using a previously coordinated username and password.
- Printing costs will be borne by the individual user.

The agreement allows the following services to Troy University:

- Use of the CVCC LRC facilities by currently registered students of the Troy University Phenix City Campus, and Troy Online students serviced by the Phenix City Campus, during the normal hours of the LRC operation.
- Use of facilities and reference librarian assistance.
- Material check-out and inter-library loans are not included.
- Printing costs will be borne by the individual user.

2.5.1.2. LRC Cooperative Agreement with Local High Schools

The LRC has cooperative agreements with local high school libraries to offer full borrowing privileges to all students enrolled in CVCC dual enrollment classes at local high schools. Dual enrollment students are invited to use the LRC's collections and services.

2.5.2. Membership Affiliation

The LRC is a member of Lyrasis, which is the nation's largest regional membership organization serving libraries and information professionals by providing opportunities for networking and collaboration, offering innovative solutions and significant cost savings through group purchasing for products and services.

3. General Policies

3.1.1. Children in the LRC Policy

In order to ensure the safety and welfare of children and to maintain a suitable environment for all of our LRC users, the following policy is established in regard to children in the LRC.

3.1.1.1. General Guidelines

Children age 15 years old and younger shall not be allowed in the LRC unless accompanied by an adult (age 18 or older) who is conducting business in the facility. The accompanying adult is responsible for appropriate supervision of such children.

3.1.1.2. Responsibilities of Adults

Appropriate supervision is necessary to maintain a safe environment and an atmosphere conducive to academic use. The responsible adult is expected to ensure that children follow all policies and rules established by the College.

3.1.1.3. Responsibilities of LRC Staff

LRC staff cannot assist in supervising the actions of children in the LRC. However, LRC staff will inform the responsible adult of applicable policy regarding LRC use and of their responsibilities when violations of policy occur. Campus Security will be called if informed users fail to take appropriate actions.

If underage children are present without an accompanying adult, LRC staff will contact Campus Security to locate the responsible adult and escort children to a safe location.

3.1.2. LRC Cell Phone Policy

The LRC is committed to providing an environment conducive to study and research. Therefore, we ask cell phone users to respect others by observing the following guidelines for cell phone usage in the LRC:

- Upon entering the LRC, cell phones should be turned off or the ringers set to "silent" or "vibrating" mode.
- Cell phone conversations are prohibited in the LRC. Anyone receiving a call should immediately put the caller on hold and move outside before continuing the conversation.
- The LRC staff members reserve the right to ask anyone to leave the building if he/she is using a cell phone in the LRC.

3.1.3. LRC User Confidentiality Policy

The LRC protects the privacy of its users. Confidentiality extends to information sought or received; circulation records; database search records; reference interviews; interlibrary loan records; registration records; and all other personally identifiable uses of LRC materials, facilities, programs, or services including the frequency or nature of a user's visit to the LRC.

The LRC Director should inform the Dean of Instruction upon receiving a request for disclosing a user's information to any individual, group, or law enforcement agent. A user's record will not be made available to any requestor without a written approval from the Dean of Instruction.

All LRC employees, work-study students, and volunteers must comply with this policy.

3.1.4. Computer Use Policy

The LRC offers computers for public access and laptops for students and employees to use within the LRC. All users should adhere to the following computer use policies established by the College:

- *Email Policy and Guidelines*
- *Internet Use Policy*
- *Responsible Computing and Acceptable Use Policy*

In addition to complying with these policies, LRC users also assume certain responsibilities when using computers in the LRC:

- The quality of information on the Internet varies from site to site, and some sites may be controversial or of a mature nature. The LRC staff does not monitor, has no control over, and

does not accept responsibility for accuracy, authority, objectivity, currency, or content of any Internet resource. LRC users are responsible for the results of their searches.

- The LRC requires computer users to respect the rights and sensibilities of others. Some Internet sites are inappropriate for viewing in a public setting. LRC staff reserves the right to end Internet sessions when sexually explicit or pornographic materials are displayed.
- Parents and guardians are responsible for supervising their children's Internet sessions and for letting their children know if there are materials children should not use or view.
- Copyright law (Title 17, U.S.C.) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by principles of fair use. Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without explicit permission of the copyright holder. All responsibility for any consequence of copyright infringement lies with the users; the LRC expressly disclaims any liability or responsibility resulting from such use.
- Users are not permitted to alter the programs currently installed in the systems. Anyone tampering with any LRC hardware or software will be denied access to LRC computers in the future, and also may lose their LRC privileges.
- Users access the LRC computers at their own risk. The LRC is not responsible for equipment malfunction, loss of data, damage to disks, etc., or electronic transactions of any type which are related to the public use of LRC computer resources.

