Library Policies and Procedures Manual

Section 1: Introduction ........................................................................................................ 1.1
• Mission Statement
• Library Staff & Phone Numbers
• Statement on Censorship

Section 2: Policies and Procedures................................................................. 2.1
• Blackboard Access
• Book Donations
• Cash Control
• Checkout without Library Card
• Closing
• Collection Development
• Community Borrowers
• Computer Lab
• Computer Use
• Conduct, Rules of
• Damaged Items
• Database Access
• Disability Access
• Display Cases
• Disruptive Students (see Conduct, Rules of)
• Email Access
• Faculty & Staff Checkouts and Fines
• Fresno State Faculty Privileges
• Friends of the Library
• Holds
• Interlibrary Loan
• Intra Library Loan
• Lost and Found
• Lost, Missing & Billed Items
• Overdue Billings
• Payment Procedures
• Printing in the Library
• Privacy and Confidentiality
• Reference Materials
• Refunds for Library Materials
• Reserve for Faculty
• Reserve for Students
• Scavenger Hunts
• Student Workers: Question Answering
• WebAdvisor Access
• Wireless Access
Section 3: Forms

1) Community Borrowers Handout
2) Community Borrowers Final Notice
3) Complaint Form Regarding Staff or Services
4) Damaged Material Notice
5) Display Case Form
6) Disruptive Student
7) Faculty & Staff Billing Notices
8) Final Notice
9) Final Notice Reserve
10) Friends of the Library Application
11) Interlibrary Loan Request Form
12) Reconsideration of Materials Request
13) Reserve Materials Forms
   a) Request to Place Material
   b) Request to Remove Material
14) Student Evaluation of Library Staff

Section 4: Appendices

1) Collections Development Policy
2) Computer Use Agreement – District
3) Librarian’s Code of Ethics
4) Library Bill of Rights
5) Library Scavenger Hunt

Appendix
Section 1

Introduction to the Library

Library Mission Statement ................................................................. 1.2
Statement on Censorship and Intellectual Freedom (Library Bill of Rights) .... 1.2
Library Staff & Phone Numbers .............................................................. 1.3
Library Mission Statement

The Mission of the Fresno City College Library is to support lifelong learning by anticipating and responding to community needs for information, to encourage a desire to read, and to enrich the quality of life in the community. The library will provide available and affordable print and non-print materials to meet the interests of all ages and will provide staff, services and facilities to accomplish this mission.

Statement on Censorship and Intellectual Freedom

The Fresno City College Library supports and abides by the American Library Association’s Library Bill of Rights [Appendix 4]
LIBRARY STAFF

DEAN
Library & Student Learning Support Services
Don Lopez, extension 821744

Library Administrative Oversight
Renee Craig, extension 821744

Administrative Aide
Sabrina Gray, Monica Armenta, extension 82175709

FACULTY LIBRARIANS

<table>
<thead>
<tr>
<th>Senior Librarian</th>
<th>David Racki, 559-265-5791</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic Instruction Librarian</td>
<td>Donna Chandler, extension 8150</td>
</tr>
<tr>
<td>Technical Services/Systems Librarian</td>
<td>Paula Demanett, extension 8048</td>
</tr>
<tr>
<td>Public Services Librarian</td>
<td>Laurel Doud, extension 8920</td>
</tr>
<tr>
<td>Public Services Librarian</td>
<td>Mai Yang, extension 8918</td>
</tr>
<tr>
<td>Public Services Librarian</td>
<td>Nancy Almand, Linda Kobashigawa, extension 8919</td>
</tr>
</tbody>
</table>

LIBRARY STAFF

Acquisitions
Renee Kubo, extension 8171

Library Services
Norma Handy, extension 8140

Periodicals & Evenings
Irene Palm, Irene Degado, extension 8315

Circulation
Jamien Armstrong, extension 8071

Faculty Videos
Linda Jackson, extension 8141

Reserve and Technical Services
Theresa Delaney, extension 8165
Section 2: Policies and Procedures

- Blackboard Access
- Book Donations
- Cash Control
- Checkout without Library Card
- Closing
- Collection Development
- Community Borrowers
- Computer Lab
- Computer Use
- Conduct, Rules of
- Damaged Items
- Database Access
- Disability Access
- Display Cases
- Disruptive Students (see Conduct, Rules of)
- Email Access
- Faculty & Staff Checkouts and Fines
- Food Policy
- Fresno State Faculty Privileges
- Friends of the Library
- Holds
- Interlibrary Loan
- Intra Library Loan
- Lost and Found
- Lost, Missing & Billed Items
- Overdue Billings
- Payment Procedures
- Printing in the Library
- Privacy and Confidentiality
- Reference Materials
- Refunds for Library Materials
- Reserve for Faculty
- Reserve for Students
- Scavenger Hunts
- Student Workers: Question Answering
- WebAdvisor Access
- Wireless Access
Blackboard Access

Access to Blackboard:

- Students should input their 7-digit Student I.D. as the username; password is first initial of first name capitalized + first initial of last name lowercase + six digit birthday (e.g. Ls053080). Number in both boxes, unless student has changed password; student email & wifi have the same user name and password.

Authority: Students should call 1-866-401-7784 for help logging in, the Student Call Centers (866) 245-3276 or (559) 499-6070

revised: spring 2012; fall 2016

Donations of Books and Other Material

The library does not accept donations of books and materials from students, staff, and the community.

The Friends of the Library accepts donations of material that will be sold at their biannual book sale.

The patron will receive a thank you letter stating the number of items received but the library will not state a value for the donation.

Authority: Refer all offers of donations to Laurel Doud, Librarian, x 8920.

Revised: Spring 2012; fall 2016
## Cash Control

The cash handling process will be performed by two classified staff at all times. Money deposit slips must always be signed by two staff members responsible for cash handling procedures.

Written documentation of errors addressed, jams cleared, etc., will be kept in each copier and card dispensing unit, and be witnessed by two staff members. Copies of these logs will be forwarded with the deposit slips to the College Business Office as needed.

Keys for all copiers and the card dispensing unit will be kept in a lock box equipped with dual control keys. Keys will be assigned to different staff members to be used as needed, and no staff member will have both keys.

### 1. Cash Handling and Deposits for Photocopiers:
- Classified staff responsible for cash control procedures will empty out and count all currency for photocopiers every Friday.
- **Vend Station Activity Log** will be filled out with each vend units' copy and cash readings; and are to be initialed by both staff responsible for the counts.
- Deposit slip will be filled out with amount retrieved and signed by both staff members.

### 2. Cash Handling and Deposits for Copy Card Dispensing Unit:
- Classified staff responsible for cash control procedures will empty out, clear, and count all currency for the card dispensing unit Tuesday, Wednesday, Thursday, and Friday.
- **Vend Station Activity Log** will be filled out with each vend units' copy and cash readings.
- Deposit slip is to be filled out and signed by both staff members.

### 3. Restock Bill and Coin Changer:
- Classified staff responsible for cash control procedures will restock the bill changer on Tuesday, Wednesday, Thursday, and Friday at the same time they take money out of the photocopiers and vendcard dispenser.
- Small bills from the photocopiers and vendcard dispenser will be placed in the bill changer and the same amount in large bills will be included in the deposit. The amount of money in the bill changer will always remain the same.

### 4. Depositing Monies:
- Two classified staff responsible for cash handling will take monies, documentation, and deposit slips to the Business Office on Mondays, Wednesdays, and Fridays.

### 5. Cash Drawer:
- Classified staff are responsible to collect monies throughout the day; monies will be kept locked in the cash drawer available at the front circulation desk. At the beginning of the day $50.00 will be available in the two cash drawers.
- Monies collected and the extra cash drawer with $50.00 will be stored in a locked safe located in the LI108’s supply closet.
Monies collected will be counted and deposited on the morning of the next day during days the library is open.

All money transfers, counting, and deposits will be handled by two classified staff.

Morning/opening – cash drawer:
- Classified staff will remove the locked cash drawer with $50 from the safe and place at the circulation desk during opening procedures on days the library is open.
- Monies from the previous evening’s drawer will be counted and deposited at the Business Office on a daily basis.
- Two classified staff will take the money to the Business Office together and bring back monies for next-day’s cash drawer.

Evening/closing – cash drawer:
- The locked cash drawer with the day’s receipts will be removed from the front desk and placed in the safe by evening supervisory staff.

Authority:
Norma Handy: Library Services Assistant; Theresa Delaney: Library Technical Services Assistant; Renee Kubo: LRA; Jamien Armstrong: LRA II; Irene Palm: LRA III; Don Lopez, Library Administrative Oversight

Cash Control

The cash handling process will be performed by two classified staff at all times. Money deposit slips must always be signed by two staff members responsible for cash handling procedures.

Written documentation of errors addressed, jams cleared, etc., will be kept in each copier and card dispensing unit, and be witnessed by two staff members. Copies of these logs will be forwarded with the deposit slips to the College Business Office as needed.

Keys for all copiers and the card dispensing unit will be kept in a lock box equipped with dual control keys. Keys will be assigned to different staff members to be used as needed, and no staff member will have both keys.

1. Cash Handling and Deposits for Photocopiers:
   - Classified staff responsible for cash control procedures will empty out and count all currency for photocopiers every Friday.
   - Vend Station Activity Log will be filled out with each vend units’ copy and cash readings, and are to be initialized by both staff responsible for the counts.
   - Deposit slip will be filled out with amount retrieved and signed by both staff members.

2. Cash Handling and Deposits for Copy Card Dispensing Unit:
Classified staff responsible for cash control procedures will empty out, clear, and count all currency for the card dispensing unit Tuesday, Wednesday, Thursday, and Friday.

Vend Station Activity Log will be filled out with each vend unit’s copy and cash readings.

Deposit slip is to be filled out and signed by both staff members.

3. Restock Bill and Coin Changer:
   - Classified staff responsible for cash control procedures will restock the bill changer on Tuesday, Wednesday, Thursday, and Friday at the same time they take money out of the photocopiers and vendcard dispenser.
   - Small bills from the photocopiers and vendcard dispenser will be placed in the bill changer and the same amount in large bills will be included in the deposit. The amount of money in the bill changer will always remain the same.

4. Depositing Monies:
   - Two classified staff responsible for cash handling will take monies, documentation, and deposit slips to the Business Office on Mondays, Wednesdays, and Fridays.

5. Cash Drawer:
   - Classified staff are responsible to collect monies throughout the day; monies will be kept locked in the cash drawer available at the front circulation desk. At the beginning of the day $50.00 will be available in the two cash drawers.

   Monies collected and the extra cash drawer with $50.00 will be stored in a locked safe located in the L1108’s supply closet.

   Monies collected will be counted and deposited on the morning of the next day during days the library is open.

   All money transfers, counting, and deposits will be handled by two classified staff.

   Morning/Opening – cash drawer:
   - Classified staff will remove the locked cash drawer with $50 from the safe and place at the circulation desk during opening procedures on days the library is open.
   - Monies from the previous evening’s drawer will be counted and deposited at the Business Office on a daily basis.
   - Two classified staff will take the money to the Business Office together and bring back monies for next-day’s cash drawer.

   Evening/Closing – cash drawer:
   - The locked cash drawer with the day’s receipts will be removed from the front desk and placed in the safe by evening supervisory staff.
Checkout Without Student’s Valid Library Card Photo ID

If a student does not have their currently registered library card photo id on them:

- For lab: they are referred to LI-118 or stand-up computers in library.

- For West Wing book checkouts: the circulation desk will offer to hold the item for 24-hours at the circulation desk.

- Reserve Material: students must have a photo id and a current library account the library will make a one-time only allowance with a "Courtesy Checkout." Student must show a photo ID and a note is placed in their record allowing it for the day only.

Authority: Exceptions may be made by desk supervisor, but the “must-have-library-card” policy should be enforced as much as possible.

revised: Spring 2012; fall 2016
## Closing Procedures for the Library

1. **20-30 minutes before closing:**
   - Use the hex key to lock the outside front doors; prop open the two doors that have doorstops so that there is still ready access to the library. During inclement weather, leave doors unlocked until closer to closing, but do not leave doors propped open.
   - Make sure student workers in all locations have started pushing in chairs, picking up books.
   - Check library conference room: lights, air conditioning, windows. Lock doors.

2. **15-20 minutes before closing:**
   - Make sure the upstairs classrooms, hall and bathrooms are secure.

3. **15 minutes before closing:**
   - As politely and as unobtrusively as possible, inform patrons that the library will be closing in 15 minutes and the copiers and print stations will be shut down in a few minutes.
   - Close and lock one set of double doors leading from the foyer to library.
   - Make sure student workers have begun shutting down computers that are not being used. The computers near the information desk should be the last ones to be shut down to allow the librarian to access them.
   - Check staff room and student staff room to make sure coffee pots and appliances are off, the door locked and fobbed, and the window locked.
   - Shut off copiers.

4. **5-10 minutes before closing:**
   - Make sure student workers have shut down all but one circulation computer in each area.
   - Make sure all patron computers not being used are shut off.
   - If patrons no longer need to print, shut off print stations.

5. **5 minutes before closing:**
   - Inform remaining patrons that the library is closing in “a couple of minutes.”
   - When all patrons have left the West Wing and Reference, make sure all computers and lights are turned off in Reference and close the double doors leading into Reference. Be sure the alarm system is red, and is turned on in the West Wing.
   - When all patrons have left the Periodicals Room, make sure all computers, fans, copiers and lights are off.

6. **Closing**
   - Make sure all patrons have left the library.
   - Secure all doors leading in to the library from outside.
   - If there are no classes still in session in the building, make sure the bathrooms on the first floor are empty.
   - Make sure the door in the hallway between the library and the computer lab is closed.
This is the fire door near the men’s bathroom.

