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1. BORROWING PRIVILEGES

All Central Piedmont Community College students, faculty, staff, and retirees are eligible to borrow materials from the library. Borrowing privileges are also extended to faculty members of the Charlotte Area Educational Consortium (CAEC), Charlotte School of Law (CSL), and students attending colleges within the North Carolina Community College System (NCCCS). Borrowing privileges are occasionally extended to students from other institutions provided that institution has made special arrangements with Central Piedmont Community College. Those not affiliated with the college may use library materials within the library.

ELIGIBLE BORROWER

DEFINITION:

CURRENT CPCC FACULTY AND STAFF

CONSORTIUM BORROWERS

RETIRED CPCC EMPLOYEES

POLICIES:

Policies apply to all valid borrowers.

• Only current CPCC faculty and staff may check out equipment.
• A valid CPCC ID for students is one with the current semester sticker on the back.
• If a current semester-sticker is not visible, library staff may have to look up your registration/enrollment status.
• Borrower records for students, faculty and staff are updated at the beginning of each semester (Fall, Spring, Summer). All borrower records (except full-time employees) expire on the last day of exams.
• Only full time faculty and staff may borrow items during break periods.
• Student with overdue fines of under $5.00 will still be allowed to check-out materials. If accrued fines are $5.00 or more, at least a partial payment bringing total fines owed below $5.00 must be made before checkout is allowed.
• Student borrowers will be asked to present valid/current government issued forms of ID to checkout library equipment.
Current students, or eligible borrowers inadvertently not listed in the library’s computer system, will be added manually as permissible.

CONSORTIUM POLICIES

The Central Piedmont Community College Library has partnerships with various organizations outside of the college proper.

CPCC Library will issue a Consortium Borrower Card, which will expire at the end of each semester* (Fall, Spring, Summer).

The institutions are:

- Charlotte School of Law (CSL)
  - CSL Law School faculty and staff
  - Students currently enrolled in CSL’s Juris Doctor Program
  - Only CSL Law School faculty with CSL identification will be permitted to check-out circulation items
- Art Institute of Charlotte (AIC)
  - Currently enrolled student
  - Currently employed faculty, or staff member
  - Must provide valid identification showing current college affiliation
  - No equipment check-out
- Catawba College
  - B.A. Business Degree students and Business School faculty ONLY
  - Must provide current Catawba College ID
  - No equipment check-out
- Charlotte Area Educational Consortium
  - CAEC policies are available at http://www.caeconline.org/grants/programs.htm
  - Open to all faculty of CAEC full-membership organizations
  - Valid institution issues ID is required
  - No equipment checkout
  - Part-time faculty must have the appropriate department head signature before receiving the consortium card. The form is available online at
    - http://www1.cpcc.edu/library/library-services/faculty-resources/CAEC/caec

Note:
*According to CAEC policy, joint borrowers' cards are issued for the academic year (nine months) only. At CPCC, this is interpreted as September - May. Temporary faculty employed on a term-to-term or similar basis will be issued a Joint Borrower's Card to expire at the end of the term of their appointment. A new card must be requested for the summer months.

IDENTIFICATION
• All borrowers must present a valid form of school ID.
• CPCC affiliated students and employees must present a valid (current) CPCC ID
• Eligible borrowers from other institutions (consortia) must present a valid ID issued by their institution.

EXPIRATION DATES

• Students, part-time faculty/staff, retired faculty/staff, consortium borrower accounts expire on the last day of classes for semester.
• Current, full-time faculty/staff records do not expire.

2. LOAN PERIODS

<table>
<thead>
<tr>
<th>Student &amp; Other</th>
<th>Check-out Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiobooks</td>
<td>21 Days</td>
</tr>
<tr>
<td>Books Circulating</td>
<td>21 Days</td>
</tr>
<tr>
<td>CD/CD-Roms</td>
<td>21 Days</td>
</tr>
<tr>
<td>Crossroads Café</td>
<td>7 Days</td>
</tr>
<tr>
<td>Disability Services Equipment</td>
<td>Semester</td>
</tr>
<tr>
<td>DVD/VHS Circ &amp; Leisure</td>
<td>7 Days</td>
</tr>
<tr>
<td>Reserve</td>
<td>3 Hours</td>
</tr>
<tr>
<td>Student Equipment</td>
<td>3 Hours</td>
</tr>
<tr>
<td>Telecourses</td>
<td>3 Hours</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>28 Days</td>
</tr>
</tbody>
</table>

