Everett I. L. Baker Library
Norwalk Community College

LIBRARY POLICY MANUAL

2016
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**Everett I. L. Baker Library Mission Statement**

The Everett I.L. Baker Library serves the students, faculty, and staff of Norwalk Community College, as well as the community at large, as a gateway to information for knowledge seekers. In our support of the College's mission and academic curricula, the Library strives to provide a broad range of services in a welcoming environment for our diverse population of users. Additionally, the Library is dedicated to achieving the educational objectives of the College by promoting innovative technologies and extending instructional venues that encourage the ability to identify, access, evaluate and present information relevant to the topic being studied.

Created & Adopted: Spring 2009

The Norwalk Community College Library subscribes to the principles held forth in the Library Bill of Rights and in the American Library Association’s Code of Ethics. In the following statements, the term “community” may be taken as synonymous with the Norwalk Community College population.

**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 that 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 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 respect intellectual property rights and advocate balance between the interests of information users and rights holders.

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 at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.
Copyright Policy and Guidelines

The NCC Library maintains strict adherence to the Copyright Policy of 1976 (Title 17 of the U. S. Code). All materials that are added to the Library’s collection, as well as any materials placed on Reserve, must comply with this law. If any question should arise as to the legality of retaining particular materials, faculty and staff members can refer to the handbook distributed by the College’s administrators, entitled Questions and Answers on Copyright for the Campus Community or the following links on the Library’s web page.

- [http://www.ncc.commnet.edu/library/copyrighthandouts.htm](http://www.ncc.commnet.edu/library/copyrighthandouts.htm) Information for Instructors on course handouts
- [http://www.ncc.commnet.edu/library/copyrightresill.htm](http://www.ncc.commnet.edu/library/copyrightresill.htm) Information for Instructors on use of Interlibrary Loan Materials and Course Reserves
- [http://www.ncc.commnet.edu/library/teachact.htm](http://www.ncc.commnet.edu/library/teachact.htm) Information for Instructors on the TEACH Act (Technology, Educations, and Copyright Harmonization) the Digital Millennium Copyright Act and Course Management Systems
- [http://www.librarycopyright.net/resources/spinner/](http://www.librarycopyright.net/resources/spinner/) Section 108 Slider
- [http://librarycopyright.net/resources/digitalslider/](http://librarycopyright.net/resources/digitalslider/) Public Domain Slider

Showing Films on Campus

Showing a film to your class, in your classroom, is permitted according to the Teach Act so long as you are present in the room where the film is being shown. You may not, however, invite other students to view the film or publicize it around campus without receiving permission to show the film from the copyright holder that is unless the film is in the public domain or the Library has purchased public performance rights. NCC faculty, staff and club advisors may obtain public performance rights to show a film on campus, see [http://www.ncc.commnet.edu/library/Showing_Films.pdf](http://www.ncc.commnet.edu/library/Showing_Films.pdf).

Confidentiality of Library Records

In accordance with the State of Connecticut’s policy on Confidentiality of Library Records [CT Statutes Chapter 190, Title 11, Sections 11-25] and Personal Data [CT Statutes Chapter 55, Title 4, Sections 4-190 through 4-193], NCC Library has adopted the following policy:

Information collected by any unit of the NCC Library, relating to the use of collections and/or services by an individual, is confidential.

Personal information is compiled in Library records and files for the following purposes:
1. To maintain information as to the location/availability of materials
2. To compile general use statistics in regard to collections and/or services (statistics are not compiled on individual users)
3. To enable the Library to conduct its normal business with users, e.g. mailing notices, resolving problems, collecting fines, etc.

Access to an individual’s files is available to:
   1. The user (him/herself)
   2. Library staff in the course of their assigned duties

Access to individual files by any other party, including Library staff without a work related “no need to know,” other College staff or other Library users without a subpoena is prohibited. Library staff is not authorized to provide any information concerning an individual’s use of collections or services to anyone other than the user or to other Library staff who need such information in the performance of their assigned duties.

Requests for exceptions to this policy must be made to the Director of Library Services, the Dean of Administration or the College President. Such requests must be in writing and must state the specific purpose for which information is being requested.

**Family Educational Rights and Privacy Act (FERPA)**

FERPA also protects a student’s privacy with regards to personal information contained in the Library’s integrated library system. This includes but is not limited to personal data, titles charged, overdue fines or replacement and processing fees on lost or damaged items.