- Make sure all doors leading from foyer to library are locked.
- Alarm the main interior sensors located on the keypad next to the staff mailboxes. Indicator light should be red.
- Leave master light switch on; the janitors will shut it off when they are done.
- As student workers are ready to leave, fob the alarm to the hallway and lead the students to the back door that leads to parking lot C, and fob that alarm as well. The students will have 30 seconds to pass through each door.
- Exit building.
- Make sure back door is locked.

**Authority:** Please refer concerns/issues to the Librarian-on-Duty.

---

**Collection Development**

- A Collection Development Policy Statement was implemented in 2005 and reviewed and revised in 2015.

- Selection criteria include librarian subject expertise, knowledge of curriculum content, faculty requests, and patron usage patterns of current materials.

- A separate collection development policy has been created for special collections and archives.

(See Collection Development Policy—Appendix 1)

**Authority** Please refer all questions to Paula Demanett, x8048. Further questions or concerns should be directed to the Dean of the Library.

---

Revised: Spring 2012, fall 2016
Community Borrowers Card

Applicants must be over 18 years and living within the State Center Community College District:

- Community borrower library cards are $5 per year (12 months from registration).
- Applicant must fill out a “Library Card Request Form.”
  - Present a photo ID.
  - Present two proofs of address verification.
- Community borrowers do not have access to Reserve materials.
  - See “Community Borrower” handout.
- In the absence of a Datatel I.D., the I.D. number will be: 0CB+ (Last 4 digits of SSN).
- A supervisor will retrieve the money envelope from the Supply Cabinet in the Library storage room. The supervisor will then take the money from borrower and print out two receipts: one for the patron and the other stays in the envelope.
- Community borrowers with outstanding fines and/or materials will be billed with a final notice.

(See Community Borrowers Handout—Form 1 and Form 2 for Final Notice)

<table>
<thead>
<tr>
<th>Authority:</th>
<th>Library Assistants can handle most inquiries. Other issues and concerns will be referred to the Dean of the Library.</th>
</tr>
</thead>
<tbody>
<tr>
<td>revised:</td>
<td>Spring 2012</td>
</tr>
</tbody>
</table>

Computer Lab (LI-108)

Lab Usage:

- All students using the Library Lab will need to check in with a valid library card before entering the Lab log in with a student id number.
- Violations of the SCCCD computer use policy will be made known to an immediate supervisor or librarian.
- Food, drink, and cell phone policies are enforced.
- The Computer Lab closes 15 minutes before the library closes and all students must close their work and leave the lab.

Printing and Print Station:

- A “Copy Card” is needed when printing to the printer.
- Print jobs will remain for only 15 minutes at the print station before automatically deleting.
- Copy cards are sold in the vend unit directly outside the lab for $1.00 with a starting value of $1.0050 cents.
- Value may be added to cards at the vend unit or any copier coin unit in the library.

<table>
<thead>
<tr>
<th>Authority:</th>
<th>The immediate supervisor or the librarian-in-charge should be notified of any issues. Refer all major issues to the Dean of the Library.</th>
</tr>
</thead>
<tbody>
<tr>
<td>revised:</td>
<td>Spring 2012; Fall 2016</td>
</tr>
</tbody>
</table>
**Computer Use**

When using SCCCD computer systems, all users are required to abide by the rules of this Policy and use the system in an ethical and lawful manner.

- All users of SCCCD computing systems must read, understand, and comply with the terms outlined in this Policy. By using any of these systems, users agree that they will comply with these policies.

- Electronic communications (such as e-mail and voice mail) are mainly for district-related activities. While at times conducting personal business from SCCCD facilities may be unavoidable, such uses shall be kept to a minimum.

- Many of the SCCCD computing systems provide access to outside networks, both public and private, which furnish electronic mail, information services, bulletin boards, conferences, etc. Users are advised that they may encounter material that may be considered offensive or objectionable in nature or content. SCCCD does not assume responsibility for the contents of any of these outside networks.

- The user agrees to comply with the acceptable use guidelines for whichever outside networks or services they may access through SCCCD systems. The user agrees to follow proper etiquette on outside networks.

**PROHIBITED USES**

- Use of any and all of SCCCD computer systems for any of the following purposes is strictly prohibited:
  - COPYRIGHT INFRINGEMENT
  - DEFAMATION - LIBEL/Slander
  - OBSCENE MATERIAL
  - COMMERCIAL USE
  - DOWNLOADING PROGRAMS

- An individual's computer use privileges may be suspended immediately upon the discovery of a possible violation of these privileges and may result in disciplinary action.

**CONFIDENTIALITY**

- SCCCD reserves the right to access all information stored in SCCCD computers.
- The system has the ability to read your mail: your own account, and the system administrator account. All reasonable attempts have been made to ensure the privacy of your accounts and your electronic mail; this is no guarantee that your accounts or your electronic mail is private.

(For the District Computer Use Policy, see Appendix 2)

<table>
<thead>
<tr>
<th>Authority:</th>
<th>Refer all concerns and issues to the Dean of the Library.</th>
</tr>
</thead>
</table>

revised: Spring 2012; fall 2016

2.10
## Conduct, Rules of

According to the Fresno City College Catalog, “students are expected to conduct themselves as adults whenever they are on campus.”

Any student will be subject to discipline who, in any way:

- Prevents other students from pursuing their authorized curricular and co-curricular activities
- Interferes with or disrupts faculty and administrators who are fulfilling their professional responsibilities
- Prevents classified employees from fulfilling their prescribed duties
- Disrupts presentation by authorized guests; or deliberately endangers the safety of persons, or the security of college property.

To this end, the following activities are specifically prohibited in the library:

- Attempting to take any item from the library without checking it out
- Defacing library material
- Consuming food and drink outside of the designated areas. Food and drink are a hazard to library materials and equipment and the spilling of such can create a slip and fall hazard and/or a pest problem.
- Smoking.
- Using cell phones, pagers, personal music devices. These devices must be silenced upon entering the library as noises from these devices can impede the study and research of others.
- Loud talking and socializing. No talking is allowed in the reference room and the law library at any time. Quiet talking and collaborative study is allowed in the periodicals room and the West Wing Reading/Reference Room.
- Using library computers for purposes prohibited in the District’s computer use agreement. Prohibited activities include, but are not limited to: chatting, conducting business (either buying or selling), gaming, and/or visiting obscene or pornographic websites.
- Verbal or physical abuse of other students, faculty or staff
- Sexual misconduct
- Disruptive or unsafe behavior, such as running, fighting or throwing things
- Photography via camera or cellular telephone (unless with Dean’s permission)
- Playing card games
- Sitting on furniture other than chairs
- Animals, except for service animals
- Skateboarding or skating
- Public displays of affection
- Any activity that prevents other’s use of the library for its designated purpose
- Leaving children under 14 unattended
- Soliciting other patrons for commercial, religious or political purposes
- Defying reasonable requests from staff or faculty to desist in an activity
Consequences:

- First offense is a verbal warning from the library staff.
- Second offense will result in a request for the patron to leave the library.
- Third and subsequent offenses will result in a “Disruptive Student Report” (Form 6) being sent to the Dean of Students.
- Extremely egregious actions may result in the immediate banning of a student from the library, with the assistance of Campus Security, if needed.

(See Form 6—Disruptive Student Form)

Authority:

If the Dean is available, staff should inform him/her of the issue. If the Dean is not available, District Police can be called. All decisions and actions by library staff may be appealed to the Dean of the Library and to the Dean of Students.

Revised: Spring 2012; fall 2016

Damaged Items Returned by Patron:

- Cost of items(s) returned and declared damaged will be billed to patrons who are responsible for the price of the items(s) and a $10.00 processing fee. A copy in good condition of the same item may be accepted; patrons are still responsible for the $10 processing fee.
- The Library will accept cash, credit card, check or money order to pay fines in order to clear their record.
- Those already sent to COTOP must pay at the Business office.
- Damaged items left in one of the book drops or left without the damage notification by the patron will be assessed. Information about charges will be added to their record and “Notification of Item Returned Damaged” will be mailed out to the patron.
- All damaged items left will be held for 30 days and the responsible patron notified by mail. Patrons may keep the damaged item. All unclaimed items will be thrown away after 30 days.

(See Form 4 for Damaged Material Notice)

Authority:

Library Services Assistant is responsible for notification, billing, and placing a District hold.

Revised: Spring 2012; fall 2016

2.12
Database Access (subscription databases for FCC Library)

To access the databases from off-campus, the student will be forwarded to a verification page to sign in. (Blackboard then Canvas) asked to submit his or her 7-digit student ID number as their user name and password.

- Student must be currently enrolled
  - Student’s computer must have java enabled
  - Student’s computer must accept cookies

Authority: Call 442-4600, x87642 during library open hours if student or staff ID doesn’t work. Email Paula Demanett or Jon Wilson to have them input ID number with issues. Check with Paula for a temporary password.

revised: Spring 2012; fall 2016

Disability Accessibility

The Library will provide service and assistance to students with disabilities in the form of:

- Accessible low level sections at the Information and Circulation desk.
- Accessible computers will be available to patrons with disabilities in the Periodicals Room and the West Wing of the library. Signage will identify the accessible computers and state that students with disabilities have priority access to their use. Students may be asked for their DSP&S identification to prove status.
- Library staff will provide assistance to persons with disabilities in the use of copy machines, computers and print stations upon request.
- The doors between the entry lobby and the Library and the interior corridor door between the Media Center and the library will remain open at all times the Library is open.

Authority: Please refer all concerns/issues to the Dean of the Library

revised: Spring 2012; fall 2016
Display Cases in the Library

The purpose of the Fresno City College (FCC) library display cases is to increase student, staff, and faculty awareness of library holdings, services, and events; educate patrons on the use of the library and its facilities; highlight special holidays and calendar events of local or national importance; provide a forum for the free exchange of ideas through visual arts; entertain, enlighten, and enrich library patrons.

- Campus individuals and groups are encouraged to use the library’s exhibit cases to mount exhibits that may be of interest to the FCC community.

- Fresno City College library endorses the articles of the American Library Association’s Library Bill of Rights. Article I relating to displays and exhibits states that “libraries should provide materials and information presenting all points of view on current and historical issues” and “libraries which make exhibit spaces…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 the use.”

- Exhibits will focus on topics consistent with the overall scholarly and cultural concerns of FCC. Exhibits that might be viewed as promoting personal or organizational concerns should be consistent with the scholarly and cultural concerns of the College. Topics subject to controversy may and should be presented, provided that they are handled in an objective manner and are consistent with the overall scholarly and cultural concerns of FCC.

The following guidelines will be followed:

- Library staff displays will be given priority.

- Displays will be scheduled on a first-come, first served basis.

- One display per year/per individual or organization.

- Displays may be exhibited for one month, from the first of the month, with the exception of those in the Library Conference Room which can be displayed for a longer time.

- When possible, contact information should be included in the display. Contact information will be provided to any requesting individual.

- Library materials should be included in the display whenever possible.

- The library is not responsible for the theft or defacement of materials which may occur during the time in which they are displayed. Exhibitors are responsible for picking up their materials at the end of the display.

What is the procedure?

- Complete and sign the Display Request Form (Form 5) and return to library. Forms can be picked up in the library or a digital copy will be e-mailed at request.

- Requests will be reviewed and approved by Linda Jackson
Requestor will be notified as soon as possible.

What about controversial topics?
We recognize that some patrons may, from time to time, find a display personally objectionable and, while it is not our policy to censor an exhibit which conforms to our guidelines, patrons may speak directly to library staff, and/or speak directly with the sponsoring individual or organization.

(See Display Case—Form 5)
(See Display Case—Form 5)
(Keys to the display cases are in the key box in the storage closet in the Computer lab.)

Authority: Concerns/issues should be directed to the Dean of the Library.

Disruptive Student
See Conduct, Rules Of
See Form 6—Disruptive Student

Email Access

- Students can access their student email from the school homepage or directly from www.outlook.com.

- Windows Live ID is:
  Last name_0000000@my.scccd.edu

- Password (until changed) is:
P@ssword123

To change password, click on “options” in right-hand corner after you have logged in with generic password.

Authority: Students can request assistance in LI 136 at the Student Call Centers
(866) 245-3276 or (559) 499-6070

revised: Spring 2012; fall 2016
### Faculty and Staff: Check outs, Fines and Lost Items

#### Checkout:
- Faculty must have a current library account to check out library materials.
  - Full-time faculty have extended library accounts.
  - Adjunct faculty library accounts are renewed each term.
  - Non-faculty staff accounts are renewed by semester.
  - **All accounts must be cleared by term or upon renewal**
- A faculty member may receive extended circulation dates upon request. Requests extended circulation periods, such as for the duration of a term, must be authorized by the Collection librarian and /or the Library Services Dean.
- Faculty are permitted to check out items over breaks. They just need to let the Circulation Desk know at the point of checkout.

#### Fines:
- Faculty and staff members must pay for accrued overdue library fines; replacement costs for lost or damaged materials and a $10.00 processing fee.
- Faculty and staff members are exempted from the $10 maximum fine policy which blocks patrons from further circulation privileges.
- Faculty will be notified via e-mail of overdue items.
- Faculty members with late fines or outstanding materials will be sent a final notice at the end of the school term. If there has been no resolution or response, they will be referred to the Library Services Dean. A note will be added to their library record indicating they have been referred to the Dean and a block will be put on their library account.
- No faculty and staff member will be sent to Collections and they will not have their library privileges blocked due to past due charges on their records unless they remain unpaid at the end of the semester.