*some specialty equipment exists

<table>
<thead>
<tr>
<th>Full-Time Faculty</th>
<th>Check-Out Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiobooks</td>
<td>21 Days</td>
</tr>
<tr>
<td>Books Circulating</td>
<td>Semester</td>
</tr>
<tr>
<td>Books, Leisure/Kindles</td>
<td>21 Days</td>
</tr>
<tr>
<td>CD/CD-Roms</td>
<td>21 Days</td>
</tr>
<tr>
<td>DVD/VHS Circ &amp; Leisure</td>
<td>7 Days</td>
</tr>
<tr>
<td>Extended Equipment Checkout</td>
<td>Semester</td>
</tr>
<tr>
<td>Equipment, Faculty</td>
<td>14 Days</td>
</tr>
<tr>
<td>Telecourses</td>
<td>3 Hours</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>28 Days</td>
</tr>
</tbody>
</table>
MAXIMUM NUMBER OF ITEMS

The CPCC library limits all borrowers (students and employees) as follows:

**Fifteen (15) books per patron.**
**Three (3) items per person for the following:**
- **Audiobooks**
- **DVDs (VHS)**
- **Others as applicable**

**Equipment**
- **One (1) type of item per person**

**Reserves**
- **Will count towards maximum number of allowed checkouts**

RENEWALS

A borrower may renew renewable items provided the material is not needed for another borrower. This renewal may be done **either in person, by telephone or via the online at www.cpcc.edu/library** by clicking on **MyAccount** on our homepage and logging in with your CPCC Login ID.

---

**3-2-1 RENEWALS**

Only applies to items which check-out 21 days

**THREE (3) WEEK ORIGINAL CHECKOUT**

**TWO (2) WEEK, FIRST RENEWAL**

**ONE (1) WEEK, SECOND RENEWAL**
CHECKOUT PERIODS ARE

7 DAYS ORIGINAL CHECKOUT
7 DAYS RENEWAL
NO SECOND (2ND) RENEWAL

TELEPHONE RENEWALS

For telephone renewals, call one of the following:

(704) 330-6885 CENTRAL CAMPUS (CIRCULATION DESK)
(704) 330-4212 LEVINE CAMPUS
(704) 330-4103 NORTH CAMPUS
(704) 330-4818 CATO CAMPUS
(704) 330-4418 HARPER CAMPUS
(704) 330-4618 HARRIS CAMPUS

LOAN PERIOD POLICY DETAILS

1. Renewals are granted dependent upon:
   a. material type
   b. the presence of a request for the material by another patron
2. Additional renewals beyond the original “3-2-1 Policy” are generally not granted.
3. So that other patrons may have a chance to find the item by browsing, materials will not be renewed consecutively beyond the “3-2-1 Policy” Items must be returned to the shelf for 24
hours before being checked out again to the same patron. (However, extenuating circumstance may be considered.)
4. Staff will not discharge a book then immediately check the book out again to the same patron the same day when the renewal maximum has been reached. Materials must return to the shelf for a minimum of 24 hours before being checked out again to the same patron.
5. Library materials can be renewed in person or by phone or through the library's webpage @ www.cpcc.edu/library
6. Overdue materials can be renewed; however, any fines incurred prior to the renewal will be added to the patron's account.
7. To maintain the integrity of the holds system, items which other patrons have requested may not be renewed.
8. When the renewal limit has been reached, it is the patron's responsibility to return the item or risk incurring fines and/or lost book charges.
9. Staff will provide patrons with the new due date whenever an item is renewed. If an item is renewed over the phone, it is the patron's responsibility to record the new due date.
10. **If the patron's account is delinquent (current fines are at or above $5.00), materials cannot be renewed.** Exceptions can be granted at the discretion of the manager or designated substitute.
11. Renewal requests for Interlibrary Loan materials can only be granted through the Interlibrary Loan department. They must be requested at least five days before the item is due.
12. Holds cannot be placed on multiple copies of the same item.
13. Grace periods
   a. 3-hour checkout has 1 hour grace period
   b. 7-day checkout has 1 day grace period
   c. 14-day checkout has 1 day grace period
   d. 21-day checkout has 1 day grace period
3. EQUIPMENT POLICY