Failure to comply with this policy may result in restriction or termination of the user's LRC privileges and may result in prosecution under local, state or federal laws.

4. Circulation Policies

4.1. LRC User Policies

The LRC offers borrowing privileges to CVCC faculty, staff, students, and community users.

4.1.1. LRC User Policy for Faculty and Staff

Current CVCC faculty and staff may check out any item in the LRC collection. All items checked out are due by the end of the semester. Faculty and staff are encouraged to return the items on time, even though no overdue fines will be imposed.

4.1.2. LRC User Policy for Students

4.1.2.1. Borrowing Privileges and Loan Period

With a valid student ID card, CVCC students are entitled to check out a maximum of ten circulating books. The loan period is four weeks and two renewals are allowed. However, if a hold has been placed on the item, then renewal will not be granted. Renewing an overdue item does not absolve the student from paying overdue fines.

4.1.2.2. Holds and Recalls

A student wishing to obtain a book that is currently checked out may request that the LRC hold the book for him or her upon its return. If the book has been checked out for at least two weeks, LRC staff may

recall the book on the student's behalf. The student will be notified when the book is available; the book will be held at the Access Services Desk.

4.1.2.3. Reserves

4.1.2.3.1. Instructor Reserves

Faculty may place printed materials on reserve in the LRC. Students may request these reserved materials from the Access Services Desk. Most of the reserved materials are for in-library use only and for a two-hour period, unless the instructor advises otherwise. A valid picture ID card is required to use any materials on reserve. Instructors takes responsibility for copyright clearance/compliance and lost or stolen items while on reserve.

Faculty may not place equipment on reserve or have their equipment returned to the LRC. All equipment should be returned to the instructor personally or to security. The LRC will not be responsible for any equipment that is damaged or stolen.

4.1.2.3.2. LRC Reserves

LRC reserves are materials that the LRC staff has put on reserve for in-house use only and are available for two-hour period. A valid picture ID card is required to use any materials on reserve.

4.1.2.4. Laptop Checkout Policy (Cares Act Laptops)

Loan Use and Liability

Laptops and laptop accessories (power cords and backpack) may only be checked out to current students with a valid College ID or Library Card.
All borrowers must sign a **CVCC Student Laptop Loan Agreement** (see Appendix I), accepting responsibility for the repair or replacement of the laptop and/or accessories (up to $800) in the event of loss, theft, or damage. This agreement will be signed once per semester and the signed agreement will be kept on file in the LRC. Replacement cost and prices will be based on current market costs. The borrower will be responsible for all fines and damages associated with the laptop. All cost related to repair or replacement of laptop will be paid by the student in the Business Office.

LAPTOPS SHOULD NEVER BE LEFT UNATTENDED. Learning Resource Center (LRC) staff is not responsible if a laptop or laptop accessories are stolen or damaged during the borrower's loan period. **The borrower is responsible for the laptop and all accessories until returned and checked in by LRC staff. Laptops and/or accessories may not be placed in the book drop box.**

Laptop Policy
- Borrowers may not install their own software, or change system settings.
- The duration for check-out of a laptop is for one semester/term. A semester/term is determined by the official college calendar and shall begin at the start date of the semester/term and end on the last day of the semester/term after completion of the final examinations.

- Fines for overdue laptops will accrue at a rate of $2.00 per day, excluding weekends, breaks, or holidays when the LRC is closed. Fines will resume on the first day of the following semester/term and shall exclude weekends. Fines for laptops will not exceed $50.
- Once a fine reaches $50, the LRC will declare the laptop missing/lost. A hold will be placed on the student's account for the replacement cost for the laptop and the overdue fines.
- Students will be notified of the hold for the missing/lost laptop and the amount of the charge via email and/or through written letter sent to the student's address on file.
- Students who lose or damage a laptop will pay the overdue fine plus the damage's fees assigned by the LRC staff after inspection of the laptop. Overdue fines and fees for damaged or lost/missing laptop will be paid directly to the Business Office.
- At check-out students will receive a copy of the policies associated with the laptop and sign the CVCC Student Laptop Loan Agreement. A copy will be given to the student. A copy will be filed in the LRC.

4.1.2.5. Webcam and Headphone Checkout Policy

Eligibility
- Webcam and headphone may be checked to currently enrolled students and community patrons.
- A valid photo ID (CVCC student ID or current state driver's license or current state ID) must be presented to checkout webcam or headphone
- The ID will be retained at the Access Service Desk until the webcam or headphone is returned.