*(see Form 7—Final Notice for Faculty and Staff)*

#### Authority:
Linda Jackson is the primary contact person for faculty media check-outs. If she is not available, call Theresa Delaney. All other checkout issues refer to Norma Handy. For issues that cannot be dealt with by Classified, please refer them to the Dean of the Library.
Food & Drink Policy

In order to conserve library resources and provide a comfortable environment, please adhere to the following:

**Computer Lab:** No drinks; No food
**Law Room:** Spill-proof drinks; No food
**Periodicals/Reserve:** Spill-proof drinks & snack food
**Reading Room:** Spill-proof drinks; No food
**West Wing:** Spill-proof drinks; No food

Acceptable beverage containers include disposable cups with lids, plastic bottles with caps, travel mugs, and sport-type water bottles. **Please use coasters.**

Acceptable food items include individual snack size containers of chips, cookies, granola bars, cut fruits and vegetables, and small whole fruits, such as apples.

Unacceptable food items include anything that is hot, aromatic, potentially messy, or intended for consumption by more than one person.

**Clean up any spills immediately. If additional assistance is needed, contact library staff. Food waste, beverage containers, and wrappers must be disposed of in trash.**

**Authority:**

Librarian on desk; Refer additional issues and concerns to Dean of the FCC Library.

Revised: Spring 2012; Fall 2016
Fresno State faculty, full and part-time in good standing with their library, are eligible to receive a FCC Card account under the following conditions:

- **FCC library issued card**: A photo id is required for all transactions.

- **Library card account**: is valid for a one-year period; a photo ID is required at the time of registration and library card renewals. All registrations and card renewals must take place in person at the FCC circulation desk. Current California State University, Fresno proof of employment, such as a paystub is required.

- **Loan periods**: 21-day book loans, 48 hour multimedia loans

- **Renewals and Recalls**: 21-day loans may be renewed for an additional one week at the end of the 21-day loan period. Renewals may take place online or via phone. Materials may be recalled to meet request needs of SCCCD students or staff.
  - Multimedia materials cannot be renewed.

- **Maximum Number of Items**: 10 totals, with only two multimedia items.

- **Fees and Charges**: 25¢ a day per item for 21-day loans and $1 a day per multimedia item.

- **Lost or damaged items**: Borrowers are responsible to pay the replacement cost plus a $10.00 processing fee for any lost or damaged-beyond-repair items.

- **Replacement card cost**: $5.00

- **Restricted Items**: Reserve materials may not circulate to non-FCC borrowers.

- **Fines, fees or charges**: that are unpaid will be referred to a collection agency for cost of the item plus fees.

**Authority**: Refer issues and concerns to Dean of the FCC Library.

Revised: Spring 2012; fall 2016
Friends of the Library

The Friends of the Fresno City College library is an organization that supports and promotes the library and its mission through fund raising and cultural events.

Recent events:
- Biannual book sale;
- Two $250 scholarships
- Contest to hire a student artist for a Library Graphic Novel.
- Spring “Gathering of Friends,” which incorporates student music, art, poetry and dance;
- Reading Fests highlighting Banned Books and California writers;
- An annual contest in which old catalog cards are turned into art.

The annual membership in the Friends is open to all students at $2.00 and faculty, staff and community members at $20.00.

(See Form 10 for Friends of the Library application)

Authority: The President of the Friends of the Library.

revised: Spring 2012; fall 2016

Holds

District “Holds” are placed on patrons’ library record having outstanding debts of $10.00 or more.

The patrons who owe FCC library fines, lost items, or fees but do not have a Datatel record may be restricted from circulation of materials. The following are steps of action to take place and after the overdue notice process has been exhausted for each borrower:

1. Faculty/Staff:
   - A final invoice is sent out. No Hold will be placed on their record. (Consult media department about any corrections and if courtesy call has taken place).

2. Fresno High students:
   - Donna Chandler is the FCC Library contact person for Fresno High and should be given the information.

3. Community Borrowers:
   - A final invoice is mailed out. Payments are made sent to the SCCCD Foundation (checks must be written out to SCCCD Foundation).

Authority: Public Services Librarian, Donna Chandler
Library Services Assistant

revised: Spring 2012
Interlibrary Loan (ILL)

- The Interlibrary Loan (ILL) department supports the research and information needs of FCC students, faculty and staff by providing access to materials not owned by our library.
- ILL requests are processed through participation in the OCLC reciprocal partnership of libraries for interlibrary loans.
- The majority of the materials obtained through this service are books and journal articles.
- Most libraries have lending policies that limit the type of materials they are willing to loan through ILL and may exclude any type of multi-media items, reserve materials, and reference and special collections or rare materials.

**ILL Requests:**

- All registered students with current library accounts, and faculty and staff are eligible for ILL services.
- ILL requests can be made by completing the request form available in the library or the online form available on the FCC Library Internet home pages with a link listed under “How do I ...... Request materials not owned by Fresno City College (Interlibrary Loan Requests).” The web address is: http://retrieve.fresnocitycollege.edu/library/loan.html (See also Form 11)
- The date of arrival cannot be guaranteed and the process can take from two to four weeks for arrival to our patrons.
- Submitting an ILL request does not guarantee that the item requested will be available to borrow. Patrons will be notified if we are not able to fill their request.
- Items owned by FCC Library, but that are checked out cannot be requested through the ILL service. A “hold” can be placed for these items through the Millennium system.

**ILL Fees:**

- Many libraries charge to lend to our library patrons. University libraries’ usual charges for ILL range from $10 to $25 per item, while public libraries are usually free.
- FCC library makes every attempt to obtain ILL material free of charge.
- The cost of shipping is absorbed by the library involved in the transfer of material.

**ILL Lending Period:**

- The lending library establishes the due date on any material it loans to our patrons, usually two to four weeks from date of receipt.
- Some may be renewable. Any requests for renewal should be made ahead of the due date so that the request may be submitted and processed on time.

**ILL Request Filled:**

- The ILL staff person will notify the FCC Library patron when and if an ILL request has been filled and ready for pick up at the FCC Library circulation desk.
- If payment is due, the patron will be asked to write a check made out to the loaning library.
- Interlibrary loans that are checked out to the patron and ready for pick up are located on a holding shelf at the main circulation desk.
- Photo copies are not checked out because they do not need to be returned.
- A photo ID or library card must be shown and any charges for the ILL collected when the
item is retrieved.
- Patrons are requested not to remove any labels identifying the books as interlibrary loans.
- A checkout receipt will be provided and the patron will be verbally notified of the due date.

**ILL Returned:**
- Patrons must return any items checked out through Interlibrary Loan to the FCC Library main circulation desk.
- Upon check in, the patron will be provided with a printed check in receipt.
- Failure to return material on time may result in fines and restrictions or loss of ILL privileges.
- Any lost or damaged material will have to be replaced at the expense of the patron who checked it out and may include additional fees.

**Authority**

Theresa Delaney, Library Technical Services Assistant
Paula Demanett, Technical Services Librarian

revised: 3/2/12 tad;

---

**Intra Library Loan**

**Requested Books:**

- A hold request list via Millennium is printed daily and books are pulled and either held for FCC students or packed up to other SCCCD colleges.

- When the patron’s book comes available either from FCC’s collection or received from other SCCCD colleges, the student is called.
  - If they do not answer, a message is left, informing them they have 3 days to pick up their item.
  - If a message can’t be left on the phone, an email will be sent to either their student account or the account listed in their record, informing them that the Library will only hold the item for three days.

**Authority:**

Library Assistant II is in charge of Intra Library Loan. All other concerns or issues should be directed to the Dean of the Library.

revised: Spring 2012; fall 2016
Lost and Found

While the library is not responsible for lost or stolen personal items, we do accept and store found items in as secure a location as possible.

- Student workers should hand found items to library staff immediately for storage.
- All requests to check for lost items should be referred to library staff.
- Sensitive items such as wallets are stored for one day and then taken to the Campus Police.
- All other items are forwarded to Campus Police once a week and students should be directed there next.

Authority:

Complaints/concerns should be referred to the Dean of the Library

| revised: | Spring 2012; fall 2016 |

Lost, Missing, Billed Items

A. Lost:

- Items are automatically changed to that status when an item is “reported lost” by the borrower and is assigned to “Lost” by staff. The assumption is that it will be paid for or replaced with another copy by the patron. At the point of payment the information is given to technical service staff for record deletion or re-purchase process.

B. Missing:

- Items not found on shelves are assigned to “Missing”.
- In West Wing checked-in items not found on the shelves will be logged into the “Missing Book” log located on the staff computer desktop.
- Staff assigned to West Wing re-check the shelves for “Missing” items and will change the status as necessary if found.
- A list with “Missing” status items will be printed and shelves re-checked once a year.

C. Billed:

- After the e-mail overdue process is exhausted, outstanding items are automatically changed to “Billed” (replacement).
- A Datatel hold is placed in student’s records and another last e-mail notice is sent.
- Information for paid-for or replaced items is printed and given to technical service staff.
- Students with outstanding billed items may be assigned to COTOP.
- Billed items being returned are be handled by the Library Services Assistant.

Authority:

The Library Services Assistant can handle most problems, but other issues should be referred to the Dean of the Library.

| revised: | 2012 |

2.22
**Over-due Notices and Billing**

Overdue notices are automatically e-mailed out daily when generated to students with outstanding items as follows:

**Circulating Collection (21 day):**
- A courtesy notice is e-mailed 2 days prior to due date.
- 1st over-due notice will generate 3 days after material(s) is over-due.
- Patrons will receive 2nd and 3rd over-due notices in 7 day intervals; the last one is printed and mailed.
- A final e-mail bill is sent charging for replacement cost and processing fee.

**Media (48-hour):**
- No courtesy notices sent.
- 1st over-due notice will generate 1 day after material(s) are over-due.
- Patrons will receive 2nd and 3rd over-due notices in 1 day intervals; the last one is printed and mailed.

**Periodicals (2 hour):**
- No courtesy notices sent.
- 1st over-due notice will generate 1 day after material(s) is over-due.
- Patrons will receive 2nd and 3rd over-due notices in 1 day intervals; the last one is printed and mailed.

**Reserve (2, 4, 24, 48 hour; overnight):**
- No courtesy notices sent.
- 1st over-due notice will generate 1 day after material(s) is over-due.
- Patrons will receive 2nd and 3rd over-due notices in 1 day intervals; the last one is printed and mailed.

**Reserve (3 & 7 day):**
- No courtesy notices sent.
- 1st over-due notice will generate 1 day after material(s) is over-due.
- Patrons will receive 2nd and 3rd over-due notices in 1 days intervals; the last one is printed and mailed.

**Faculty/Staff Overdue Notices:**
- Because of the higher fine for multi-media items, faculty or staff with overdue notices for these materials is given a courtesy call. This allows them the opportunity to renew at the time of the call and should they do so.
- Faculty/staff will only receive the printed 3rd e-mail notice by mail.

2.23
Returned Notices:
When mailed notices are returned as “undeliverable”:
- If a different address is found or correction made, the notice is sent out again.
- If no other address is found and no corrections can be made, a note is placed on their library record that the overdue notice was returned.
- All returned notices are destroyed.

Billing Process for All:
- A final “Invoice” will be sent to all students and staff with outstanding debts at the end of every school term. (See Form 2, Form 7, Form 8 and Form 9 for various Final Notices)
- The “Invoice” will include the price of the item(s) and processing fee. It will inform students that a “District Hold” has been placed on their district record.
- All with outstanding item or debt are given at least 15 days to contact the library, return outstanding items, and/or resolve account.
- Payment plan arrangements are available if necessary.
- Outstanding undamaged items may be returned and accepted up until the student is assigned to COPTOP.

COTOP (California Franchise Tax Board):
- All student records with outstanding library material, fees, and or fines at the end of the academic year may be written off as a “bad debt” and assigned to COPTOP.
- If a student has been assigned to COPTOP, a notation will be added to their library record and their name sent to the Business Office for completion of the COTOP process.
- Students assigned to COPTOP can no longer return overdue items and must pay final debt at the Business Office.

(See Form 2, Form 7, Form 8 and Form 9 for various Final Notices)

Authority
The Library Services Assistant can handle most problems, but other issues should be referred to the Dean of the Library.

Revised: Spring 2012
Payment Procedures

Payments for library fines, fees, or replacement costs for lost cards, or lost damaged materials will be collected at the circulation desk of the library.

FCC Library charges for:

- Late fines
- Lost or damaged materials
- Processing fees for lost or damaged materials
- Replacement of library cards.

Over-the-phone payments are permitted with library verification and authorization only, (see below).

Students owing $10.00 or more in library fees, fines, lost, or damaged materials charges will also have a District hold placed and will be blocked from receiving library services.

Cash Collecting:

- Cash, checks, and credit or ATM cards will be accepted.
- Staff receiving payments must be logged in with user name and password in Millennium and Datatel for all transactions.
- Payments received must be reported in Millennium and Datatel.
- The cash drawer will be kept locked throughout the day before and after each transaction.

Over-the-phone Payments:

- Over-the phone payments must be made with the Business Office. Callers and Business Office staff must speak with library staff for verification since not all will have a Datatel hold and Business Office staff will not know the actual amount owed to the library.

- While the patron is on the phone, library staff will transfer the call to the Business Office and verify the amount owed and the purpose of the charge, i.e. fine, fee, lost item and completion of payment transaction.

- The library will be notified upon the completion of any transaction for library record and Datatel hold clearance purposes.

Authority: The Library Services Assistant can handle most problems, but other issues should be referred to the Dean of the Library.

Revised: Spring 2012
**Printing in the Library**

A print management system is used for all public computers.