OVERVIEW

- All employees will adhere to the college’s policies regarding college equipment. See here.
- Any current fulltime or part-time CPCC employee (including work-study students) are eligible to check-out laptops and other college equipment.
- CPCC staff members are responsible for renewing their equipment.
- All equipment is subject to recall following the initial circulation period.
- The person borrowing this equipment is responsible for the security of the equipment and its components. It will be inspected before the item is checked out and upon its return by a library staff member.
- In the event the equipment is stolen and the borrower is expecting an insurance settlement to pay for the equipment, the borrower will provide the library with the police report of the stolen equipment and/or components. The borrower remains responsible for the equipment until the insurance clears or the College determines that the borrower is not responsible for the equipment.
- Faculty do not accrue overdue fines. However, equipment not returned by the due date, will receive a bill reflecting the replacement cost of the equipment.
- All equipment must be returned to the campus from which it was borrowed unless special arrangements are agreed upon. At the Central Campus, equipment, including laptops, should be returned to the Circulation Desk (Central Library) or campus library manager.

STUDENT EQUIPMENT POLICY

DEFINITION

LAPTOPS AND NETBOOKS

GRAPHIC CALCULATORS
POLICY DETAILS

- Only students may check-out student equipment
- **Work-study students** may check out ALL student equipment AND faculty/staff equipment
- Students may take the equipment to class if needed
- Check-out period is 3 hours. **No renewals are allowed**
- Each student must sign an Equipment Agreement form for each semester
- The student is responsible for any damage or missing parts to the computer
- A replacement fee for items not returned will be assessed. This fee can range from $100-$500+
- A standard replacement cost will be charged for a missing accessories.
- Must present a state issued form of ID
  - Students’ government issued ID will be copied
  - All copies of IDs will be destroyed (shredded) at the end of each semester.
  - International students may present a valid/current international passport in lieu of a state issued form of ID

CATO MIDDLE COLLEGE

- Cato Middle College students do not have to show a state issued ID
- Must present school ID.

4. LIBRARY MATERIAL HOLDS POLICY (HOLDS)

POLICY STATEMENT

The CPCC Library accepts holds for library materials in order to provide access to high demand materials and materials located at other CPCC campuses.

DEFINITIONS

*A HOLD IS A REQUEST PLACED BY A PATRON, FOR AN ITEM FROM THE COLLECTION TO BE HELD IN THEIR NAME FOR FUTURE PICKUP FROM A DESIGNATED LOCATION.*
A PATRON IN GOOD STANDING IS DEFINED AS AN INDIVIDUAL WHOSE RECORD SHOWS NO OVERDUE OR LOST MATERIALS, FINES IN EXCESS OF $5.00, OR MORE THAN FOUR CLAIMS RETURNED ITEMS.

POLICY DETAILS

1. All library patrons in good standing may place holds on library materials.
2. Patrons with blocked records may not place holds on materials.
3. There is no charge for placing a hold on library materials.
4. Course Reserves and Reference materials may not have holds placed on them.
5. All items listed in the online catalog may have holds placed on them.
6. Holds must be picked up in person and can only be checked out by the patron who requested the material.
7. Once an item is available for pick-up, the patron has 7 days before the item is placed back into the collection.
8. Holds cannot be checked-out by third parties.
9. Patrons are limited to 10 holds at any given time.
10. Patrons may place holds in person, by telephone, and via the CPCC Library website.
11. Patrons are blocked from placing holds through the online catalog if their records are blocked.
12. Patron's may designate the location at which they would like to pick up the hold.
13. Patrons will be notified by email that the held item is available for pickup.
14. Patrons will be notified by email if their item cannot be located within 5 business days.
15. Patrons may place a hold on on-order items as soon as they are listed in the online catalog.
16. Holds will be held for the patron for seven days after the notification date.
17. If holds are not picked-up by patrons after seven days, the item(s) are placed back in the collection.
18. Holds will remain active (stay in the Holds-queue) for 90 months. If the hold has not been filled by that time, patrons will receive a notice from the library that their hold has been cancelled.

RECALLS - POLICY

Circulating books and circulating media may be recalled by library staff. Loaned items are recalled when they need to be returned to the library before the due date. The original borrower is guaranteed to have the material for 5 days and upon recall notification, has 5 days to return the material.