Guidelines
- Headphones or webcams are available on a first-come, first-served basis. They cannot be reserved in advance.
- All headphones or webcams are for in-house use only and may not be taken outside the LRC.
- The loan period is up to 5 hours.
- Borrowers are solely responsible for the headphone or webcam during the check-out period, including damage, loss, or theft.
- All headphones or webcams should be returned to the Access Services Desk.

Fees and Replacement Cost
- Overdue fines are $2.00 per hour.
- Borrowers will pay the full cost for any damage or loss. The Learning Resource Center (LRC) will determine the amount owed by borrower.

Conditions of Use
- Borrowers must abide by the College and LRC policies regarding the appropriate use of the College network and computer resources. Consult LRC staff for details of these policies.

- Failure to comply with these policies may result in restriction or termination of the borrower's privileges in the LRC.

4.1.2.6. Overdue Fines and Replacement Charges

The LRC charges twenty cents per day for each overdue book. The replacement cost for a lost or damaged book will be determined by current market value plus processing fees and overdue fines.

Students with overdue fines or other penalties will be placed on LRC hold, which will prevent them from registering for classes, receiving transcripts, and graduating from the College.

Fines and replacement charges are paid in the Business Office. Methods of payment accepted are cash, credit card or money order. No personal checks will be accepted.

4.1.2.7. Overdue Notices

Overdue notices are mailed bi-monthly as a courtesy to students. Failure to receive overdue notices doesn't absolve students from payments.

4.1.3.   LRC User Policy for Alumni Users

4.1.3.1. Alumni User Card

The LRC is pleased to extend borrowing privileges to alumni of the College. Alumni users may apply for an Alumni User Card in the LRC by filling out the Alumni Registration Form located in the Circulation Desk.

4.1.3.2. Annual Fee

The annual fee for an Alumni User Cards is $5.00. The cards expire one year from the date of issue. The replacement cost for a lost card is $5.00.

4.1.3.3. Borrowing Privileges
An alumni user may check out a maximum of ten books with two renewals are allowed. Alumni users are not eligible to use the interlibrary loan service.

4.1.3.4. Fines and Other Charges

The holder of an Alumni User Card is responsible for all materials borrowed and is subject to established policies for overdue fines and replacement costs. Borrowing privileges will be revoked if policy violations occur. Alumni users must pay overdue fines or other penalties in full before additional books may be borrowed.

Fines and replacement charges are paid in the Business Office. Methods of payment accepted are cash, credit card or money order. No personal checks will be accepted.

4.1.4.   LRC User Policy for Community Users

4.1.4.1. Community User Card

The LRC is pleased to extend borrowing privileges to residents of the surrounding area who are not affiliated with the College. Community users may apply for a Community User Card in the LRC filling out the Community User Card Application & User Policy Form (See Appendix E). Applicants must be 18 years of age or older and present a valid Alabama or Georgia driver's license. Individuals who are under 18 years of age must be accompanied by a parent or legal guardian, who must apply on their behalf.

4.1.4.2. Annual Fee

The annual fee for Community User Cards is $10.00. The cards expire one year from the date of issue. The replacement cost for a lost card is $5.00.

4.1.4.3. Borrowing Privileges

A community user may check out a maximum of five books at a time. The loan period is three weeks and one renewal is allowed. Community users are not eligible to use the interlibrary loan service.

4.1.4.4. Fines and Other Charges

The holder of a Community User Card is responsible for all materials borrowed and is subject to established policies for overdue fines and replacement costs. Borrowing privileges will be revoked if policy violations occur. Community users must pay overdue fines or other penalties in full before additional books may be borrowed.

Fines and replacement charges are paid in the Business Office. Methods of payment accepted are cash, credit card or money order. No personal checks will be accepted.

4.1.4.5. Community User Computer Usage Policy
The Learning Resource Center (LRC) at Chattahoochee Valley Community College (CVCC) offers community users' access to designated computer terminals to use in the library. Community users will adhere to the following:
* Users must sign in at the Access Services Desk with the library staff.
* Users are allowed one two-hour session per day. Once a user's time has elapsed, they must sign off the computer.
* If a public user leaves the library before the two-hour time lapses, the public user forfeits the remaining time for that day.
* If the designated public computer terminals are in use, public users must wait until a computer becomes available. Wait time will not be counted against the allotted two-hour computer usage. The time of computer usage will start when the public user begins using the computer.
* If there is not a demand for computers, a public user may request additional time in one-hour increments.