- Purchase a card for $1.00 at the vend machine
- The card’s value is $1.00
- Money can be added to the card. (Bills at the vend machine; coins at the photocopiers)
- The student must have a dollar bill to purchase a print card from the vend unit.
- The same card can be used to pay for photocopying charges as well.
- There are no refunds on the print cards.
- Misread and/or damaged cards:
  - At the discretion of the librarian, he/she may print off items for students or allow them to use a card with remaining value on it. There are no refunds on the print cards.

**Authority**

At the discretion of the librarian or the circulation staff, he/she may print off items for students or allow them to use a card with remaining value on it. There are no refunds on the print cards.

*revised: Spring 2012, fall 2016*

---

**Privacy and Confidentiality**

The library will not reveal any information at any time to anyone if it violates either confidentiality or privacy: not to a teacher, not to a Dean, not to an enforcement agency.

The library still requires a subpoena before releasing information.

**Privacy**

- Patrons have the right to read, examine, and research any topic or idea without fear that their actions are being monitored, scrutinized, discussed or reported.
- The only exception is the viewing of pornography and, in this case, the patron will be asked to leave. In the case of a patron viewing child pornography, District Police will be called.

**Confidentiality**

- Library staff will not give out any personal information about a patron to anyone else.
- The name of a student who has a book out will not be given.
- The total fines owed by another student, even if they are the parent or spouse, will not be revealed.
- The last time a library card account was used will not be told.

**Authority**

Call District police in the event the Dean is not available for pornography issues and the Office of Instruction for Confidentiality issues.

*revised: Spring 2012, fall 2016*
## Reference Materials

Reference Services staff subscribe to the Librarians’ Code of Ethics [Appendix 3](#).

### Reference materials do not circulate.
- Exceptions will only be made on rare occasions when there are extenuating circumstances.
- The permission of the Senior Librarian is required.
- The loan period is limited to one 24 hour period during the week and one 48 hour period over a weekend during the course of a semester. No loans made when the campus is closed.
- Materials for which there is a heavy demand will not be circulated under any circumstances. Irreplaceable materials will not circulate.
- No more than 2 books on a given subject will be circulated.
- Law books will never circulate.
- Book sets will never be broken up.

### Specialized Requests over the Phone
- Consumer Information: No attempt will be made to interpret ratings nor will the librarian recommend a brand of product or relate personal preference or experience.
- Homework: With complex college assignment questions, callers may be asked to come into the library for personal assistance and/or do their own research.

The library provides information, but not advice on the following:
- Medical, financial & legal questions
- Translation (Short foreign word and phrase translations will be provided from available library resources.)
- Contests & Puzzles (No effort is to be made to screen out contest or puzzle questions. They are to be treated in the same manner and within the same time limits as other questions.)
- Values & Appraisals (Library staff will not give appraisals, but the value of art works, antiques, rare books, coins, stamps, currency, etc, can be quoted from published materials.

It is beyond the scope of library service to provide assistance on the following:
- “Will you check this page in my workbook?”
- “How do I solve this math problem?” (Such requests should be referred to the Tutorial Center or the instructor.)
- Preparation of Bibliographies

### Mail requests for information
- It is the library's policy to respond to all reference inquiries received by mail.
- These requests fall under the same guidelines as in-house and telephone requests for information. [Ask a Librarian/Chat??](#)

### Authority

| The person making a complaint should be referred immediately to the LRC Dean or, in his or her absence, the Administrative Assistant. |

revised: spring 2012; fall 2016
# Refunds for Library Materials

FCC Library patrons are responsible to pay for the cost of any item deemed “Lost,” and a $10.00 processing fee. If at any time an item that has been paid for is found and/or returned, the patron will be credited for the **price of the item only**, qualifying them for a District refund.

<table>
<thead>
<tr>
<th><strong>FCC Library Materials Refund Process:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• A “FCC Refund Request Form” (form available at the library circulation desk) will be filled out and then signed by the patron. A FCC Library Invoice will be filled out indicating the amount of the refund due. Both completed documents will be sent to the FCC Business Office via District inter-office mail.</td>
</tr>
<tr>
<td>• Patrons should be informed that they will receive a check from the District in approximately 4 weeks.</td>
</tr>
<tr>
<td>• The “credit” block information will be removed from the patron’s record.</td>
</tr>
<tr>
<td>• If there is a record of a library Hold in Datatel for the patron (including any already cleared), a comment will be placed in the “severity” field indicating the amount credited and that a refund form was sent to the BO.</td>
</tr>
<tr>
<td>• <strong>There is no “minimum” amount for refunds.</strong></td>
</tr>
</tbody>
</table>

**Refund Process Completed in the Absence of the Patron:**

In the case of a “credit” and the absence of the patron, Library staff will proceed without the patron’s signature.

Business Office staff is responsible to notify students regarding questions or refund information and to complete process of refund.

<table>
<thead>
<tr>
<th><strong>Authority:</strong></th>
<th>The Library Services Assistant can handle most problems, but other issues should be referred to the Dean of the Library.</th>
</tr>
</thead>
</table>

revised: Spring 2012
## Reserve Desk Service for Faculty

- The instructor or their division office must provide the item to be placed on reserve.
- Sometimes, though rarely done, the item can be selected from the FCC Library materials.
- Submit the item(s) along with a completed Library Reserve Request form(s) in person to the library reserve classified staff person, if available. **(see Form 13a)**
- It is preferable to submit items for reserve circulation before the semester starts.
- All items submitted for reserve circulation will be processed to make them compatible with the library’s security and circulation system.
- All procedures for loss prevention of FCC Library items apply to personal items placed on reserve. Therefore, the FCC Library will assume no responsibility for loss or damage to any placed on reserve by instructors or divisions.

### Library Reserve Request Form:

- This two-page form is available on the FCC Library Internet site and also at the library Periodical Room circulation desk reserve area. **(see Form 13a)**
- Complete one form listing up to three items for each course.
- Please read and comply with the “Statement of Responsibility for Items Placed on Reserve,” and sign and date.
- It is preferred that materials and accompanying forms are brought to the library and submitted in person, but they may be delivered by campus mail.
- It is important to keep in contact with the reserve classified staff person each semester in person, by email or by phone to validate any changes in course name and number, and if the material is still current.
- Any obsolete materials should be removed from reserve.

### Three Business Days:

- The standard policy is that new material will be added to the reserve circulation within three business days of receiving a request and submitting the material.
- Because of the volume of material brought in all at the same time at the beginning of each semester, processing may take a little longer. Items are processed in the order that they are received.
- If an instructor has an emergency situation, contact the library classified staff person, ext. 8165. Add this information in the “Note” section of the Library Reserve Request form.
- In the meantime, please announce to your classes that the item(s) will be available for check out from the reserve collection three days after submission or on the date agreed to when submitted for processing, particularly at the beginning of each semester when extra time is usually required.
Copyright Laws: Fresno City College Library follows a policy for accepting items for reserve based on the fair use provision of the Copyright Act of 1976, Section 107.

A copy of the following types of material can be placed on reserve:

- Library-owned books, audiovisuals, and photocopies of articles from journals in the FCC periodical collection.
- Faculty- or division office-owned books, audiovisuals, and photocopies of articles from journals not in the FCC periodical collection.
- Faculty-owned exams, lecture notes and sample lab reports and other personally developed class materials.
- Lawfully obtained course packs.
- Physical models that would be impractical to require students to purchase, such as human bones.

Print items will be added to the reserve collection by library staff when requested by instructors using the following guidelines:

- Fresno City College Library owns the item.
- The request falls under the fair use guidelines and/or when the rights holder has given the instructor permission to use the materials.
- The instructor owns the rights to the item to be placed on reserve.
- No more than one copy of a copyrighted article will be accepted.
- All items placed on reserve will be at the initiative of instructors for the non-commercial, educational usage of students.
- Use of photocopied copyrighted material for more than one semester or more than one course section or more than one course requires permission of the rights holder.
- Photocopied material will be available for use only during the Academic semester in which the course is given. Continued use will require written permission from the rights holder.
- Photocopied material will be returned for a limited time to reserve for the use of students who need access to make up incomplete course work. This time period will not exceed one semester.
- Longer works such as complete books will not be copied and placed on reserve. The library will not place materials on reserve without permission, if the nature, scope, or extent of copying is judged by the library to exceed the reasonable limits of fair use.
- There will be no charge for access to electronic reserve materials; the charge for copies made by students on library printers will be the same as for all other library printing.
- A copyright notice will appear on the first page of printed copies of reserve readings. Appropriate citations or attributions to their sources will be included for all copies.
- FCC Library will not place copies of consumables on reserve unless the item was never
intended for students to fill in and tear out pages. A notice will be placed on the front cover stating: “Do not remove pages from this book. Do not write in this book. Thank you.”

**To Remove an Item from Reserve:**

- At the owning instructor’s request, item(s) on reserve circulation may be removed by completing the Remove Item From Reserve Circulation Collection form. *(see Form 13b)*
- This form is available on the FCC Library website and at the Periodical Room circulation desk, reserve area. *(see Form 13b)*
- Complete form, selecting applicable instructions and initial appropriately.
- Once ownership of the item is established, the item may be taken; or, upon completion of the withdrawal process, the item will be returned using the instructions selected on the removal form, usually the next business day.

<table>
<thead>
<tr>
<th>Authority</th>
<th>Library Technical Services Assistant. If not available, Library Services Assistant, Library Resource Assistants II or III on desk supervision. Any major concerns should be referred to the Dean of the Library.</th>
</tr>
</thead>
</table>

revised: 3/1/12 tad
Reserve Desk Service for Students

- The reserve collection is comprised primarily of current textbooks. Other items include pamphlet files, lecture notes, practice tests, and class assignments. In addition, there are kits of rocks and minerals, maps, a human skeleton, and two simulator models for breast cancer detection.
- The majority of the materials placed on reserve are provided by the instructor or the instructor’s department or division office. Fresno City College library does not purchase textbooks to be placed in reserve circulation.
- Some items are selected from the FCC circulating and reference collections by instructors or reserve department personnel and placed on reserve for limited time periods.
- Community borrowers are restricted from checking out our reserve items.

Reserve Circulation:
- The reserve collection is circulated during the library’s hours of opening and closing with one exception—one-half-hour before the library closes, two- and four-hour items are not checked out.
- Any items that are checked out overnight, 24 hours, 3, 7 or 14 days can be checked out until closing.
- Reserve items are checked out one at a time for limited periods of time, so that they are available for checkout to a maximum number of students.
- Any patron owing fines or fees of $10 or more cannot check out reserve materials.

Library Card:
- Patrons must be currently registered for classes and have a current FCC Library card.
- If a patron has a current FCC Library card but does not have it in person, a one-time-per-semester courtesy checkout will be allowed if the patron provides a photo ID.

Call Number:
- Patrons must present a valid call number from the library catalog.
- Patrons can look up call numbers using any computer in the library that is logged onto the FCC Library web site.
- If a patron does not know how to do this, they should seek the help of a librarian.
- The call number listed on previous checkout receipts may be used.

Circulation Time Periods:
- Most reserve items are checked out for two or four hours and cannot leave the library. The remaining circulation time periods are two-hour/overnight, 24 hours, and 3, 7 and 14 days.
- Only one reserve item may be checked out at a time except when there are accompanying materials (example: a second volume, CD, etc.). Accompanying materials may be checked...
• DVD’s, videos, and CD’s in reserve circulation are checked out for either 2 or 4 hours (depending on length) to be viewed or used in the library computer lab; and, they do not leave the library.
• At the request of an instructor, exceptions can be accommodated for group study purposes.

Reserve Renewals:
• Renewing reserve items is not allowed. Items must be available for other students to checkout following each circulation.
• After a minimum of two hours, if the item is available, it can be checked out again by a previous patron.

Reserve Overdue Fines:
• An overdue fine is charged @ $5.00 per item, per business day. Millennium automatically computes and charges the patron, putting a block on the patron’s record.
• On return of a late item, all fines must be adjusted. A classified staff person will be called to adjust the fine amount and to speak to the patron.

Overnight Checkout:
• Items can be checked out overnight one hour before the library closes, if requested, and only if the patron agrees to return it when due.
• Items are due before 9:00 am the next business day the library is open.
• The Millennium system automatically selects the following business day at 8:30 am as the due date and time for items checked out overnight when the next business day the library is closed because of a Saturday, Sunday or holiday.

24-Hour Checkout:
• A 24-hour item is due exactly 24 hours from checkout on the hour and minute that it was checked out, on the next business day the library is open.
• The Millennium system automatically selects the following business day at 8:30 am as the due date and time for items checked out for 24 hours when the next business day the library is closed because of a Saturday, Sunday or holiday.

Three, Seven or Fourteen –Day Checkout:
• Any item checked out for 3, 7 or 14 days is due that many days later, but no hour of the day is selected. The item may be returned any time on the day of the date it is due without charging a fine.

Checking Out/In:
• When an item is checked out at reserve, the patron will be verbally notified of the date and time an item is due, and provided with a printed checkout receipt and a selected “reminder” (of policies) according to the item’s circulation time period.
• When an item is checked in, the patron will be provided with a check in receipt and will be
informed if the item is late.
• Patrons should take and keep their printed checkout/check in receipts. If there is a discrepancy, this is their proof of when or if the item was checked in and if it was returned on time.

Patron Claims Item Checked In:
• If a patron has a hold on their record because of an overdue reserve item that a patron claims was returned, the patron will be asked to present a receipt as proof of check in.
• If the patron states that they do not have a receipt, the reserve collection will be checked to see if the item is on the shelf. If not found, the information in the computer will take precedence over the patron’s word until proven otherwise. If the item is found on the shelf, fines will be waived on check in by a staff person.

