

## **CPCC Libraries - Circulation Policy**

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## 1.0 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) 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.

### 1.1 Eligible Borrowers

- Only current CPCC faculty and staff may check out equipment.
- Faculty/staff borrowing privileges are not extended to work-study students employed by CPCC.
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- A “valid CPCC ID” for students is one with the current semester sticker on the back.
- Borrower records for students, faculty and staff are uploaded from the CPCC computer 4 times during the semester. All borrower records expire on the last day of exams, unless the last day falls on a weekend.
- Only full time faculty and staff may borrow items during break periods.
- Students with overdue fines of under \$10.00 will still be allowed to check-out materials. If accrued fines are \$10.00 or more, at least a partial payment bringing total fines owed below \$10.00 must be made before checkout is allowed.
- Sometimes it is necessary to enter new borrowers if a scan of the barcode on the CPCC picture ID or a search shows that the borrower is not in the system. A Borrower must present a valid CPCC picture ID, a CAEC Card or NCCCS card and a state issued picture ID,
- Borrowers will not be asked for social security numbers.

### 1.13 – CAEC Cards

- CAEC policies are available at <http://www.caeconline.org/grants/programs.htm>
- 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>
- 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.
- Each library will maintain a record of cards issued to CPCC faculty. Information should contain date, name, home address, campus address, department, telephone numbers and email address.

## 1.2 Identification and Check-out and Check-in

Borrowers must present a valid CPCC college ID. CAEC and NCCCS borrowers must present a borrowing card from their home school and a state issued picture ID. Special arrangement students must present picture ID from their school. Those not affiliated with the college who wish to use computers or media within the library must present a state issued photo ID.

## 1.3 Loan Periods

	<b>CPCC Students</b>	<b>CPCC Faculty/Staff</b>	<b>NCCCS/CAEC Students</b>	<b>Interlibrary Loan/Consortium/Retirees</b>
Circulating Books	21 Days	End of Semester	3 Days	28 Days
Leisure Reading Books	21 Days	21 Days	3 Days	Non-Circulating
Circulating Media DVDs, VHS except Crossroads Cafe	7 Days	7 Days	Library Use Only	Library Use Only
Faculty Media DVDs, VHS except Crossroads Cafe	Library Use Only	7 Days	Library Use Only	Library Use Only
Equipment, except laptops	Non-Circulating	Up to 7 Days, 1 renewal	Non-Circulating	Non-Circulating
Laptops * special policies apply	Non-Circulating	Up to 14 days, 1 renewal-Subject to recall	Non-Circulating	Non-Circulating
CPCC Collection	Library Use Only	Library Use Only	Library Use Only	Library Use Only
Recorded Audio Media	7 Days	7 Days	Library Use Only	Library Use Only
Crossroads Café *special policies apply	7 Days,	Library Use Only	Library Use Only	Library Use Only
Periodicals & Reference Books	Library Use Only	Library Use Only	Library Use Only	Library Use Only
Reserve Materials	Loan Periods Vary	Loan Periods Vary	Library Use Only	Library Use Only
Telecourses	Library Use Only	Library Use Only	Library Use Only	Library Use Only

### **1.3.1 Laptops –**

#### **LAPTOP POLICY:**

- Any current fulltime or part-time CPCC employee can check-out laptops.
- Laptops are loaned for a period up to 2 weeks with a maximum 2 week renewal.
- CPCC staff members are responsible for renewing their laptops.
- A laptop 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. If the equipment or any of its components are missing the borrower will pay the replacement costs within 30 days of the due date. 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.

Fines accrued for overdue laptops are received at any circulation/media desk.

*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 Media Desk.*

### **1.3.2 Crossroads Café –**

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 is either in the Symphony database; listed on the registration roster provided by Crossroads staff or has a registration form from the LEP faculty member.

- The borrower must present a valid CPCC ID.
- Students may borrow only one kit at a time.
- Kits are loaned for 7 days with 1 renewal provided student does not have an overdue fine in excess of \$10.
- Renewal is in-person only.
- There are no check-outs or renewals on the final week of class.

### **1.4 Maximum Items That May Be Checked Out**

The CPCC library limits all borrowers to 15 books. All other non-book items (including but not limited to audiobooks, circulating DVDs and VHS) are limited to 3 out at one time. Consortium borrowers, NCCCS students, and CPCC retirees are limited to 5 books.

Additional loans are allowable, depending upon the discretion of the library staff on duty.

### **1.5 Renewals**

A borrower may renew renewable items one (1) time provided the material is not needed for another borrower. This renewal may be done either in person, by telephone or via the online catalog. For telephone renewals, call one of the following:

(704)330-6885 Central Campus Circulation Desk  
(704)330-6701 Central Campus Media Desk

(704)330-4212 Levine Campus

330-4103 North Campus  
330-4818 Cato Campus  
330-4418 Harper Campus  
330-4618 Harris Campus

Additional renewals may be allowed, depending upon the discretion of the library staff on duty

## **1.6 Requests**

A borrower may place a request on a circulating book or circulating media item located in another CPCC campus library. When requested items are received, the borrower is notified by email. Borrowers may likewise place a request on an item that is checked out.