All community users should adhere to the following computer policies established by the College:
* Email Policy and Guidelines
* Internet Use Policy
* Responsible Computing and Acceptable Use Policy

5.   Technical Policies

5.1.   Cataloging

The LRC collection is cataloged electronically using the Quick Cataloging tool from Atriuum or the Connexion cataloging service from OCLC. The Library of Congress Classification System is employed for cataloging and organizing the collection.

5.2. Interlibrary Loan Policy

5.2.1. Purpose

The purpose of interlibrary loan is to obtain materials not owned by the LRC.

5.2.2. Eligibility

CVCC employees (administration, faculty, and staff) and students are eligible to use the interlibrary loan service.

5.2.3. Borrowing from Other Libraries

The LRC provides resources to meet the needs of its primary users. Materials requested from other libraries should be limited to those items that do not conform to the LRC's collection development policy or for which there is no recurring demand. The LRC should make every effort to exhaust its own resources before resorting to interlibrary loan.

Geographical proximity of a potential lender should be a primary consideration when submitting an interlibrary loan request. The LRC should attempt to borrow materials from libraries within its own region before requesting materials from more distant libraries.

The LRC is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines and should inform users of the applicable portions of the law.

The LRC user is responsible for the cost of overdue, damaged, or lost materials. The actual cost will be assessed by the lending LRC.

The LRC will comply with the conditions of loan established by the lending library. The library will ensure that a borrowed item is returned on or before the due date, and will promptly return any item that is recalled by the lending library. In-house use, no copying, and other special provisions will be honored.

The duration of loan is determined by the lending library. Loaned items are generally to be used for one circulation only. Routine renewal requests are discouraged but may be permitted at the discretion of the lending library. Renewal requests should be initiated one week prior to the due date.

5.2.4. Lending to Other Libraries

The LRC lends circulating materials to member libraries of Lyrasis. There are no lending charges. The LRC determines whether a particular item can be provided based on the nature of the material, its physical condition, local demand for the item, or any other applicable local restrictions.

The LRC processes interlibrary loan requests on a daily basis and responds to borrowing libraries within 48 hours. The loan duration is four weeks, and one renewal will be permitted upon request. The LRC reserves the right to recall any item at any time.

The borrowing library is responsible for any cost resulting from overdue, damaged, or lost materials. An invoice (see Appendix F) will be sent to the borrowing library if such cost occurs.

Interlibrary loan is a privilege, not a right. Continued disregard of any provision of this policy may result in the suspension of borrowing privileges after prior warning.

The Technical Clerk should keep interlibrary loan statistics for three years.

6. Collection Development Policy

6.1. Purpose

The Collection Development Policy comprises the principles and guidelines that the LRC follows in the selection, acquisition, and retention of LRC resources. This policy incorporates the following mission statements of the American Library Association:

Library Bill of Rights

Intellectual Freedom Statement

Freedom to Read Statement

Statement of Labeling and Rating

The policy ensures the development and maintenance of a collection that supports and enhances the curriculum and institutional programs of CVCC, and the needs of students, faculty, staff, and applicable community users.

In this policy, the word "materials" will be used to encompass all information sources in various formats that the LRC maintains and/or acquires.

6.1.1. Selection Responsibility and Methodology

Ultimate responsibility for the development and maintenance of the LRC collection rests with the LRC Director. The process of selecting materials for the LRC is a collaborative one involving the LRC staff and other faculty, staff, and students. Faculty members are encouraged to recommend materials that support the courses taught and that supplement the general LRC collections appropriate to their respective disciplines. Since the LRC Director can best assess the balance of the entire collection and has daily access to current acquisition and maintenance practices, the LRC Director makes all final decisions regarding the collection.

Requests for recommendations for acquisitions are sent at least once a year to Department Chairs. The recommendations are sorted by the LRC Director and are subject to review by the LRC Advisory Committee.

The LRC Director endeavors to rotate acquisitions in a fair and equitable manner among the College's academic disciplines. Cumulative orders are tracked to promote balance and fairness. Within departments, priority is given to specific material requests. Toward the end of the fiscal year, unspent "allocations" of funds for a department are applied first to specific requests from other departments and/or disciplines, and then spent at the discretion of the LRC Director and the Dean of Instruction.

To enhance the quality and comprehensiveness of the College's collection, the LRC Director reviews lists of new offerings by significant publishers for each academic discipline offered by the College. This effort

ensures that all disciplines are equitably represented even during occasions when few specific recommendations are submitted by Department Chairs.