3M Alarm at Library Gate:
• If the 3M gate alarm is set off by a reserve item, the patron will be stopped and the item circulation time period will be checked. If allowed to be taken from the library, item will be desensitized.
• If a patron attempts to leave the library premises with a reserve item that is checked out to be used inside the library only, the library reserve circulation policy will be explained.
• If it appears that the item was damaged by the patron in an attempt to pass through the exit gate without setting off the alarm, it will be assumed that they were attempting to “steal” the item and the division dean and library services assistant will be notified.
• If the patron leaves without speaking to the dean or other library classified personnel, a message will be inserted on their library account regarding the incident.
• An incident report will be completed for our records.
• No further reserve check outs will be allowed until the patron either speaks to the dean or the library services assistant, the reserve library technical services assistant or the on-duty library resources assistant.
• Reserve circulation for these patrons may be restricted for a limited period of time.

Lost Reserve Materials:
• If a patron does not return a reserve item, the patron will be contacted by library staff asking them to return the item as soon as possible.
• If the patron does not respond to our inquiry about the late item, they will be billed for the replacement cost of the item plus a processing fee and fines. Fines will be adjusted to zero when the bill is paid or the item is replaced.
• When the patron notifies the library that a reserve items is lost or damaged and no longer suitable for circulation, the patron will be asked to purchase a replacement copy.

Replacement Copy and Fees:
• If a patron provides a replacement copy, they will be charged a processing fee only. It is preferred that the ISBN number of the replacement copy matches the ISBN number of the lost item. Exceptions can be made upon approval by the accessions librarian if it is a
library owned book, or by reserve department personnel for instructor/department owned items.

- Worn items, items with writing or highlighting or pages missing will not be accepted. Items should appear to be new or in “like new” condition.

Patron Non-Cooperation:

- If the patron does not cooperate with these procedures, the FCC Police Department may be contacted for help in retrieving the item from the patron and the patron will be warned that this can happen.
- A block is put on the patron’s library record and in FCC Datatel records until reimbursement or replacement has taken place.
- As a result, reserve circulation for this patron may be restricted for a limited period of time.

Authority: Library Technical Services Assistant.
If not available, Library Services Assistant, Library Resource Assistants II or III on desk supervision. Any major concerns should be referred to the Dean of the Library.

revised: 3/1/12 tad
Scavenger Hunts, Contests, Puzzles, Games and Settling Bets

Library staff cannot settle bets or assist patrons with scavenger hunts, contests, and/or puzzles.
- This includes “scavenger hunts” that are part of a class assignment in which the student is introduced to the library.
- Introduction to the library is best presented by a librarian in a controlled learning environment.
- To request such a presentation, please see the library’s home page and click on the link “Library Instruction” under Faculty Services.

If you would like to continue with the scavenger format, some instructional wording for your Assignment might be:

Library Scavenger Hunt

Rules: Complete as many of these questions as quietly as you can in one hour. Many of these questions can be answered using the library’s web page and handouts available at the Circulation Desk. Please do not ask for help from library staff until you have exhausted all other sources. If you were doing real research, asking for help from a librarian would be a good idea, but since this is a class exercise, I want you to rely on your own skills. You may come ask me (the instructor) questions, if you want.

As for the questions themselves, please let us help you design an appropriate assignment to best make use of our services and resources.

(For copy of FCC Library Scavenger Hunt, see Appendix 5)

Authority:

Concerns or issues should be referred first to Donna Chandler, Bibliographic Instructor, then the Dean of the Library.

revised: Spring 2012, fall 2016
**Student Workers Assisting Patrons with Questions**

**Student Workers MAY:**
- Give out general information about the Library: directions, hours, and location of various collections.
- Show patrons how to operate the equipment: copy machines, printing from a computer, Vend Card machine.
- Help patrons locate materials on the shelves.
- Convey Library policy.

**Student Workers MUST NOT:**
- **Search for materials requested by patrons.**
- Justify or defend Library policy. Questions about why rules are implemented should be directed to Library Staff.
- Answer questions about what type of materials are needed to do an assignment.
- Help a patron narrow an assignment or develop a topic.
- Interpret or explain any materials for a patron.
- Give out any information you are not absolutely sure of.
- Conclude any interaction with “I don’t know” or “we don’t have any information on that” or any similar statement.

Always refer the above questions to a Librarian.

**Authority:** Library Service Assistant supervises student workers.

revised: Spring 2012

---

**WebAdvisor Access**

To sign into WebAdvisor, the user name is:

- Last name_0000000 (7-digit student ID number)

Password (unless otherwise changed) is:

- 6 digits which include the month, day, last two digits of birth year of the student
  Ex: January 4, 1999 is 010499

**WebAdvisor Assistance for Students:**

- **Fresno City College 442-8240**
- Madera Center 675-4800
- Reedley College 638-0323
- Oakhurst Center 683-3940
- Willow International 325-5200

**Authority:**

- **Student Call Center:** (866) 245-3276 or (559) 499-6070

---

2.37
## Wireless WIFI Access

Wireless Network Access is available to all students on the campus using the following configuration information.

- Once the device is configured as outlined below the student should open their web browser.
- The student will be directed to a login screen in order to gain access to the Internet. The student login/username and password is the student’s seven digit ID number.
- Usage of the wireless network is subject to the District Computer Use Policy (see Appendix 2).
- The SSID that students should be connecting to is called: **SCCCDNET1**
  The WPA passphrase is: **SCCCDNET1**
- Students must use the WPA protocol with TKIP. If the device does not support WPA, the student will not be allowed access to the wireless network.
- As part of the login process, the user will be asked to allow an Active X session to scan the computer. This must be permitted or the computer will not be able to connect to the network. The scan will list any tracking cookies, spyware, etc. found on the computer.
- At this time, the scan will only prevent the computer from connecting to the network if it finds a known virus or malicious malware. In the future, the scanning function will make sure anti-virus and proper operating system patches have been applied to the computer prior to gaining access to the campus network.

This wireless network service is provided to State Center Community College District students, faculty and staff.


### Authority

The Media Center will not configure wireless access devices for students. Students may request assistance in the Tutorial Center Computer Lab LI-118.
Section 3: Forms

1) Community Borrowers Handout
2) Community Borrowers Final Notice
3) Complaint Form Regarding Staff or Services
4) Damaged Material Notice
5) Display Case Form
6) Disruptive Student
7) Faculty & Staff Billing Notices
8) Final Notice
9) Final Notice Reserve
10) Friends of the Library Application
11) Interlibrary Loan Request Form
12) Reconsideration of Materials Request
13) Reserve Materials Forms
   a) Request to Place Material
   b) Request to Remove Material
14) Student Evaluation of Library Staff
Section 4: Appendices

1) Collections Development Policy
2) Computer Use Agreement – District
3) Librarian’s Code of Ethics
4) Library Bill of Rights
5) Library Scavenger Hunt
FRESNO CITY COLLEGE LIBRARY COLLECTION DEVELOPMENT POLICY STATEMENT

Introduction

The Fresno City College Library supports the total educational program of Fresno City College by providing for the informational needs of its students, faculty and staff.

As the college’s programs and information needs change, the library’s collection development must evolve to meet them. All members of the college community are encouraged to contribute ideas to the process of collection development.

College Mission

Fresno City College is a comprehensive community college offering innovative instructional programs in anticipation of, and responsive to, the life-long learning needs of a diverse population. Fresno City College provides a wide variety of supportive services to assist our students in achieving their educational goals. Moreover, we are dedicated to working collaboratively with our community to enhance the economic and social development of the region.

Library Mission Statement

In accordance with the college’s mission, the library recognizes its responsibility to serve as an integral part of the college's instructional program. The primary purpose of the college library, and the mission of the collection development and management program, is to serve the academic community by providing access to resources that support the college curriculum, by stimulating the intellectual development of students and faculty, by motivating students to acquire reading, research and life-long learning skills, by assisting faculty in maintaining awareness of current information resources and information literacy skills, and to encourage the personal and cultural development of students, faculty and staff.

The library also strives to provide continuing education opportunities that will enrich the entire community by making resources and facilities available to community residents.

Purpose of Collection Development

This policy is designed to guide the systematic development and management of Fresno City College Library collections of print, audiovisual, and electronic materials in accordance with the mission of the Library and the College. Since the nature of information dissemination, networking, and library resource sharing is undergoing revolutionary change, this policy considers collection development and management issues within the dynamic framework of global access to information resources, and will require regular assessment and adjustment. An excellent library collection depends on the expertise of librarians, enthusiastic support and recommendations by faculty, participation by students and staff and the financial support of the college.

This policy is intended to meet the following objectives:
To assist librarians in providing current, diverse, balanced collections of materials to support the instructional, institutional and individual needs of students, faculty and staff

To provide access to materials in appropriate formats including but not limited to print, electronic and audiovisual formats consistent with the college's fiscal resources

To encourage instructional faculty participation in collection development and organized access to electronic resources

To serve distance education students and faculty by providing remote access to materials in the most appropriate and cost-effective manner

To assist with short-range and long-range fiscal planning for effective stewardship of college resources

Collection Development Responsibility

Library faculty have the primary responsibility to develop the library collections. Library faculty work collaboratively to set prioritizations for the purchase of materials. Standard reviewing journals such as Library Journal and Choice, subject area periodicals, booklists and bibliographies and online resources are utilized by library faculty to review and order materials in print and online formats.

The Collection Development Librarian coordinates collection development for the library. The Collection Development Librarian supports library faculty in this responsibility by providing circulation, collection and interlibrary loan data, the initial analysis of the strengths and weaknesses of the collection, and the balancing of the various disciplines and formats associated with the collection.

Each librarian may be assigned the responsibility for selecting materials in an assigned Dewey decimal classification. The librarian selecting in a specific subject area also acts as the library contact for those subject areas represented by the Dewey decimal classification and assist discipline faculty with the selection and use of library resources. Full-time and part-time faculty are encouraged to recommend materials in their academic disciplines. Notices are sent to faculty via e-mail, written memos, and by telephone requesting faculty suggestions. An online Acquisitions Request form is provided to facilitate faculty participation. Requests for purchase of library materials from students, faculty, staff and administrators will be considered by the librarian charged with the responsibility for selection in an area for the purchase’s relationship to the overall instructional and educational purposes of the college. If requested materials meet the criteria established in this collection development policy and funds are available, the materials will be purchased. All suggested titles are reviewed and evaluated by library faculty assigned as selectors for a particular area of the collection. The orders are then forwarded to the Collection Development Librarian. The Dean of Library and Student Learning Support Services Support Services has final authority in the selection of materials.

General Criteria for Selection of Materials

- In selecting materials for the collection, the library faculty are guided by the composition of the present collection and by the following criteria:
  - Relevance to the curriculum in one or more courses
  - Timeliness and lasting value of material
Appendix 1

- Positive reviews, outstanding items in a field of knowledge, or other indicators of quality content, including but not limited to reputation of the author, accuracy of content, series merit, or publisher reputation
- A style and reading level generally appropriate for community college users
- Aesthetic considerations: literary, artistic, or social value; appeal to the imagination, senses, or intellect
- Special features: detailed, logical, accurate index; bibliography; footnotes; appropriate illustrations
- Appropriate size, physical format and durability for library use
- Ease of access or user-friendliness
- Suitability of content to format
- Depth of current holdings in the same or similar subject
- Demand and frequency of interlibrary loan requests for material on the same or similar subject
- Cost of material relative to the budget and other available material
- Availability in alternate physical or online formats
- Availability of material in cooperating libraries

The library is not responsible for purchasing materials that are required for classes (textbooks, software and other supplemental items). Items supporting specific classes may be purchased if the items are deemed to benefit the greater college population.

Materials purchased by the library must be housed in the library.

As funds allow, the librarians may select outstanding items in fields of knowledge outside the curriculum if the item contribute to the range of viewpoints and effectiveness of the library collection as a whole. Materials for individual faculty or staff research or advanced student research will generally be provided through interlibrary loan. The library does not seek to build a comprehensive research collection in any individual subject area.

General Criteria for Prioritization for Purchase of Materials

- Materials for the library will be selected and purchased in the following order of priority:
  - Curriculum support
  - Outstanding items in an academic discipline
  - Materials for professional growth of faculty and staff

Types and Formats of Materials Collected

Books are collected in hardback editions unless cost is significantly higher than a paperback edition, or the book is available only in the paperback format. Books that require frequent updates (e.g. nursing/medical texts, computer manuals, test preparation materials) are purchased in paperback formats when available. A single copy of a title will be purchased unless the title has been identified by the selector as a high use item. Electronic books (Ebooks), including topical reference databases, are selected for their relevance to the college curriculum and student interests, appropriate style and reading level, reviews or other indicatives of quality, and cost. Ebooks also involve consideration of the following criteria:
Appendix 1

- Shared access with cooperating libraries
- Special features, such as hypertext links, graphics or unique design;
- Ease of access, user-friendliness of reader interface

Ebooks may duplicate print resources in some circumstances. These are determined by assessing the title’s historical value, stability of format, cost benefit for purchasing multiple formats, or if different formats meet the needs of off-site, disabled or other user groups. Also, duplication may occur in consortial purchases which precludes consideration of individual titles by individual libraries.

Reference materials support the research needs of Fresno City College students, faculty, and staff. The reference collection contains, but is not limited to, encyclopedias, dictionaries, atlases, directories, indexes, bibliographies, statistical compilations, handbooks and Internet resources. Though items selected for this collection primarily support the academic programs offered at the college, core academic reference works published in other subject areas are also selected when they provide fundamental bibliographic access to, or an introductory overview of, an academic discipline. Items in the reference collection do not circulate. The reference collection is reviewed by the librarians annually to insure currency and accuracy. Reference materials are collected in print, electronic, and online formats.