Disclosure of any personal information as protected by both the State of Connecticut’s policy and FERPA will only be authorized in compliance with the presentation by an official of a city, state or federal law enforcement agency of a lawfully issued subpoena. The agent will be informed that the subpoena will need to be presented to the Director of Library Services, the Dean of Administration, or the College President.

For more information regarding FERPA please go to the following link [http://www.ncc.commnet.edu/pdf/ferpa.pdf](http://www.ncc.commnet.edu/pdf/ferpa.pdf).
Censorship

The Director of Library Services will meet with any person who wishes to make a formal request for removal of a specific item or materials from the library. If the individual wishes to pursue the challenge, the Director of Library Services will request of said individual a formal letter indicating the reason(s) for the complaint. Upon receipt of the letter, the Director will meet with the Dean and other appropriate administrators. The patron may be asked to participate in the discussion, in order to seek resolution of the complaint.

Acquisitions Policy

The following guidelines are used to select and acquire materials for the NCC Library.

1. The Everett I.L. Baker Library strictly adheres to the American Library Association’s Library Bill of Rights (see Policy Manual, p.4-5) in making collection development decisions.

2. Acquired materials should be related to the academic needs of NCC. These include:
   a. General reference materials appropriate to a college library;
   b. Print, digital, and film resources related to programs of study offered by the college;
   c. Serials and databases which support curriculum needs and the professional needs of NCC students, faculty and staff;
   d. Materials for individual enrichment and enjoyment, budget permitting.

3. In selecting resources, the NCC Library seeks the participation of college administrators, faculty, library staff, college committees, and students.

The Library Liaison Program links a librarian with an academic department to facilitate communications. NCC faculty input for acquisitions, access to resources and the withdrawal of resources is solicited. The following link provides the name and contact information for each library liaison
http://norwalkcc.libguides.com/content.php?pid=498106&sid=4095557

4. For ordering supplemental teaching materials such as books, serials, journals, magazines, newspapers, films (on DVD or streaming), and spoken and musical sound recordings, faculty may contact the Director of Library Services to acquire a copy or additional copy for faculty semester use.
   - The resources may be renewed until no longer needed. As with all Library materials, each borrower is responsible for the loss or damage of materials. Any
materials previously purchased with NCC funds that are no longer needed must be 
returned to the NCC Library and cannot be disposed of in any other way. The 
NCC Library’s Collection of serials, journals, magazines or newspapers may be 
loaned to NCC faculty and staff for a one-week period at the Check-Out Desk.

5. Materials of varying degrees of reading comprehension are purchased to meet the 
needs of students with differing levels of ability.

6. Budget considerations affect Library acquisitions. Some factors that limit 
purchases include the following.

   a. Current editions of textbooks used in classes are ordinarily not 
      added to the circulating collection, except when such books are the 
      best and latest sources available (for exception see #7, Acquisitions 
      Policy)
   b. Consumable materials used regularly in labs or classrooms should 
      be purchased by departments
   c. Multiple copies of materials are purchased from the Library budget 
      only when it is essential to provide an adequate number of copies 
      for instructional and/or reference purposes
   d. A limited number of titles in fiction and popular non-fiction are 
      purchased each year, selected on a qualitative basis

7. The “Textbook-On-Reserve” program, in which textbooks for student use are 
located in the NCC Library, is funded through a special arrangement on campus. 
Only titles required by the faculty that are provided for students at the bookstore 
on campus are included in this program.

8. Collaborative and informal acquisition agreements do exist with neighboring 
public libraries and other Connecticut community colleges. Additional factors 
related to acquisition decisions regarding format of resources take into 
consideration the growth of distance learning courses need for digital resources 
and space limitations.

9. Requests for resources from the NCC College community are given careful 
consideration. The following link will take you to the recommendations form 
http://www.ncc.commnet.edu/library/recommend.htm.

**Material Weeding Policy**

1. The NCC Library retains only one copy of each title/edition, unless a specific need is 
known. NCC librarians are assigned to develop and maintain specific areas of the 
Library’s collection based on their Library liaison responsibilities 
http://norwalkcc.libguides.com/content.php?pid=498106&sid=4095557
2. Materials that are selected to be withdrawn from the collection, must meet at least one of the following criteria:

- Material is outdated or obsolete
- New editions have been purchased for the collection
- Item is worn or damaged
- Item has been lost

**Materials Not Found on Shelf Policy**

Items that are not found on the shelves, but are listed in the Library’s database as “Not Checked Out,” are reported missing. A Library staff member will verify that the item is missing and not just mis-shelved. The item status will then be updated to missing which will show on the record in the online catalog. After six months, the shelves will be rechecked. If the item is still not located, a librarian will review the title and make a decision as to whether the item should be replaced or withdrawn from the Library’s collection.