6.1.2. Fund Allocation

Through the College's budgetary process, the LRC is provided appropriate funds to ensure the provision of learning information resources and educational support services to support the mission of the College and serve the surrounding community.

6.1.3. General Selection Guidelines

Many factors influence the selection of LRC materials. The following priorities apply:

- Relevance of subject matter to the College's educational goals and curriculum
- Relevance to the instructional needs of faculty
- General reference and information works
- Intellectual content and scholarly value
- Reputation of the publisher
- Appearance in standard bibliographies, indexes, reading/recommendation lists
- Timeliness of the publication (in-print publications are generally given priority over out-of-print publications)
- Price or format

The following factors are also considered in the selection of materials:

Hardbound/Paperbacks: Hardbound editions are generally preferred due to their greater durability. Paperbacks may be preferred for topics that change rapidly, occasions when a duplicate copy is needed, or when a hardcover edition is not available.

Government Documents: The LRC is not a depository for federal or state government documents. Government documents are selected according to the same criteria as other LRC materials.

Duplicate Copies: Duplicate copies are purchased only when there is demonstrable heavy and continuous use.

Recreational Reading: Recreational reading materials will be purchased on a limited basis.

Materials in Other Languages: With the exception of foreign language dictionaries and literature used heavily in the teaching or learning of foreign languages, the LRC generally acquires only English-language materials. Some consideration, however, will be given to materials that support the language needs of the College's diverse population.

Electronic Resources: Various electronic resources, such as e-books and online databases, are acquired by the LRC to support the College's distance teaching and learning.

Resource-Sharing Arrangements: The LRC participates in the Online Computer Library Center (OCLC) and may elect not to purchase some materials that are available through cooperative resource sharing. These arrangements provide access to additional materials through interlibrary loan; however, they do

not release the LRC's responsibility to provide adequate learning resources to faculty, staff, and students. Participation in this resource-sharing agreement is intended to supplement and enrich the resources available to CVCC.

In addition to these general guidelines, policy statements for specific formats and categories of the collection are given below:

Reference Collection: The reference collection consists of non-circulating materials designed to meet the basic research needs of the college community in all subject fields. Reference sources facilitate timely and efficient access to specific information: statistics, dictionaries, encyclopedias, directories, indexes, and bibliographies. Reference materials are selected in accordance with the acquisition criteria given previously.

Reserve Collection: The reserve collection consists of a temporary collection of materials placed on hold in the LRC by faculty or administrators to ensure equitable access for a specific population, normally a particular course. The number of photocopies of articles or other materials will not exceed the limits specified by current copyright laws. It is the requestor's responsibility to obtain the requisite permission to copy materials. Normally, reserved materials are maintained only for the semester in which a specific course is offered. See Section 4.1.2.3 on Reserves for responsibility statements.

Electronic Resources: The LRC acquires a wide variety of electronic resources, including e-books and online databases, to provide students with convenient, relevant, and current information on various subjects. The selection and acquisition of these resources are subject to same selection criteria and procedures used for print versions.

Microforms: The LRC does not purchase materials on microform.

Maps: Maps, atlases, globes, and charts are purchased selectively. Support of the curriculum as well as space, timeliness, and usage are major criteria in the selection.

Gifts: The LRC accepts gifts of materials with the understanding that materials not added to the collection will be disposed of at the discretion of the LRC Director. Donors may receive a letter of acknowledgement (see Appendix G) for the donation if requested, but the LRC does not provide an estimate of value. Donated materials are subject to the same selection criteria as purchased materials.

6.1.4. Challenged Materials

The LRC subscribes to the principles enunciated in the American Library Association (ALA) Bill of Rights and its supporting documents. Therefore, the LRC collects materials that represent a variety of opinions and perspectives. Any individual or group questioning the appropriateness of materials in the collection may file a complaint by using a "Request for Reconsideration of Library Materials" form (see Appendix H). This form, completed and signed by the person making the challenge, is referred to the LRC Director for resolution. When appropriate, advice will be sought from the LRC Advisory Committee, faculty, or Cabinet. The person requesting the challenge will receive a written response from the LRC Director explaining the College's position on the complaint and any actions taken or planned.

6.1.5. Collection Maintenance

The LRC staff continuously evaluates the collection with input from faculty and other users to identify and remove obsolete and unrepairable materials, to ensure that the collection remains current and relevant to CVCC's educational philosophy and objectives and adheres to the provisions of this policy. Faculty members are encouraged to evaluate the collections supporting their specific disciplines on an ongoing basis. Replacement, preservation and conservation, and deselection are important elements of collection maintenance.