Reference material is chosen because of its authority, scope, treatment, arrangement, cost and need. It must be as current as possible for the provision of reliable information, although currency does not necessarily guarantee reliability. Superseded editions that are removed from the reference collection may be added to the circulating collection, if the information in them is not obsolete or likely to be misleading to users. At least one print version of a general encyclopedia shall be replaced each year. A representative collection of general and specific atlases will be acquired and maintained in the reference collection.

Textbooks are not selected unless recommended by faculty as exceptional resources. Exceptions are those that have earned a reputation as "classics" in their fields, or which are the only or best sources of information on a particular topic, or for a particular user group. Their high cost, frequent revision, and generally poor bindings make most textbooks a poor investment for the library’s permanent collections. No attempt will be made to purchase every textbook that is currently being used for courses at the college.

Fiction, such as established literary works, literary prizewinners, and new works receiving critical acclaim in the literary field, are considered for purchase, especially those works that support literature course offerings. Popular fiction having short-term interest among readers will be purchased if funds are available. Periodicals (magazines, journals, newspapers) are publications issued in successive parts bearing numeric or chronological designations and intended to be continued indefinitely. Periodicals are issued in print, microform, and electronic formats. These titles are acquired via subscription. Individual issues or reprints will rarely be purchased.

The selection of periodicals require a continuing commitment to the cost of the title, including maintenance, viewing and reproduction equipment, and storage space. The escalating cost of periodical subscriptions demands that requests for periodical subscriptions be carefully reviewed before they are purchased for the collection and that an ongoing evaluation of current subscriptions be conducted annually.
Factors to be considered in the acquisition of periodicals are:

- Support of academic programs
- Suitability for intended audience including special users (2 + 2, or joint-use programs)
- Uniqueness of subject coverage for the college library
- Cost, including rate of price increases, cost of storage, and/or access costs
- Professional reputation
- Usage or projected usage
- Indexing and abstracting in sources accessible to library users
- Demand for title in interlibrary loan or document delivery requests
- Accessibility within resource sharing groups, consortia, and/or through document delivery or courier services
- Full-text availability via electronic access
- Cost, including rate of price increases, cost of storage, and/or access costs

Print and electronic formats will considered in the library’s purchase and/or access decisions. The microform format will no longer be considered for purchase unless other format options are not available. Electronic periodical databases provide access to a broader array of periodical titles than could be purchased in print. Electronic access to periodicals provides access to materials during the library’s closed hours and to all distance education students who are served by the college. Preference will be given to electronic access for serial titles as it is believed to be more economical and provider wider access for students. Cooperative acquisition of electronic serials databases may be considered if such an option is available. **Serially published monographs** generally include reference books that are updated or appended annually. Since serials continue indefinitely, librarians review these titles annually using the criteria established for periodicals.

**Media resources** are purchased to support the curriculum in all formats for which the library has equipment or facilities. Current formats include videotapes (VHS), audiotapes, compact disks and DVDs. The library does not duplicate titles purchased as videotapes in the DVD format, and vice versa. Audiovisual formats may change or expand as technology changes. ADA and other Federal mandates require that all video materials must be closed captioned for students with hearing impairments. Selected media circulates, with certain limitations, to faculty, staff and students.

The library normally acquires audiovisual materials at the request of faculty members. Requests for expensive materials will be scrutinized more closely than requests for inexpensive materials. Factors such as potential use, published reviews, the quality of the product, and overlap with material already owned will be considered. Selectors in each subject area select audiovisual materials to supplement the library’s print collections.

**Pamphlet materials** are not purchased or maintained by the library.

**Electronic materials** will be collected when that format is most effective in support of teaching and research, and when cost effective. Information available through the CD-ROM format is supported by the library.

**Government publications**, whether monographs or serials, are selected according to the collection development guidelines and are shelved where appropriate in the library’s collections. The library is not a federal or state depository and does not maintain a separate collection of government publications.

**Faculty research** in pursuit of advance degrees is not supported by the print and non-print collections. Interlibrary loan is regularly provided in a timely manner to meet student, faculty, administrative and community research requirements for print and non-print materials.
Online Resources/Internet-based materials will be considered when they provide the most current and/or cost-effective resources. The following online resources will be actively selected:

- Licensed commercial, fee-based resources and databases will be selected when they provide cost-effective means of providing resources for the library. These resources may include electronic books; citation, abstracting and full-text databases covering journals, magazines, newspapers or reference materials; and databases providing information portals for specific subject areas. In addition to general selection criteria of selection of materials, the following criteria will be used:
  - The product has broad appeal to a large number of library users or will serve the special needs of an identified user group
  - The product compares favorably with similar products
  - Multiple user access is preferred
  - The interface is user-friendly
  - Appropriate online help is available
  - Good technical support is available
  - The availability of usage statistics is highly desirable
  - The vendor allows a trial of the actual product
  - The library is not required to subscribe to both print and electronic versions of the product.
  - The license agreement allows normal rights and privileges accorded libraries under copyright law
  - The license agreement gives the library indemnification against third party copyright infringement

- The library will attempt to balance print, electronic and online resources without unnecessary duplication. Print, audiovisual, or electronic resources may be duplicated with fee-based online resources when:
  - The resource has significant historical value
  - One format is unstable
  - A cost benefit for purchasing multiple formats exists
  - Multiple formats meet the different needs of user groups
  - Usage justifies additional copies

- Free linkable World Wide Web resources and other freely available resources, services and databases will be selected and provided as links from the library’s online public catalog.

- In addition to resources located via Internet directories and search engines, several sources are consulted for current reviews of Internet resources. These sources of selection include Choice, CRL News, American Libraries, and Library Journal. Several high-quality subject indexes are also regularly consulted, such as the Internet Public Library and The WWW Virtual Library. Duplication of print resources is acceptable for free Internet resources since it provides an additional point of use for users.

In addition to general selection criteria, the following criteria will be used for selecting general and subject specific Internet resources:

- The resource supports the curriculum, faculty research interests, or the reference collection
- The resource enhances the library’s collections for community users
- Access and design considerations include:
All library materials will be collected primarily in the English language, with the exception of foreign language materials supporting introductory language courses.

Duplicates will be purchased only when high demand is anticipated.

Out-of-Print Materials are rarely purchased. Most selections are current publications. The library recognizes the need for some out-of-print purchases, primarily for replacement of heavily used items which are lost or withdrawn due to poor physical condition. However, in view of the difficulty and expense in obtaining rare, out-of-print, and reprinted material, it is most important to spend funds for current publications of long-term worth.

The Reserve Collection supports the instructional program by providing library resources, which are directly related to curricular offerings. Reserve materials are provided by the individual instructor to support classroom instruction for a particular class. It is the responsibility of the faculty to obtain any necessary copyright clearance before placing materials on Reserve. The library does not select nor purchase materials for this collection.

The Special Collections and College Archives of the library maintains materials selected to document the history of the College and local history of the county and city of Fresno. (See attached Archives/Special Collections Collection Development Policy.)

Donations

The library does accept gifts directly. All gifts are accepted by the Friends of the Library. Librarians are given the first right of selection by the Friends.

De-selection (Weeding)
De-selection of library materials (the process of removing items from the collection) is essential for the maintenance of a current, academically useful library collection. De-selection provides quality control for the collection by elimination of outdated, inaccurate, and worn-out materials. Librarians are responsible for conducting an ongoing de-selection effort.

Print and Audio-Visual Resources De-selection

- Superseded editions are routinely deselected from the collection.
- Materials that cannot be repaired or rebound or for which the cost of preservation exceeds the usefulness of the information contained are deselected.
- Because currency of information is extremely important in some fields such as health sciences, technology, and business, older materials must be regularly deselected so that outdated or inaccurate information is eliminated.
- Materials that do not support the current curriculum may be deselected.
- Material that has not been used based on circulation and browsing statistics may be deselected after five to ten years of inactivity. However, some library materials such as items considered classic works in their field have long-term value and should be kept in the collection despite lack of use.
- The title may be retained if it is included in a standard list or bibliography such as *Books for College Libraries* or if the author has a reputation for being an authority on the topic.
- Deselected items may be disposed of according to the following guidelines:
  - An item will be immediately withdrawn and discarded if it is severely damaged or contains material so outdated as to be grossly inaccurate or dangerous.
  - An item that is deselected according to the criteria set in this policy may be offered at no cost to library patrons or to other non-profit entities.

Serials De-selection

- Incomplete and short runs of a title may be withdrawn, particularly when the title is not currently received.
- Titles that do not contain substantial amounts of information supporting the current curriculum.
- Items where information currency is of the essence, such as newsletters and trade magazines, will have predetermined holding limits such as "Library retains one year only".
- Annuals, biennials, and regularly updated editions of guidebooks, handbooks, almanacs, and directories have a de-selection schedule established depending on the value of the information contained in earlier editions.
- Issues that are replaced by microfilm are routinely discarded.
- Deselected serials may be disposed of according to the guidelines listed under print and audiovisual materials.

Online Resources De-selection

- Online de-selection of Internet resources is a necessity because of the dynamic nature of such resources. The following guidelines are used:
  - An Internet resource is no longer available or maintained.
  - The resource is no longer sufficiently current or reliable.
  - Another Internet site or resource offers more, and or better, coverage of the same topic.

Appendix 1
Replacement of Materials

Decisions are made regarding the replacement of lost, damaged, missing, or worn-out items, based on the following criteria:

- Does the item being considered meet the general library collection policy?
- Does the frequency of use justify replacement?
- Is the item heavily used or is it on a faculty recommended reading list?
- Is the same item available in another format that would better meet the needs of users?
- Is the content better covered by another title?
- Is an electronic version available that would provide remote access for users?

Preservation of Materials

Library materials are expensive to purchase, process, and house. The Fresno City College Library acknowledges the necessity of preserving all holdings.

- Library employees and library users will be informed of the proper care and handling of library materials.
- Temperature and humidity controls are essential for maintenance of library materials.
- Book repair is provided for damaged materials.
- Binding is used to preserve materials as needed.
- Newly acquired paperbound books are not rebound. Exceptions may be made when heavy use is anticipated.

Standards

The college library supports the statements on collection development contained within the Standards for Libraries in Higher Education approved and adopted by American Library Association’s Association of College and Research Libraries in June 2004.

Intellectual Freedom

Fresno City College Library supports the American Library Association's Bill of Rights, Intellectual Freedom Principles for Academic Libraries, Freedom to Read Statement and Access to Electronic Information, Services, and Networks: an Interpretation of the LIBRARY BILL OF RIGHTS. The library acquires materials that represent differing opinions and without censorship in regard to controversial issues. The library does not add or withdraw, at the request of any individual or group, material which has been chosen or excluded on the basis of stated selection criteria.

An individual or group questioning the appropriateness of material within the collection will be referred to the Dean of Library and Student Support Services. An individual may register a complaint concerning material that he or she considers objectionable by using the "Request for Reconsideration of Library Resources" form. The Collection Development Librarian is responsible for reviewing the material in question, following current collection development objectives and selection criteria.
The librarian may consult book reviews, other commentaries, and outside advice. The librarian will forward a recommendation to the Dean of Library and Student Support Services. The complainant will receive a reply from the Dean of Library and Student Support Services indicating the library’s position and action planned or taken.

Copyright

Fresno City College Library complies fully with all of the provisions of the U.S. Copyright Law (17 U.S.C.) and its amendments. The library supports the Fair Use section of the Copyright Law (17 U.S.C. 107) which permits and protects citizens’ rights to reproduce and make other uses of copyrighted works for the purposes of teaching, scholarship, and research.

Cooperative Collection Development

Due to the library’s limited budgets and diminishing ability to physically collect even a small percentage of the world’s information, access rather than ownership has become the reality of collection development. Increasing numbers of information resources are available only in online electronic formats. The worldwide development of electronic information systems such as online library catalogs, abstracting and full-text databases have made it possible for libraries to direct users to vast quantities of information resources. While the library cannot keep all of the material relevant to the users in its collections, it can provide access to the vast amount of information available for use in other collections. This type of access requires that the library engage in cooperative collection development, resource sharing, and document delivery systems. When it is determined that access on demand is more economically feasible in terms of storage, projected use, and cost, this option can enhance the library’s abilities to expand the information base available to its primary users.

Every possible effort will be made to cooperate with other college and center libraries within the State Center Community College District.

Interlibrary Loan

Since the library makes no effort to collect at the research level, and does not provide materials to support faculty and staff pursuing advanced degrees, interlibrary loan and document delivery will be utilized to provide materials outside the scope of the library’s collections.

Policy Review

This policy will be reviewed and updated as necessary in order to reflect the changing information environment in the college library.

Policy last updated October 2010
SCCCD Use Policy

1. INTRODUCTION

State Center Community College District ("SCCCD") owns and operates a variety of computer systems for use by its faculty, students, and staff. SCCCD encourages the use of its computer systems for education, academic development, public service, and other educational related purposes. When using SCCCD computer systems, all users are required to abide by the rules of this Policy and use the system in an ethical and lawful manner.

2. POLICY REQUISITE

All users of SCCCD computing systems must read, understand, and comply with the terms outlined in this Policy, as well as any additional guidelines established by the administrator of the system. BY USING ANY OF THESE SYSTEMS, USERS AGREE THAT THEY WILL COMPLY WITH THESE POLICIES. Users understand and agree that SCCCD role in managing these systems is only as an information carrier, and that they will never consider transmission through these systems as an endorsement of contents of such transmission by SCCCD.