**Gift/Donation Policy**

The NCC Library is pleased to accept gifts of books, equipment and other resources that support the mission of the Library and complement its collections. Donors are asked to submit list of donated resources with the title, author/editor, publication date and/or edition and format (e.g.: paperback, DVD, music CD) and their personal contact information. Library personnel will assess the suitability for the collection. If, upon receipt, the items are found unsuitable, the Library reserves the right to refuse the items, return them or dispose of them as per the donor’s request. Donors requesting unwanted items be returned to them must pick up these materials within 30 days from notification at the Hold Shelf at the Check Out-Desk. Items not picked up with be considered abandoned. No damaged materials or moldy items will be accepted.

Donated items must be in good to excellent condition. Textbooks are accepted only if they support NCC’s curriculum and are of recent publication. For several subject areas (e.g. nursing, paralegal, business) materials published in the previous five (5) years only may be donated. The Library will not accept bootleg or homemade copies of items, such as audiocassettes, DVDs, or videotapes. Magazines and journals are only accepted if the library needs to fill in missing issues. Unsolicited items from publishing or trade vendors are only accepted if they are of academic quality and support the College’s curriculum and the Library’s collection. The NCC Library will not return unsolicited items at the Library’s expense. No computer software, original or copied, will be accepted.

- If the donation is accepted and added to the collection, donors will receive a receipt and a letter from the Director of Library Services acknowledging their gift.
- The dollar value of the donated materials is to be determined by the donor.
- All cash donations will be acknowledged by the Library Director.
PROCEDURES AND PRIVILEGES: USE OF LIBRARY MATERIALS

All students must have a valid NCC Photo ID card to charge out any Library materials including Textbook-on-Reserve and Course Reserve materials that are Library Use Only.

STUDENT BORROWING PRIVILEGES –

- Students may borrow as many books from the circulating collection as they wish. Library staff may limit the number of items per subject, if there is a high demand for these materials.

- Only two videocassettes or DVD titles may be charged out to a student at any time.

BORROWING PERIODS –

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Loan Period</th>
<th>Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>3 weeks</td>
<td>One 3 week</td>
</tr>
<tr>
<td>Videocassettes and DVDs</td>
<td>1 week</td>
<td>No renewal</td>
</tr>
<tr>
<td>Audiocassettes and CDs</td>
<td>3 weeks</td>
<td>One 3 week</td>
</tr>
<tr>
<td>Audio/visual Hardware for the Visually Disabled</td>
<td>Library Use Only</td>
<td>No renewal</td>
</tr>
<tr>
<td>Textbooks-On-Reserve</td>
<td>Library Use Only, 90 minute limit</td>
<td>One renewal per item, per day if not requested by another student</td>
</tr>
<tr>
<td>Course Reserves</td>
<td>Varying loan periods as determined by the professor (All Library Use Only items have a 90 minute limit)</td>
<td>No renewal</td>
</tr>
<tr>
<td>E-Reserves</td>
<td>No minimum or maximum load from Library</td>
<td>Found in individual course sections on Blackboard accessible via myCommNet</td>
</tr>
<tr>
<td>Reference Materials</td>
<td>Library Use Only</td>
<td>No renewal</td>
</tr>
<tr>
<td>Playaways</td>
<td>3 weeks</td>
<td>One 3 week renewal</td>
</tr>
<tr>
<td>Audio Tour Guide</td>
<td>One day (return by Library closing)</td>
<td>No renewal</td>
</tr>
<tr>
<td>Electronic Books (E-Books)</td>
<td>Available online 24/7 using myCommNet login</td>
<td>Download permitted only if allowed by vendor</td>
</tr>
<tr>
<td>NCC Archives</td>
<td>See policy on page 19</td>
<td></td>
</tr>
</tbody>
</table>
FACULTY & STAFF BORROWING PRIVILEGES -

- There is no limit to the number of books that may be borrowed.

- **Videocassettes and DVDs** may be borrowed for **one-week only**, unless requested for a semester loan to teach a class (see Item 6c, p. 10.)