## **1.7 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. The due date can be manually changed if necessary.

Laptops are subject to recall following the original 2-week loan period. If the recall notice is ignored by the borrower, the borrower's Division Director or Dean will be contacted.

## **1.8 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).

§ 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), protects the privacy of student education records and does not release this information.

[http://assembler.law.cornell.edu/uscode/html/uscode20/usc\\_sec\\_20\\_00001232---g000-.html](http://assembler.law.cornell.edu/uscode/html/uscode20/usc_sec_20_00001232---g000-.html)

## 2.0 OVERDUE MATERIAL

### 2.1 Overdue Fines – Policy

	<b>CPCC Students</b>	<b>CPCC Faculty/Staff</b>	<b>NCCCS/CAEC Students</b>	<b>Interlibrary Loan/ Consortium/ Retirees</b>
Circulating Books	\$.20 Per Day	No Fine	\$.20 Per Day	No Fine
Leisure Reading Books	\$.20 Per Day	No Fine	\$.20 Per Day	No Fine
Circulating Media DVD, VHS except Crossroads Cafe	\$.20 Per Day	No Fine	N/A	N/A
Faculty Media VHS, DVD except Crossroads Cafe	N/A	No Fine	N/A	N/A
Equipment	N/A	No Fine	N/A	N/A
Laptops	N/A	No Fine	N/A	N/A
Recorded Audio Media	\$.20 Per Day	No Fine	N/A	N/A
Crossroads Café	\$.20 per day	N/A	N/A	N/A
Periodicals & Reference Books	N/A	No Fine	N/A	N/A
Reserve Material	\$1.00 Per Day	No Fine	N/A	N/A
Telecourses	\$1.00 Per Day	No Fine	N/A	N/A

The maximum overdue fine is \$5.00 per item.

## **2.2 Overdue Notices and Charges**

Overdue notices are sent as a courtesy. Non-receipt of overdue notices does not discharge the borrower from paying overdue fines. It is the responsibility of the borrower to monitor his/her library transactions through the online catalog and to have a current email address on file.

### **2.2.1 Notices**

Following CPCC practice, email is the official means of communication with our borrowers. One courtesy reminder is sent prior the item(s) due date. Only one notice for overdue books and circulating media is sent when the item is 14 days overdue.

Notices for overdue reserve items and equipment are sent when the item(s) is 1 day overdue.

### **2.2.2 Final notice/invoice**

Final notice of an overdue book or circulating media is sent when a material is 28 days overdue. This invoice advises the borrower of the replacement cost of the book.

## **2.3 Procedures for non-respondents**

Prior to each semester's registration period the library will report lost materials and unpaid fines of \$50.00 or more from the previous semester to the college information system.

- Students will not be able to register or receive transcripts from the college until accounts are resolved.
- Library borrowing privileges are suspended until the charges for lost materials are resolved and remaining fines are reduced to \$10 or less.
- Once unpaid fines are posted with the college information system they cannot be paid at the library. Outstanding balances must be settled online via Paypal or in person with the campus cashier.

## **3.0 REPLACEMENT OF LOST OR DAMAGED MATERIALS**

### **3.1 Replacement Charges for Lost Materials and Equipment**

#### **3.1.1 Books and Media**

The library uses standard library reference tools to determine the replacement cost of library materials.

It is possible for a borrower to supply a replacement copy of the same edition of the lost item. Circulation staff must check with either the cataloger or a reference librarian to establish that the replacement is the same edition or an acceptable replacement.

##### **3.1.1.1 Replacement Charges for Crossroads Café**

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.

### 3.1.2 Library equipment

Library equipment includes but is not limited to laptops, video data projectors, digital cameras and portable screens. Equipment includes all the peripherals. The library uses standard reference tools to determine equipment and peripheral costs.

### 3.1.3 Refund for lost materials that are found

The library will not refund payments for lost items.

### 3.2 Damaged Materials

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)	\$5.00
Spine label (damaged or removed)	\$5.00
Security strip (damaged or removed)	\$5.00
Torn page (repairable)	\$5.00
Missing page (replicated and restored)	\$5.00
Damage other than noted above to book or item repairable in-house	\$10.00
Damage to item (or equipment) rendering it beyond repair	Full replacement price of item (or equipment)
Missing peripheral (damaged part) when replacement can be acquired (for equipment)	Full replacement price of peripheral
Missing peripheral (damaged part) when replacement cannot be acquired (Thus rendering equipment unusable)	Full replacement price of item (or equipment)
Water, fire, heat, mold, insect or other damage rendering item (or equipment) unusable	Full replacement price of item (or equipment)
Loss or other damage (not noted above) to item (or equipment) rendering it unusable	Full replacement price of item (or equipment)

*Note: When actual retail price cannot be determined, the system default price will be assessed.*

### 3.3 Mutilation and Theft of Library Materials and Equipment

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 for 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.

### **3.4 Miscellaneous**

#### **3.4.1 Printing**

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

#### **3.4.2 Monies collected**

- Money collected for fines and lost or damaged items is 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 printing charges, or payments for other billable library services. (A fee schedule will be posted at the collection point and online.)

#### **3.4.3 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.

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 Library Director or Dean within two weeks of receipt of the initial decision. The Library Director or Dean 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
- 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.