3. RIGHTS

These computer systems, facilities, and accounts are owned and operated by SCCCD. SCCCD reserves all rights, including disruption of service without notice, to the computing resources which it owns and operates. These procedures shall not be construed as a waiver of any rights of SCCCD, nor shall they conflict with applicable law.

4. AUTHORIZED USE

Access and privileges on SCCCD computing systems are assigned and managed by the administrator of the specific system. Eligible individuals may become authorized users of the system and be granted appropriate access and privileges by following the approval steps prescribed for that system.

An authorized SCCCD agent must approve all access to SCCCD computer resources, including issuing of passwords. Users may not, under any circumstances, transfer or confer these privileges to other individuals. Others shall not use any account assigned to an individual without written permission from the system’s administrator. The authorized user is responsible for the proper use of the system, including any password protection.

5. PERMISSIBLE USE

Electronic communications facilities (such as e-mail and voice mail) are mainly for district-related activities. While at times conducting personal business from SCCCD facilities may be unavoidable, such uses shall be kept to a minimum. Further, users are responsible for maintaining the following:
An environment in which access to all of SCCCD computing resources is equitably shared between users. The administrator or area manager will set minimum guidelines within which users must conduct their activities.

An environment conducive to learning: Many of the SCCCD computing systems provide access to outside networks, both public and private, which furnish electronic mail, information services, bulletin boards, conferences, etc. Users are advised that they may encounter material that may be considered offensive or objectionable in nature or content. Users are further advised that SCCCD does not assume responsibility for the contents of any of these outside networks.

The user agrees to comply with the acceptable use guidelines for whichever outside networks or services they may access through SCCCD systems. The user agrees to follow proper etiquette on outside networks. Documents regarding etiquette are available through specific individual networks. The user agrees that, in the unlikely event that someone does transmit, or cause to be transmitted, a message that is inconsistent with an environment conducive to learning or with a misleading origin, the person who performed the transmission will be solely accountable for the message, not SCCCD, which is acting solely as the information carrier.

Any user who finds a possible security lapse on any system is obligated to report it to the system administrator. **Before gaining access to the internet from SCCCD facilities, users will have to agree to SCCCD computer use policies as stated herein.**

Within the guidelines stated above, confidentiality among students, faculty, and staff will be strictly maintained.

6. **PROHIBITED USES**

Use of any and all of SCCCD computer systems for any of the following purposes is strictly prohibited. Liability for violations of prohibited uses shall remain solely and exclusively with the user. By using SCCCD computer systems, the user further agrees to indemnify SCCCD for any liability incurred by SCCCD for misuse by the user.

An individual's computer use privileges may be suspended immediately upon the discovery of a possible violation of these privileges. Such suspected violations will be confidentially reported to the appropriate system administrator or area manager.

Violations of these policies will be considered violations of District policies dealing with misuse or abuse of District property, and may result in disciplinary action. In such event, the full range of disciplinary sanctions is available.

**COPYRIGHT INFRINGEMENT**

Computer software protected by copyright cannot be copied from, into, or by using campus computing facilities, except as permitted by law or by the contract with the owner of the copyright. This means that such computer and microcomputer software may only be copied in order to make back-up copies, if permitted by the copyright owner. The number of copies and
distribution of copies may not be done in such a way that the number of simultaneous users in a department exceeds the number of original copies purchased by that department.

DEFAMATION - LIBEL/SLANDER

Creation or transmission of any false statement which tends to cause injury to one's reputation is strictly prohibited. Any user creating or transmitting defamatory statements shall have sole liability for any damages resulting from such defamatory statement. Users will also be subject to SCCCD disciplinary procedures set forth in the Governing Board Policy. The user agrees never to attempt to transmit, or cause to be transmitted, any message in which the origination is deliberately misleading (except for those outside services which may conceal identities as part of the service).

OBSCENE MATERIAL

Creating, transmitting, uploading, or downloading obscene materials is a strictly prohibited use of SCCCD computer systems unless the materials are parts of approved courses of SCCCD Curriculum. "Obscene matter" means matter taken as a whole, the predominant appeal of which to the average person, applying contemporary statewide standards, is to prurient interest, meaning a shameful or morbid interest in nudity, sex, or excretion; and is matter which taken as a whole goes substantially beyond customary limits of candor in description or representation of such matters; and is matter which taken as a whole lacks significant literary, artistic, political, educational, or scientific value. Any user violating this provision may be subject to applicable criminal and civil penalties. Civil liability shall be solely and exclusively with the user.

COMMERCIAL USE

Commercial use of SCCCD computer systems is prohibited except for company sponsorships approved by the chancellor or chancellor's designee.

DOWNLOADING PROGRAMS

Downloading of executable files to SCCCD computer systems is not encouraged and is done solely at the user's risk. SCCCD computer personnel will not support downloaded files and any problems caused by such a download are solely the user's responsibility.

Violations of some of the above policies may constitute criminal offenses.

The user agrees never to use the system to perform an illegal or malicious act as set forth in this section. Any attempt to increase the level of access to which the user is authorized, or any attempt to deprive other authorized users of resources or access to any SCCCD computer system shall be regarded as malicious, and may be treated as an illegal act.

7. ACCOUNTS
Others must not use an account assigned to an individual without written permission of the system administrator. The individual is responsible for the proper use of the account, including password protection.

8. CONFIDENTIALITY

Programs and files are confidential unless they have been made available, with written permission, to other authorized individuals. SCCCD reserves the right to access all information stored in SCCCD computers. File owners will be notified of file access and/or maintenance, in advance, if such notice is practical. When performing maintenance, every effort is made to ensure the privacy of the user's files. However, if policy violations are discovered, they will be reported immediately to the appropriate system administrator.

The system has the ability to read your mail: your own account, and the system administrator account. All reasonable attempts have been made to ensure the privacy of your accounts and your electronic mail; this is no guarantee that your accounts or your electronic mail is private.

9. SYSTEM PERFORMANCE

No one should deliberately attempt to degrade the performance of the computer system or to deprive authorized personnel of resources or access to any college computer system.

10. UNAUTHORIZED ACCESS

Loopholes in computer security systems or knowledge of a special password shall not be used to damage the computer system, obtain extra resources, take resources from another user, gain access to systems or use systems for which proper authorization has not been given.

11. ADDITIONAL GUIDELINES

SCCCD retains the right to revoke, amend, or change the provisions of this Policy. The system administrator or area manager will establish more detailed guidelines, as needed, for specific computer systems and networks. These guidelines will cover such issues as allowing connect time and disc space, handling of unretrievable mail, responsibility for account approval and other items related to administering the system. All changes to this regulation are subject to the regular approval process that applies to all administrative regulations. In addition, there will be a notification period before such changes result in disciplinary action.

Last updated: 2/28/2008 11:45:28 PM
AMERICAN LIBRARY ASSOCIATION

LIBRARIAN’S CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

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.

*Adopted by the ALA Council*

*June 28, 1995*
American Library Association

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.
Library Scavenger Hunt
25 points

Complete as many of these questions as quietly as you can. Many of these questions can be answered using the library’s web page (from the school’s home page, click on the Library link at the left-hand side of the page) and handouts which are available at the Information and Circulation desks.

Please do not ask for help from library staff until you have exhausted all other sources. If you were doing real research, asking for help from a librarian would be a good idea, but since this is a class exercise, rely on your own skills.

The Library Building (LI)
The Library building houses many other services than just the library. A map of the entire building is available on the library’s home page.

1. Room LI-123 offers what service?

2. What are this semester’s hours for the Tutorial Center (LI-134)?

3. Inside the Tutorial Center, to the left, is a display of helpful Tutorial Center Handouts that students can take. List the titles of two handouts that would be useful to you.

4. What two items (listed on the computer lab door) do you need to use the Computer Lab (LI-118) located near the Tutorial Center?

5. What are this semester’s hours for the “Computer Lab” (LI-118) located near the Tutorial Center?

The Library Proper
(Again, many of these questions can be answered using the library’s home page and handouts from the Information and Circulation desks.)

6. What are this semester’s hours for the Library?

7. When you come into the library to get a library card, what will you need to bring with you?
8. What is the name of the service desk in the library where you can receive help with locating library resources and doing research?

9. Using the library’s home page, click on **Find Articles (Research Databases)**. Scroll down and find a database that looks interesting to you. What is the title of the database and what kind of information is in it?

10. Instructors will often (but not always) put a copy of a textbook on Reserve. What two things do you need in order to “check out” an item from **Reserve**?

11. How much does it cost to make a **photocopy** or a **print from a computer** in the library?

12. What is the per-day-per-book overdue fine for a **Circulating book**?

13. What is the late-fee charge for a **Reserve book**?

14. Books housed in the **Reference Room** cannot be checked out of the library. List two titles of books you found in the **Reference Room**.

15. What is written in stone just **inside** and **above** the **Reference Room** doorway?

16. The books in the **West Wing** can be checked out. For how long?

17. The library uses a pay-to-print system. What do you need to purchase to be able to **print** from any computer in the library and the Computer Lab (LI-118)?

18. To be able to use the **Computer Lab** (LI-108) in the **Library proper**, what will you need to show at the entrance?
Eligible community members may receive a library card and qualify to receive library services from FCC Library for a one-year period for a fee of $5.00.

Community borrowers will receive library services and borrowing privileges and are responsible to be aware of and abide by library rules and policies.

To qualify, members must be 18 years or over, be a resident of the SCCCD District community, present a photo ID, and provide two proofs of address.

Currently enrolled SCCCD students do not qualify to become community borrowers. In the event a community borrower enrolls as a student of SCCCD or becomes employed by the district at any time during their one-year community borrower period, their borrowing status will be changed to either student or employee borrower. No refunds will be given in such cases. It is the community borrower’s responsibility to report immediately any status changes to the library.

Community borrowers do not have access to borrowing privileges for Reserve materials, or remote access to the library’s research databases. SCCCD students have priority usage in the library’s computer lab; community borrowers may have access to the lab if space permits.

Community borrowers must always present their library card to check out materials.

Community borrowers are subject to fines, lost and damaged materials replacement costs and processing fees. Overdue and final billing notices will be sent out to borrowers with outstanding fees or materials. Community borrowers may be blocked from receiving library services for unresolved billings.

FCC Library reserves the right to cancel or deny library privileges at any time to community borrowers not abiding by rules and policies in place.

Community borrowers with outstanding fees or materials.

Community borrowers will receive library services and borrowing privileges and are responsible to be aware of and abide by library rules and policies.

To qualify, members must be 18 years or over, be a resident of the SCCCD District community, present a photo ID, and provide two proofs of address.

Currently enrolled SCCCD students do not qualify to become community borrowers. In the event a community borrower enrolls as a student of SCCCD or becomes employed by the district at any time during their one-year community borrower period, their borrowing status will be changed to either student or employee borrower. No refunds will be given in such cases. It is the community borrower’s responsibility to report immediately any status changes to the library.

Community borrowers do not have access to borrowing privileges for Reserve materials, or remote access to the library’s research databases. SCCCD students have priority usage in the library’s computer lab; community borrowers may have access to the lab if space permits.

Community borrowers must always present their library card to check out materials.

Community borrowers are subject to fines, lost and damaged materials replacement costs and processing fees. Overdue and final billing notices will be sent out to borrowers with outstanding fees or materials. Community borrowers may be blocked from receiving library services for unresolved billings.

FCC Library reserves the right to cancel or deny library privileges at any time to community borrowers not abiding by rules and policies in place.
Several overdue notices have been sent to you regarding your overdue Library materials. As of this date, we have not received a response from you. These materials were either returned late and accrued fines, or were never returned and have been declared lost. Lost items are subject to processing fees in addition the replacement cost of the book.

This is a final notice. Please come in, or call us, within the next 15 days to resolve this matter. Your library privileges have been blocked.

Thank you for your cooperation in this matter.

<table>
<thead>
<tr>
<th>Title</th>
<th>Price</th>
<th>Processing Fee</th>
<th>Accrued Fines</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Total Amount Due: $0.00

Sincerely,

Norma Handy
Library Services Assistant
Fresno City College Library
559.442.8204 x8140
Library Staff and/or Service

Date and Time of problem __________________________________________________

Staff member’s name (s)____________________________________________________

Describe the concern you have regarding the service you received:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Did you notice any extenuating circumstances that might have contributed to the situation, like a tour in progress? ________ If so, what was the situation?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

What, in your opinion would have been a better solution to the problem you encountered?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Would you like to speak to the LRC Dean about this complaint? ________

Name: _________________________
Address: _______________________________
Phone Number: __________________________
Student ID #: __________________________

From 3
Recently, you returned to the FCC Library an item (or items) that were damaged beyond repair and further use. According to the library policy, you are being charged the replacement cost of the item, plus a processing fee.

Details follow:

<table>
<thead>
<tr>
<th>Title</th>
<th>Price</th>
<th>Processing Fee</th>
<th>Accrued Fines</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Total Amount Due: $0.00

To pay these charges, you must come to the library and pick up an invoice which you must then take to the Business Office. You must follow-up by bringing proof of payment to the Library. If your have any questions, or if you wish to pay the charges over the phone, call 442-4600 x 8140.

The items will be held for only thirty days from the date on this notice, if you wish to view and/or dispute the damage. A district hold will be placed on your FCC school record.

The district “hold” placed on your record prohibits, or restricts, your participation in the educational services offered by State Center Community College District. In addition, any future transcript requests may be denied if the “hold” is not cleared from your record.

Thank you for your cooperation in this matter.

Sincerely,

Norma Handy
Library Services Assistant
Fresno City College Library
559.442.8204 x8140
Fresno City College Library
Display Request Form

Today’s Date: __________________________

Title or Theme of Display: __________________________________________________

Date Display Starts: _________________ to _________________

Which type of display(s) case are you requesting?