- The faculty member that placed an item on **RESERVE with a loan period of Library Use Only** for his/her students’ use may check this item out of the Library.

BORROWING PERIODS –

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Loan Period</th>
<th>Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>Fixed End-of-Semester</td>
<td>Renewals on course related materials until the item is no longer needed; items for personal use one semester</td>
</tr>
<tr>
<td>Videocassettes and DVDs</td>
<td>1 week</td>
<td>One 1 week renewal, unless material is course related</td>
</tr>
<tr>
<td>Audiocassettes and CDs</td>
<td>3 weeks</td>
<td>One 3 week</td>
</tr>
<tr>
<td>Audio/visual Hardware for the Visually Disabled</td>
<td>Library Use Only</td>
<td>No renewal</td>
</tr>
<tr>
<td>Textbooks-On-Reserve</td>
<td>Library Use Only, 90 minute limit</td>
<td>One renewal per item, per day if not requested by another student</td>
</tr>
<tr>
<td>Course Reserves</td>
<td>Primary faculty member who placed an item on Reserve with a loan period of Library Use Only for his/her students’ use may check this item out of the Library; faculty requesting a colleague’s material must provide written consent with the loan period at the discretion of the primary faculty member</td>
<td>No renewal</td>
</tr>
</tbody>
</table>
**Reference Materials & Library Use Only stamped materials from 2nd Floor**  
Overnight  
No renewal

<table>
<thead>
<tr>
<th>Item</th>
<th>Loan Length</th>
<th>Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Playaways</td>
<td>3 weeks</td>
<td>One 3 week renewal</td>
</tr>
<tr>
<td>Serials</td>
<td>One week</td>
<td>No renewal</td>
</tr>
<tr>
<td>Audio Tour Guide</td>
<td>One day (return by Library closing)</td>
<td>No renewal</td>
</tr>
<tr>
<td>Clickers</td>
<td>3 days</td>
<td>No renewal</td>
</tr>
<tr>
<td>Electronic Books (E-Books)</td>
<td>Available online 24/7</td>
<td>Download permitted only if allowed by vendor</td>
</tr>
<tr>
<td>NCC Archives</td>
<td>See policy on page 19</td>
<td></td>
</tr>
</tbody>
</table>

**PROCEDURES & PRIVILEGES:**

**NCC NON-PHOTOGRAPHIC LIBRARY CARD**

**NCC EMERITI**

Norwalk Community College personnel that have retired and been awarded the status of “Emeritus,” will have the “use of the Library on the same basis as the active professional NCC Faculty/Staff.” These Library privileges are granted by the State of Connecticut Board of Trustees of Community Colleges in a missive dated December 17, 1990, Personnel Action, Public Session F, No. F-5, Topic: Modification of Personnel Policies – Emeritus Status.

- NCC Emeriti will have the same Library privileges as NCC Faculty and Staff. For a detailed description of “Faculty” and “Staff” patron status, refer to pages 14-16 in this Policy Manual: NCC FACULTY & STAFF: Library Procedures and Privileges.

- The Emeriti Library card will have the same expiration period as Full-time Faculty.
“GUEST” LIBRARY CARDS -

Guest cards are issued to Connecticut residents, at or over the age of 18, Lifetime Learners Institute member not enrolled or auditing an NCC course, NCC students who are not enrolled in the current semester, faculty from area public school systems, and to out-of-state residents who work in Connecticut. Guest patrons are not issued a NCC Photo ID card.

Connecticut Resident “Guests” need to show a current Connecticut photo ID to obtain a library card.

Lifetime Learners Institute members, must also provide a valid LLI membership card. The Guest card does not allow usage of the NCC Wellness Center.

Out-of-State “Guests,” who work in Connecticut, must show a current paystub from the Connecticut employer and a current photo ID, to get a Library card; students attending a Connecticut State University or Connecticut Community College must show a current ID card from that institution.

- The first library card is issued free of charge, but any subsequent replacement cards cost $2.00 each
- Guests must have the card with them to charge out Library materials. There are no exceptions
- For those individuals under the age of 18, a Library card may be issued to a parent or guardian for the child to use

EXPIRATION DATES & RENEWAL/UPDATING -

New cards are given an expiration date of one academic year including summer.