If the borrower ignores the recall notice, the borrower's Division Director or Dean will be contacted.
IMPORTANT

A $1.00 PER DAY FINE WILL BE ASSESSED FOR EVERY DAY THE ITEM IS NOT RETURNED AFTER THE PATRON HAS BEEN NOTIFIED.

CONFIDENTIALITY OF BORROWERS' RECORDS

Library borrower records, including circulation records, interlibrary loan records, and database search records, are strictly confidential. CPCC libraries adhere to N.C. General State 125-19 (2004).

All library forms with patron information will be destroyed (shredded) at the end of each fiscal year.

§ 125-19. Confidentiality of library user records

(a) Disclosure. -- A library shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the library, except as provided for in subsection (b).

(b) Exceptions. -- Library records may be disclosed in the following instances:

(1) When necessary for the reasonable operation of the library;
(2) Upon written consent of the user; or
(3) Pursuant to subpoena, court order, or where otherwise required by law.

CPCC libraries, in compliance with Family Education Rights and Privacy Act (FERPA), protect the privacy of student education records and do not release this information.

http://assembler.law.cornell.edu/uscode/html/uscode20/usc_sec_20_00001232---g000-.html
5. FINES AND FEES

POLICY STATEMENT

THE CPCC LIBRARY CHARGES FINES AS AN INCENTIVE FOR PATRONS TO RETURN MATERIALS IN A TIMELY MANNER SO THAT OTHER PATRONS CAN HAVE ACCESS TO THE ITEMS. THE CPCC LIBRARY CHARGES FEES TO OFFSET THE COST OF RECOVERING AND REPLACING LOST AND DAMAGED LIBRARY MATERIALS.

- A fine is a variable charge imposed for the late return of library materials.
- A fee is a fixed charge imposed to cover the cost of processing replacement library materials or recovering or replacing lost ones.

FINES AND FEES TABLE

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRINT MATERIALS</td>
<td>$0.25 PER DAY</td>
</tr>
<tr>
<td>A/V MATERIALS</td>
<td>$1.00 PER DAY</td>
</tr>
<tr>
<td>RESERVES</td>
<td>$2.00 PER HOUR</td>
</tr>
<tr>
<td>EQUIPMENT</td>
<td>$10.00 PER HOUR</td>
</tr>
<tr>
<td>FINE FOR UNRETURNED RECALLS</td>
<td>$1.00 PER DAY</td>
</tr>
<tr>
<td>UNRETURNED ILL</td>
<td>$1.00 PER DAY</td>
</tr>
<tr>
<td>CROSSROADS CAFÉ FINES</td>
<td>LINK TO CROSSROADS CAFÉ PAGE</td>
</tr>
</tbody>
</table>
OVERDUE NOTICES AND CHARGES

Overdue notices are sent as a courtesy. Overdue notices are sent once an item(s) is kept past the due date. Non-receipt of overdue notices does not discharge the borrower from paying overdue fines. It is the responsibility of the borrower to monitor their library transactions through the online catalog and to have a current email address on file.

Patrons will receive special overdue notices 4 days prior to the end of each semester, as a reminder to return materials before the semester due date.

<table>
<thead>
<tr>
<th>Checkout Period</th>
<th>Pre-Overdue</th>
<th>First Overdue</th>
<th>Second Overdue</th>
<th>Lost/Bill</th>
<th>Statement of Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 Days Prior</td>
<td>1 Day Overdue</td>
<td>2 Days Overdue</td>
<td>3 Days Overdue (Final Notice)</td>
<td>Until payment has been made.</td>
</tr>
<tr>
<td></td>
<td>4 Days Prior</td>
<td>1 Day Overdue</td>
<td>2 Days Overdue</td>
<td>3 Days Overdue (Final Notice)</td>
<td>Until payment has been made.</td>
</tr>
<tr>
<td></td>
<td>4 Days Prior</td>
<td>7 Days Overdue</td>
<td>14 Days Overdue</td>
<td>21 Days Overdue (Final Notice)</td>
<td>Until payment has been made.</td>
</tr>
<tr>
<td></td>
<td>30 Minutes Prior</td>
<td>30 Minutes Overdue</td>
<td>1 Hour Overdue</td>
<td>1+ Hour Overdue (Final Notice)</td>
<td>Until payment has been made.</td>
</tr>
<tr>
<td></td>
<td>4 Days Prior</td>
<td>1 Day Overdue</td>
<td>2 Days Overdue</td>
<td>3 Days Overdue (Final Notice)</td>
<td>Until payment has been made.</td>
</tr>
</tbody>
</table>