Replacement

Materials that are missing, lost, or withdrawn are not automatically replaced. Potential replacements are evaluated using the same criteria set forth for acquisitions. Heavily used materials necessary for teaching and learning are replaced as quickly as possible.

Preservation and Conservation

The LRC endeavors to preserve the collection through conservation measures, such as monitoring and controlling temperature, humidity, and dust accumulation. When the preservation of content is compromised, items are repaired or replaced.

Deselection

Building a viable collection to serve the college community is a dynamic process that includes deselecting or weeding of obsolete, worn, and damaged materials, or items no longer relevant to the curriculum or mission of the College. The LRC uses the following criteria to systematically assess the collection:

> **Criteria for Deselecting Materials**
>
> - The physical condition of the material is beyond repair.
>   - If the material still meets the selection criteria, a replacement copy is ordered if available.
>   - If the material is not available and is deemed valuable, it will be rebound or placed in a protective covering.
> - The collection has an excess number of duplicate copies.
>   - Duplicate copies will be deselected when it is deemed that multiple copies are no longer needed.
>   - Exceptions may include popular works and literature for which demand may fluctuate.
> - The collection has a newer edition. The new edition may be a numerical edition, a revised edition, a new edition, or updated edition.
>   - The previous edition may be kept depending on the subject, the length of time between editions, the circulation of the edition, or the extent of the revision.
>   - Some reference works are kept in all revisions.
>   - When cumulative material is included in newer editions, older editions are deselected.
> - Materials not relevant or appropriate for the College curriculum are removed.
> - The material is outdated. If an item exceeds parameters for acceptable use, it is considered for deselection. The suggested life span of materials by discipline is listed below:

5-10 Years	10 or More Years
Nursing	Education
Business	Psychology
Computer Science and Applications	Sociology
Economics	
Law	
Science	
Retain Indefinitely	
Humanities (languages, history, literature, math, philosophy)	
Fine Arts (music, art, etc.)	

- The item has insufficient use. If an item has not circulated in the last ten (10) years, it is a candidate for deselection.
- The book is part of an incomplete set for which missing volumes are needed for viability, and the missing books are either too expensive to acquire or no longer available.

Deselected books will be donated to local charities or made available to students at no charge.

Special Criteria for Retention

An item is not discarded if any of the following conditions apply:

- Written by a local author, a faculty member, or of local interest
- Contains subject matter that is unique and/or out-of-print
- Has a fair circulation history
- Received an award (Pulitzer, National Book Award, etc.)
- Is source material and/or supports the College curriculum
- Is part of a series that remains useful
- Includes an extensive bibliography that remains useful
- Reflects the mores of a period of time

6.1.6. Review of the Collection Development Policy

The Collection Development Policy is reviewed and revised on an ongoing basis by the LRC Director and staff and approved by the LRC Advisory Committee.

7. Miscellaneous Policies

7.1. Collaboration Rooms

Purpose

The Collaboration room is primarily used by individuals for collaborative learning, project development, or by school representatives for school activities.

Attendees

The Collaboration room can only be reserved for a group of five (5) or more people. Instructors or students may reserve the room. Reservations for a group of students that is composed of ten (10) or more, the instructor will be required to be present. A required sign-in sheet will be available.

Room Condition
There is ABSOLUTELY NO FOOD or DRINK allowed in the Collaboration Room. It is the responsibility of the requestor to make sure the room is left the same as it was when requested. Otherwise, the requestor's privileges may be revoked.

Reservation Requests & Approval
The LRC reserves the right to cancel any reservation at any time. Requests are reviewed by the LRC staff on a case-by-case basis; a response will be provided within three (3) working days. Advanced notice made at least two (2) weeks ahead of the requested date is preferred.

To make a reservation, the requestor should fill out the Collaboration Room Reservation Form located on the LRC's webpage or can call. Online requests are encouraged. Reservations must be made in advance. No consecutive reservations by any member of the same group. No community requests will be granted.

Reservation Time
The room cannot be reserved for more than two (2) hours unless otherwise noted.

7.2. Telephone

Users are permitted to use the LRC telephone only for emergencies. All calls must be local and last no longer than one or two minutes. The LRC staff will not accept messages for, or deliver messages to, any user. If the user has a message of urgency, they must contact security. No patron information will be given out by the LRC staff.

7.3. Fax

The fax machine is for College employees' use only. No students will be allowed to use the fax machine under any circumstance.