☐ Three Dimensional Case  ☐ Flat Case  ☐ Library Conference Room

Sponsoring Organization or Individual: ________________________________________

Telephone Number: ____________________________

Email Address: _____________________________

Please describe the theme or idea of your display:

Please identify library materials to include in your display (consultation available):

I agree to be responsible for installing/dismantling the exhibit and agree to remove it promptly at the end of the exhibit period. I have read the Display Policy and acknowledge by my signature below that I accept the conditions and responsibilities stated therein and will hold Fresno City College Library harmless for any condition relative to the exhibit beyond general control.

Signature: ________________________________ Date: ____________________________
FOR EMERGENCY ASSISTANCE CONTACT COLLEGE POLICE AT 442-8201 or UTILIZE PANIC BUTTON

Instructions: Please consult with your division dean to determine if the Office of the Vice President of Student Services needs to be consulted in order to address further the behavior issue. If yes, please complete this form promptly and submit to the Office of the Vice President of Student Services Office in the Student Services Building, ST-222.

__________________________________________________________  ______________  ________________________________
Student Name                   Instructor          Contact #

__________________________________________________________  ________________________________
Student ID                      Date/Time of Incident & Class/Location

1. Describe the disruptive conduct. Please include witness(es):

2. Describe your actions below and check box(es) that apply:
   - [ ] Discussed the behavior with the student and with your Division Dean.
   - [ ] Removed the student from class by instructor for two class sessions.*
   - [ ] Contacted College Police

3. Faculty/Staff Recommendation:
   Request consultation services from:
   - [ ] 1. College Police
   - [ ] 2. Disabled Students Services & Programs
   - [ ] 3. Health Services
   - [ ] 4. Psychological Services
   - [ ] 5. Other
   - [ ] 6. _________________________________________________________

* Fresno City College’s Standards of Conduct (AR 5520) authorizes an instructor to remove a disruptive student from his or her class for the day of the removal and the next class meeting.

Disruptive Behavior Rept. (Rev. 06/13/11)
This is a courtesy reminder that our records indicate that the item(s) listed below as being returned late or are overdue and may now be considered “Lost”.

Our policy states that Faculty and Staff who have items showing as “Lost” must pay the price of the material(s) plus a $10.00 processing fee and/or accrued fines per late item.

Please come in, or call us, as soon as possible to resolve this matter.

Thank you for your cooperation.

<table>
<thead>
<tr>
<th>Title</th>
<th>Price</th>
<th>Processing Fee</th>
<th>Accrued Fines</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Amount Due:</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Sincerely,

Norma Handy
Library Services Assistant
Fresno City College Library
559.442.8204 x8140
Several overdue notices have been sent to you regarding your overdue Library materials. As of this date, we have not received a response from you. These materials were either returned late and accrued fines, or were never returned and have been declared lost. Lost items are subject to processing fees in addition to the replacement cost of the book. A district hold was placed on your FCC school record.

The district "hold" placed on your record prohibits, or restricts, your participation in the educational services offered by State Center Community College District. In addition, any future transcript requests may be denied if the “hold” is not cleared from your record.

This is a final notice. Please come in, or call us, within the next 15 days to resolve this matter. If at the end of the fifteen-day period, we have not received a response from you; your name may be sent to the Business Office for collections to the California Franchise Tax Board (FTB).

Thank you for your cooperation in this matter.

<table>
<thead>
<tr>
<th>Title</th>
<th>Price</th>
<th>Processing Fee</th>
<th>Accrued Fines</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Total Amount Due: $0.00

Sincerely,

Norma Handy
Library Services Assistant
Fresno City College Library
559.442.8204 x8140
Several overdue notices have been sent to you regarding your overdue Library Reserve materials; we have also attempted to reach you via phone. As of this date, we have not received a response from you.

Reserve materials are the personal property of instructors and have limited checkout periods in order to make it available to their students. We are responsible to inform the owning instructor should this item not be returned immediately. Fines for reserve materials accrue at $5.00 per day. Lost items are subject to processing fees and the replacement cost of the book. A district hold has been placed on your FCC school record.

The district “hold” placed on your record prohibits, or restricts, your participation in the educational services offered by State Center Community College District. In addition, any future transcript requests may be denied if the “hold” is not cleared from your record.

This is a final notice. Please come in, or call us immediately to resolve this matter. Your name may be sent to the Business Office for collections to the California Franchise Tax Board (FTB).

Thank you for your cooperation in this matter.

<table>
<thead>
<tr>
<th>Title</th>
<th>Price</th>
<th>Processing Fee</th>
<th>Accrued Fines</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Sincerely,

Norma Handy
Library Services Assistant
Fresno City College Library
559.442.8204 x8140
Friends of the Library

The Friends of the Fresno City College library is an organization that supports and promotes the library and its mission through fund raising and cultural events.

Recent events have included an annual book sale; the Spring “Gathering of Friends,” which incorporates student music, art, poetry and dance; Reading Fests highlighting Banned Books and California writers; a graphic novel about the Library; and an annual contest in which old catalog cards are turned into art.

The annual membership in the Friends is open to all students at $2.00 and faculty, staff and community members at $20.00. To become a member of the Friends, please fill out the application below and mail/hand carry it with your payment to the FCC Library.

APPLICATION:

Date:________________________________________________________
Name:________________________________________________________
Address:______________________________________________________
Phone number:_________________________________________________
Email address:_________________________________________________
Affiliation: [ ] faculty ($20.00) [ ] staff ($20.00) [ ] FCC student ($2.00)
[ ] community member ($20)

I am paying:
[ ] I would like Payroll to take out a monthly donation (contact Laurel; below)
[ ] by check (Check #__________) (make payable to the FCC Friends of the Library)
[ ] with cash

[ ] I would be interested in volunteering to help with events
[ ] I would enjoy being on the Board

Please mail or hand-carry your completed application to:
Laurel Doud
Fresno City College Library
1101 E. University Avenue
Fresno, CA 93741
(559) 442-4600 x8920
laurel.doud@fresnocitycollege.edu
FCC LIBRARY INTERLIBRARY LOAN REQUEST FORM

- **Interlibrary loan** is only for materials that are not owned by Fresno City College Library. We cannot request materials simply because they are checked out.
- Interlibrary loans generally take from 2-4 weeks. We cannot guarantee the date of arrival.
- We do not charge for interlibrary loan, but many libraries charge to lend to us. For example, UC libraries may charge $15-$20 per request. We will try to locate a free lender if at all possible. If you are willing to pay a fee, please indicate below.

Today’s date: __________________  Library card number: _____________

Name: ___________________________ Phone number: ___________________

Maximum cost per request that you agree to pay: $___________

I agree to pay the maximum cost indicated above, return materials on time, and accept responsibility for abiding by the copyright guidelines of the United States (Title 17 U.S. Code).

Signature__________________________________________________________

**Book Request**

Book Title: ___________________________________________________________

Author: _____________________________________________________________

Place of Publication: ____________________________ Publisher: _____________

Year: ________________ Edition: __________ This edition only? Yes  No

Series: ____________________________________

**Periodical/Newspaper Article Request**

Magazine/Newspaper Name: _____________________________________________

Article Title: __________________________________________________________

Article Author: ________________________________________________________

Date: _________________ Volume: _______ Issue: ________ Pages: _________

Office Use Only:  Lender String: IL: Date sent: 

Form 11
REQUEST FOR RECONSIDERATION OF LIBRARY/MEDIA MATERIALS

(Please fill in the appropriate blanks):

Title: ______________________________________________________

☐ Book
☐ Periodical
☐ Other

Author/Producer: _____________________________________________

Request Initiated by: __________________________________________

Address: ___________________________________________________

City: __________________________________________________________________________

State: ___________ Zip: ________ Telephone: ________________

Email address :_______________________________________________

Who do you represent?

☐ Yourself____________________________________________

☐ An Organization (Name): _________________________________

☐ Other (Name):_________________________________________

1) Did you read, view or listen to the entire work? Yes ▶ No ▶

2) Are you aware of professional reviews of this work? Yes ▶ No ▶

3) What disposition would you like made of the work?_______________

4) In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject treated? ________________

Date/Signature:
Please read the following statement of responsibility and sign below to request to have items placed in the Fresno City College Library reserve circulation collection:

STATEMENT OF RESPONSIBILITY FOR ITEMS PLACED ON RESERVE:

To place item(s) in reserve circulation, complete both sides of this form. Deliver item(s) and the form, one for each course, to Theresa Delaney in the library, upstairs, room 207. If not available, deliver to FCC Library reserve department downstairs, at the back of the periodical room. Any other instructions must be in writing, or telephone ext. 8165.

All procedures for loss prevention of FCC Library items apply to personal items placed on reserve. Therefore, the FCC Library will not assume responsibility for loss or damage to personal items. Items not processed are at a greater risk for loss. Processing consists of stamping in ink the "Fresno City College Library" stamp and adding labels and a security strip with clear tape. If you do not want to have personal items processed, talk to the reserve staff upstairs in Room 207, and/or check here: _____DO NOT PROCESS.

You are responsible to pick up the item at the end of the term of use. If item is not picked up at the end of term of use, FCC Library will consider the item as a donation and will proceed in accordance with the Library's Gift Policy.

Instructor signature required before item can be placed on Reserve:

Signature: _______________________________ Date: __________________________

Are you Adjunct Faculty? _____ Please list off-campus telephone number __________________

Please select one of the following available loan periods:

2 hours - library use only

2 hours-and-overnight-one-hour-before-closing; On patron request, item is checked out overnight at the end of the day, one hour before the library closes. Item must be returned next business day before 9:00 AM

24 hours, or one full day from hour of checkout

3 day

7 day

Note: Fines are charged for overdue items @ $5.00 per day including immediately following a late "2 hour" checkout, and daily thereafter up to the value of the item.

THANK YOU FOR YOUR HELP AND COOPERATION IN COMPLETING THIS FORM

Contact Theresa Delaney 442-4600, Ext. 8165
E-mail at theresa.delaney@fresnocitycollege.edu
FCC Library Room 207, upstairs directly across from the elevator, Receiving and Processing.
Semester(s) on Reserve: Fall_________ Spring_________ Summer_________ and Year__________

*Date you will retrieve item from Reserve _____________________ Replacement Price_________

Item owned by: instructor, department or, FCC Library

Instructor Name ________________________________ Phone # ___________Ext_________

Course Subject and Number as listed in Class Schedule ______________________________________

Example: Eng 1A

Course Title as listed in Class Schedule _____________________________________________________

Example: Reading and Composition

Fill out this section for author, title, loan period and number of copies:

<table>
<thead>
<tr>
<th>Barcode Number</th>
<th>Call Number</th>
<th>Author</th>
<th>Title</th>
<th>Loan Period (You select, see reverse)</th>
<th>Number Of Copies</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Library Use)</td>
<td>(Library Use)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If left blank, or not retrieved within 30 days of end of term of circulation, FCC Library will consider the item as a donation and will proceed in accordance with FCC Library Gift Policy.

Lost Stolen Discarded Withdrawn Returned to Instructor/Department/FCC Circulation ____________date

Notes: ________________________________________________________________________________

___________________________________________________________# of Circulations______________

01/24/07 tad

Form 13a
REMOVE ITEM FROM RESERVE CIRCULATION COLLECTION  Date___________

INSTRUCTOR: _______________________________ PHONE: ___________________EXT.___________

SUBJECT AND COURSE NUMBER (ex. Eng. 1A) as listed in FCC Class Schedule: ______________________

COURSE TITLE as listed in FCC Class Schedule: ______________________________________________________

TITLE OF BOOK OR ITEM TO BE REMOVED FROM RESERVE: ________________________________________

________________________________________________________

Spine Label Call Number: ____________________________ Barcode #________________

Barcode #________________

TITLE OF BOOK OR ITEM TO BE REMOVED FROM RESERVE: ________________________________________

________________________________________________________

Spine Label Call Number: ____________________________ Barcode #________________

Barcode #________________

TITLE OF BOOK OR ITEM TO BE REMOVED FROM RESERVE: ________________________________________

________________________________________________________

Spine Label Call Number: ____________________________ Barcode #________________

Barcode #________________

PLEASE REMOVE ITEM(S) AND ... (CHECK APPLICABLE):

______ This item belongs to me and I am taking it with me now._______ (initial please)

______ This item belongs to the ______________________ Department:

______ I will return it myself. ____ Please return it for me.

______ Please remove item from the FCC Library Reserve circulation and return it to me

when completed. _____ Call me and I will pick it up. _____ Return by FCC mail.

______ Return to FCC Library circulating collection as it is no longer needed on reserve.

______ Please archive record as this item(s) will be returned to reserve collection another

semester.

______ I no longer want this item(s) so please transfer ownership to FCC Library (_____)

or discard or donate to students _______.

COMMENT:
Student Evaluation of Library Staff
Fresno City College Library

Thank you for coming into the library. Your answers to this survey will help us evaluate our services and staff and make improvements to both. Thank you for your time.

Usually the service at FCC Library is: ____________________________________________

Today it was: ____________________________________________

Please rate the staff member, ___________________ , who assisted you today.

name

<table>
<thead>
<tr>
<th>Approachability</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Ability to understand your question or need</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Knowledge of collection and search tools</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Ability to demonstrate searching techniques</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Helpfulness in locating materials</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Promptness of service</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Overall Impression of the quality of services during this visit</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
</tbody>
</table>

Additional comments: ____________________________________________

________________________________________________________________________

*Name: ________________________________________

*Date: _________________ Time: _________________

Class standing: Freshman_____ Sophomore_____ Other_______

*(this evaluation must be signed and dated to be included in the librarian’s tenure evaluation process, if applicable.)