SPECIAL END OF THE SEMESTER REMINDER

Prior to the end of the semester special reminder will be send to all patrons with outstanding materials on their accounts: The reminder will include:

- Item Due Date(s)
- List of Outstanding Materials

MEANS OF COMMUNICATION

Following CPCC practice, email is the official means of communication with our borrowers. One courtesy reminder is sent prior the item(s) due date.
In addition, patrons may opt-in to receive text messages in instead of email notifications.

**PROCEDURES FOR NON-RESPONDENTS**

The library regularly reports lost material to the college’s student information system.

- Any unpaid lost material will result in a student being blocked from registration, obtaining transcripts, and any other college-related documents.
- Library borrowing privileges are suspended until fines are under $5.00.
- Any fines related to lost material must be paid **IN FULL** in order to be unblocked from the college’s systems.

**LOST BOOK FINES AND PROCESSING FEES**

After an item is 21 days overdue (or if the maximum overdue fine threshold of $20 is reached first), any outstanding library material will be assessed the following charges:

- $10.00 processing fee which **WILL NOT** be waived.
- Cost to the library to replace the item.
- Extenuating circumstances will be addressed on a case-by-case basis, at the discretion of library administration.

**RETURNING LOST MATERIALS**

Once a lost item is returned:

- The following charges will be removed:
  - $10.00 processing fee
  - Replacement cost
- The following charges will be added:
  - Accrued overdue fines

**PAYPAL MINIMUM PAYMENT**

Overdue fines must be a minimum of $5.00 in order to use PayPal as a method of payment. Payment must be made through the patron account page.
6. REPLACEMENT OF LOST OR DAMAGED MATERIALS

REPLACEMENT CHARGES FOR LOST MATERIALS AND EQUIPMENT

ALL LIBRARY PATRONS, INCLUDING FACULTY, ARE RESPONSIBLE FOR LOST MATERIALS CHARGES. CHARGES FOR LOST MATERIALS ARE ASSESSED TO REPLACE THE ITEMS LOST. THEY DO NOT CONSTITUTE PURCHASE OF LOST MATERIALS, WHICH REMAIN THE PROPERTY OF THE STATE OF NORTH CAROLINA.

REFUND FOR LOST MATERIALS

Refunds for lost items will not be issued. Even if payment has been remitted and the patron locates the item, refunds cannot be made.

REPLACEMENT PURCHASES

The library no longer accepts patron purchased replacements for material.

REPLACEMENT CHARGES FOR CROSSROADS CAFÉ

Replacement charges for Crossroads Café materials are not set by the library and have special policies associated with them.

The following charges will apply for the Crossroads components:

- Entire kit - $50.00
- DVD - $12.00
- Both printed materials - $25.00
- Single printed material - $12.50

LEP coordinators will be contacted to replace lost and or damaged items.

For the complete policy regarding Crossroads Café, please see section 8.2.

REPLACEMENT CHARGES FOR DISABILITY SERVICES EQUIPMENT

Replacement of Disability Services Equipment
7. SPECIAL POLICIES

FOR SALE ITEMS

DEFINITION

THE LIBRARY OFFERS A VARIETY OF ITEMS FOR SALE TO PATRONS.

Policies

- Items must be paid for at time of purchase.
- Library staff are not able to add the cost of a for sale item to the patron account to be paid later.

CROSSROADS CAFÉ

POLICY STATEMENT

CROSSROADS CAFÉ KITS ARE TO BE CHECKED-OUT FROM PARTICIPATING CAMPUS LIBRARIES ONLY BY STUDENTS ENROLLED IN LEP 6000 AT THAT PARTICULAR CAMPUS. A VALID BORROWER WILL EITHER BE LISTED IN THE LIBRARY’S DATABASE, LISTED ON THE REGISTRATION ROSTER PROVIDED BY CROSSROADS STAFF OR HAS A REGISTRATION FORM FROM THE LEP FACULTY MEMBER.