7.4. Copier/Printer

There are two copiers/printers in the LRC. Users need to have a student ID or print card to make copies or print. Copies and printouts are ten cents per page. Users should read the instructions located on the copiers/printers, or ask LRC staff for assistance to ensure the proper use of the machines. LRC staff are not responsible for any monetary loss due to users' operational error. If such loss is caused by the malfunction of the machine, free copies/printouts will be made for users. No refund will be issued.

7.5. Pay Station

The pay station, located on the main floor of the LRC, is for purchasing print cards and loading money on them. The pay station only takes one-dollar bills. Change may be made at the Information Center upon request. Users should read the instructions, located on the top of the pay station, or ask LRC staff for assistance to ensure the proper use of the machine. The LRC staff are not responsible for any monetary loss due to users' operational error.

7.6.   ID Station

The ID station is located in the LRC near the Access Services Desk. It is open to students and employees for the first three weeks of each semester and the first two weeks of Term II. The Electronic Services Assistant is responsible for scheduling the hours of operation for the ID station at the beginning of each semester.

7.6.1.   Cost of Replacement Cards

The cost of a replacement is $5.00. Students can purchase a replacement card by going to the Business Office and paying for a new one. Student would then show their receipt to the ID station operator.

Replacement IDs are defined as the following:
- IDs being replaced due to being lost
- IDs being replaced due to entering a class that requires a clinical badge
- IDs being changed due to status change (student type, name change, and etc.)

Appendix

Appendix A: Student Laptop Loan Agreement Form

The Chattahoochee Valley Community College (CVCC) Learning Resource Center (LRC) will allow students to checkout a laptop for instructional proposes. It is imperative that students take proper care of their issued device and follow the College's Policy of Internet usage to support education. Certain rules are necessary to protect the laptop and the College and ensure that this technology serves as an effective instructional tool. By accepting possession of a CVCC laptop, the student agrees to the following responsibilities for the use and care of this device:

1. If a student withdraws from the College prior to the end of the loan period, the laptop must be returned to the CVCC Learning Resource Center by the student prior to withdrawal.
2. The student shall not remove or alter any CVCC identification labels attached to or displayed on the computer, nor shall the student change identification within the computer, such as the computer name.
3. The student agrees to keep the computer secure and safe. The student assumes responsibility for the loss by theft, destruction, or damage caused by intentional or accidental misuse. If, during the loan period, the computer is damaged or returned with any accessories missing, CVCC may charge the student for the repair or the replacement cost.
4. The student must report theft (or suspected theft) of the computer, loss of the computer, damage to the computer, or malfunctioning of the computer to CVCC LRC staff promptly within 24 hours of the incident.
5. The laptop cannot be loaned, sold, bartered, traded, leased, rented or given to any other person or persons.

I have read and agree to comply with these rules and all CVCC policies and regulations for the use of a loaned laptop. I understand that the laptop is the property of CVCC. The College may access, monitor, and archive my use of the computer system, including my use of the internet, e-mail and downloaded material, without prior notice to me. I accept responsibility for damage to or loss of the equipment delineated below while assigned to me. I understand that if the computer or any accessory is lost, damaged or stolen, I am responsible for the repair or replacement cost. I will report any damage to hardware or software immediately to LRC staff and will return equipment promptly when requested.

CVCC grants permission to the student to have limited use of the laptop described in this agreement. Failure to return the laptop and accessories to the CVCC LRC at the end of the term will result in billing for the unreturned item(s) and having a hold placed on the student's account. A hold placed on a student's account will result in the student not being able to register for the subsequent semesters until the debt is resolved. CVCC reserves the right to demand return of the laptop at any time.

Student's Full Name	Student ID Number
Student Signature	**Date**
LRC Staff Signature	**Date**

Appendix B: Laptop Checkout/Return Checklists

Please circle appropriately for checkout and upon return.								
Laptop Letter				**Laptop Barcode Number**				
	Checkout list				**Return List**			
Laptop Condition	New	Good	Fair	Other:	New	Good	Fair	Other:
Laptop Shell	New	Good	Fair	Other:	New	Good	Fair	Other:
Laptop Charger	New	Good	Fair	Other:	New	Good	Fair	Other:
Laptop Battery	New	Good	Fair	Other:	New	Good	Fair	Other:

To be signed once the laptop and its power cord have been returned.	
Student Full Name	**Student ID Number**
Student Signature	**Date of Return**
LRC Staff Signature	**Date of Return**

Appendix C: Community User Card Application & User Policy

Chattahoochee Valley Community College
Learning Resource Center
Community User Card Application Form and User Policy

Name: _____

Address: _____

City/State/Zip: _____

Driver's License Number: _____

Telephone: _____

Date of Birth (MM/DD/YYYY): _____

By signing this document, I agree to accept responsibility for the return of all LRC materials, paying fines (including any applicable penalties), paying for damage to or loss of materials charged on this card, notifying the LRC of any change of name or address, and reporting if the card is lost or stolen. I understand that this card is not transferable.