Policy Details

- The borrower must present a valid CPCC ID.
- Students may only borrow one kit at a time.
- Kits are loaned for 7 days with one (1) additional, 7-day renewal, provided student does not have an overdue fine in excess of $5
- Students will be limited to one kit per person. No more than one (1) kit can be checked-out on a patron account at any given time
- Renewals can be made in-person, over the phone, or at the library’s website.
- There are no check-outs or renewals on the final week of class.

For charges associated with Crossroads Café, please see section 7.3
DAMAGE TO MATERIALS

Policy

Library patrons are responsible for returning books in good condition and will be assessed fines for damages. Types of damage for which a patron will be charged include, but are not limited to, water damage, pen/pencil marks, torn/ripped pages or covers. Fines will be assessed according to the severity of the damage and range starting at $5.00 to the full replacement cost of the book.

If patrons wish to check out a book that is already damaged, they should show the damage to the circulation desk staff, who will make a note in the record and not hold them responsible when the book is returned.

Circulation staff will note, upon material check-in if an item’s condition has changed. Notes will be placed on both the item record (for future patrons) and on the record of the patron returning the item.

<table>
<thead>
<tr>
<th>Fee Schedule for Damaged Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>The library charges fees for damaged materials and equipment. If damage is minor and the item can be repaired or mended locally, staff will assess the charge. Examples of minor damage include a missing barcode, a missing spine label, a slightly torn page, etc. Barcode (damaged or removed)</td>
</tr>
<tr>
<td>Spine label (damaged or removed)</td>
</tr>
<tr>
<td>Security strip (damaged or removed)</td>
</tr>
<tr>
<td>Torn page (repairable)</td>
</tr>
<tr>
<td>Missing page (replicated and restored)</td>
</tr>
<tr>
<td>Damage other than noted above to book or item repairable in-house</td>
</tr>
<tr>
<td>Damage to item (or equipment) rendering it beyond repair</td>
</tr>
<tr>
<td>Missing/damaged part when replacement can be acquired (for equipment)</td>
</tr>
<tr>
<td>Missing/damaged part when replacement cannot be acquired (Thus rendering equipment unusable)</td>
</tr>
<tr>
<td>Water, fire, heat, mold, insect or other damage rendering item (or equipment) unusable</td>
</tr>
<tr>
<td>Loss or other damage (not noted above) to item (or equipment) rendering it unusable</td>
</tr>
</tbody>
</table>

Note: When actual retail price cannot be determined, the system default price will be assessed.
MUTILATION AND THEFT OF LIBRARY MATERIALS AND EQUIPMENT

Policy

Mutilation and theft of library materials are serious matters. Sanctions and criminal liability are outlined in NCGS 14-398, "Theft or destruction of property of public libraries, museums, etc."

The library involves Campus Security and the Associate Vice-President for Student Support Services in any suspected violations of mutilation and theft of any library property.

If a community library user is suspected of mutilation and/or theft of library materials, library staff will call Campus Security and the suspected offender can be banned from the library.

REPORTING A STOLEN LIBRARY ITEM

Policy

If an item belonging to the library is stolen from a patron, the patron should report the theft immediately to the proper authorities and notify the library as soon as possible. If the patron can provide a copy of the police report or official documentation from the police department with the file number, then overdue fines (if any) and service charges will be waived and the patron will be charged only for the replacement cost of the item. If a police report is unobtainable, then the patron will be charged a service charge of $10.00 in addition to the replacement cost. The patron is responsible for the replacement cost of the item in all circumstances.
CLAIMS RETURNED POLICY

DEFINITIONS

CLAIMS RETURNED MEANS THAT A PATRON HAS INDICATED THAT THEY HAVE RETURNED AN ITEM THAT THE COMPUTERIZED CIRCULATION SYSTEM INDICATES IS STILL ON THEIR ACCOUNT.

POLICY STATEMENT

The CPCC Library extends the privilege to patrons of claiming that they have returned materials that the circulation system indicates are still checked out to them. This policy acknowledges that staff occasionally errs in checking-in materials from a patron's record.