I also agree to comply with all LRC regulations. I understand that my privileges may be suspended or revoked for failure to abide by these terms and conditions.

Signature_____ **Date:** _____

Signature of Parent or Guardian _____**Date** _____

Parent or Guardian's driver's license number: _____

_____

For LRC Use Only

Card Number: COM_____ **Expiration Date:** _____

LRC Staff Signature: _____

Date: _____

The CVCC LRC is pleased to extend borrowing privileges to residents of the surrounding area who are not affiliated with the College. Community users may apply for a Community User Card in the LRC. Applicants must be 18 years or older and present a valid Alabama or Georgia driver's license. A parent or legal guardian must accompany individuals who are under 18 years old and make application on their behalf.

Annual Fee: Community User Cards may be purchased for a $10 fee. The cards expire one year from the date of issue.

Borrowing Policies: A community user may check out a maximum of five books at a time. The loan period is three weeks and one renewal is allowed. Community users are not eligible to use the interlibrary loan service.

The holder of a Community User Card is responsible for all materials borrowed on the card and is subject to established policies for overdue fines and replacement costs. Borrowing privileges will be revoked if policy violations occur.

Overdue Fines and Replacement Charges: The LRC charges twenty cents per day for each overdue book. The replacement cost for a lost or damaged book will be determined by current market value plus processing fees and overdue fines. Community users must pay overdue fines or other penalties associated with their accounts before additional books may be borrowed.

LRC Contact Information:

Phone: (334) 291-4978

Email: lrc@cv.edu

Mobile Phone Text: (334) 230-5184

Appendix D: Invoice for Lost Book

Invoice for Lost Book

Bill to:

Book Information:

          Title:
          Author:
          ILL #:

Amount:

Cost of book:	$
Processing fee:	$ 2.50
Total	**$ -**

Note: Please make check payable to CVCC and mail it to the following address:
          Learning Resource Center
          Chattahoochee Valley Community College
          2602 College Drive
          Phenix City, AL 36869

Appendix E: Letter of Acknowledgement (Donation)

Acknowledgement of Book & Materials Donation

Please read the policy for donating items below:

The Learning Resource Center (LRC) accepts gifts of materials with the understanding that materials not added to the collection will be disposed of at the discretion of the LRC Director. Donors may receive a letter of acknowledgement for the donation if requested, but the LRC does not provide an estimate of value. Donated

Title: ☐ Mr. ☐ Ms. ☐ Mrs. ☐ Miss ☐ Dr.

Name: _____ _____ _____
First   Middle   Last

Address: _____ _____ _____ _____
Street, PO Box   City   State   Zip

Phone: _____ ☐ Home ☐ Cell ☐ Work

Email: _____

materials are subject to the same selection criteria as purchased materials.

Please fill in the information below.

I, _____, hereby deed this gift of LRC materials to the Owen Hall Library
             Signature

and Learning Resource Center at Chattahoochee Valley Community College, made on _____.
                                                                                   Date

I acknowledge these materials are mine to give and that no Chattahoochee Valley Community College money was used to acquire any of these items. I also acknowledge that these materials become the property of Chattahoochee Valley Community College and that I transfer to Chattahoochee Valley Community College all interest in these materials.

Donated Materials	
Check all that apply	**Office use Only**
	Number of Materials
☐ Hardbound Books	
☐ Paperbacks	
☐ Journals or Magazines	
☐ Audio/Visual Materials	
☐ Other Materials	

Your gift is very much appreciated and will be extremely beneficial to the LRC. Donated materials are a great importance to the development of our LRC collection. Thank you so much!

Appendix F: Request for Reconsideration of LRC Material

Request for Reconsideration of Learning Resource Center (LRC) Material

Author: _____ **Type of Material:** _____

Title: _____

Request Initiated by: _____ **Telephone:** _____

Address: _____

1. Have you read (or viewed) the entire work? **Yes** or **No** (circle one)
   If **No**, what parts?

   _____

   _____

2. Why do you disapprove of this work? (Please be specific: cite pages, scenes, etc.)

   _____

   _____

3. What do you suggest the LRC do about this work?

   _____

   _____

Signature: _____ **Date**:_____

Action Taken by the College:

_____

_____

Date: _____