POLICY DETAILS

1. If a patron indicates, by phone or in person, that they have returned items the computerized circulation system indicates are still checked out to them, the staff will search the shelves for the items. This may include contacting other branches.
2. A staff person will immediately initiate a shelf search. If the staff person finds the items in question, the items will be discharged from the patron's record in such a way that no fines will be incurred.
3. If the staff person does not find the items in question on the shelf, he/she will mark the items “claims returned” on the patron's record.
4. Patrons will be notified either in person or by phone of the status of their accounts after the search.
5. Patrons may search the shelves for the items in question. If they are found, the items will be discharged from the patron's record in such a way that no fines will be incurred.
6. Items marked claims returned remain on the patron's record. Patron's may have four claims returned items on their record and maintain borrowing privileges. Upon claiming the fifth item to be already returned, the patron will lose his or her borrowing privileges until the items in question are returned or paid for.
7. Claims returned status will be removed from an item on a patron's record only if the item is located either by the patron at home or by staff at the library and subsequently discharged.
8. The library maintains, as a part of the patron's record, the number of items a patron has claimed to return over their lifetime as a patron.
9. If a patron finds an item previously claimed to be returned they are expected to return the item to the library and will not incur a penalty for doing so.
PRINTING

All CPCC libraries are on the college-wide pay-for-print system and do not collect fees for basic student printing.

COLOR PRINTING

Availability of color printing varies based on campus location. Please check with your local campus librarian if color printing is available in the library.

MONIES COLLECTED

- Monies collected for fines and lost or damaged items are submitted to the library secretary for deposit into the appropriate accounts. Refunds for lost items will not be issued.

- Other monies collected at the circulation desk may be: flash drive sales, miscellaneous items, or payments for other billable library services. (A fee schedule will be posted at the collection point and online.)

APPEAL OF LIBRARY FINES OR CHARGES

A borrower may appeal if he/she believes the library charges are mistakenly assessed or extenuating circumstances warrant reduction or cancellation of the charges. Appeals should be made within 30 calendar days of the original Library charge. However, once payment has been made, replacement fees for lost materials will not be refunded.

A notice of overdue items is sent as a courtesy reminder. **Non-receipt of an overdue notice does not exempt borrower from fines or charges.** It is the borrower's responsibility to assure that a current email address is on file in the library record. A borrower may appeal by completing an Appeal of Library Charges form available at the Circulation desk. The outcome of this appeal will be emailed to the borrower and noted in the borrower's record.

The Circulation Services Coordinator's decision may be appealed to the Assistant Director for Libraries within two weeks of receipt of the initial decision. The Assistant Director for Libraries will make a decision in writing within two weeks of receipt of the appeal.

Reasons generally not regarded as valid for canceling or reducing charges:
- Lack of knowledge of library policy
- Disagreement with library fine or fee structure
- Inability to pay fees and charges
CENTRAL PIEDMONT COMMUNITY COLLEGE
CIRCULATION POLICIES

- Material loaned to a third party
- Non-receipt or late receipt of library reminder notice
- Returning items to libraries other than CPCC libraries
- Being out of town
- Forgetting the due date
- Term breaks, leaves, vacations, exams, car problems, etc.

COPYRIGHT POLICY

The CPCC Libraries follow Copyright/Fair Use guidelines regarding duplication and distribution of intellectual property. LINK NEEDED.

RECEIPTS FOR RETURNED MATERIALS

- Patrons may request receipts when they return library materials and before they are placed in the return book drop.
- While it is preferred that library materials be returned to the circulation desk from which they were originally charged, they may be returned to any of CPCC campus libraries or service units.
- Receipt may also be emailed or sent by text message
  - Test messaging is opt-in only.

STUDY ROOMS

Reservations for group study rooms can be made at the library service desk by current CPCC students. At Central Library, please visit the Circulation Desk at the front of the building. A limited library have group study rooms. Please see this link for which libraries have these accommodations.

Study rooms are available for students for group study only. The group using the study rooms can be no less than 2 and no more than 8 - 10. At least 2 students must present their IDs when reserving a room and all must present their IDs when using the room.

Study rooms are on first-come, first-serve basis and may be reserved for a maximum of 2 hours. At the end of the reservation period, students (or students from the study group) may not apply for another study room until 2 more hours have passed.

If a study group is more than 15 minutes late for their room appointment, the room may be reassigned to another group.

(Link to the campuses with study rooms and directly to info on their study rooms.)