To renew a “Guest” Library card

- Previously issued NCC Library card must be produced
- A photo ID and proof of Connecticut residency, a CSCU institution’s library card, or proof in-state employment (for out-of-state residents) must be produced
- The expiration date will be one (1) academic year, including summer
- The address/phone number will be verified and updated, if changed
- The user’s record must be cleared of any outstanding fines or overdue materials
# Borrowing Periods

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Loan Period</th>
<th>Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>3 weeks, unless designated &quot;non-circulating&quot;</td>
<td>One 3 week</td>
</tr>
<tr>
<td>Videocassettes and DVDs</td>
<td>1 week</td>
<td>No renewal</td>
</tr>
<tr>
<td>Audiocassettes and CDs</td>
<td>3 weeks</td>
<td>One 3 week</td>
</tr>
<tr>
<td>Textbooks-On-Reserve</td>
<td>No loan, available only to currently enrolled NCC students</td>
<td></td>
</tr>
<tr>
<td>Course Reserves</td>
<td>No loan, only available to currently enrolled NCC students</td>
<td></td>
</tr>
<tr>
<td>General Library Reserves</td>
<td>Library Use Only</td>
<td>No renewal</td>
</tr>
<tr>
<td>Reference Materials</td>
<td>Library Use Only</td>
<td>No renewal</td>
</tr>
<tr>
<td>Playaways</td>
<td>3 weeks</td>
<td>One 3 week renewal</td>
</tr>
<tr>
<td>Audio Tour Guide</td>
<td>One day (return by Library closing)</td>
<td>No renewal</td>
</tr>
<tr>
<td>Electronic Books (E-Books)</td>
<td>Available on campus during Library hours</td>
<td></td>
</tr>
<tr>
<td>NCC Archives</td>
<td>See policy on page 19</td>
<td></td>
</tr>
</tbody>
</table>
OUTSIDE CONTRACTOR LIBRARY CARDS –

An Outside Contractor is considered to be one of the following three (3) categories:

<table>
<thead>
<tr>
<th>Cafeteria Staff</th>
<th>Patron Type Name: Catering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Security</td>
<td>Patron Type Name: Security</td>
</tr>
<tr>
<td>Housekeeping Staff</td>
<td>Patron Type Name: Custodial</td>
</tr>
</tbody>
</table>

If the individual contractor requests use of the Library, they may be added to the database with Guest borrowing privileges. For a detailed description of “Guest” patron status refer to pages 16-17 of this Policy Manual.

PROCEDURES AND PRIVILEGES: CCALD USERS

The Reciprocal Borrowing Program, initiated during the 1994/95 academic year by the Council of Connecticut Academic Library Directors (CCALD), is designed to extend access to library materials through resource sharing. Specifically, this program is designed to assist participating institutions by extending library borrowing privileges at other member libraries. Current CCALD polices and member lists can be found at the following link [http://www.ctlibrarians.org/?CCALD](http://www.ctlibrarians.org/?CCALD)

NCC Faculty, Staff & Students
Norwalk Community College faculty, staff and students would obtain a CCALD borrowing card from the Director of Library Services or designee to bring with them to the lending institution. In some instances, participating CSCU libraries are accepting valid photo ID/Library cards from the home institution.

Individuals from Participating Libraries
Individuals from a participating CCALD institution would present a completed form from their home institution, signed by the Library Director or designee. If the user has a valid Photo ID/Library card from their home institution, this can be entered into the database to charge out materials. If there is no library card, a non-photographic card will be issued to facilitate the borrowing of materials. Each user type, faculty, staff, student, will have the same borrowing privileges as their NCC counterpart.
**NCC Archives**

The Norwalk Community College Archives are located in the Everett I. L. Baker Library. The Archives consists of various collections of materials (documents, photographs, ephemera, etc.) The documents include committee reports, the Connecticut Community-Technical College Board of Directors minutes, and other documents and ephemera associated with the college, and its faculty, staff, and students.

- The NCC Archives are accessible by appointment only. Please provide at least one week’s notice to retrieve desired materials from the Archives;
- The Library Archival Associate is responsible for collecting the requested materials from the archival area. Please contact Paula Podlaski to make an appointment by phone at 203-857-7201 or e-mail ppodlaski@norwalk.edu;
- All materials must be returned to the Library Archival Associate;
- NCC Archives materials are Library Use Only and must be viewed in a glass enclosed room;
- Food and/or drink are not allowed when consulting archival items;
- The only other items allowed while using archival materials are a pencil and paper and/or a laptop computer. Coats, umbrellas, backpacks, briefcases, tote bags and other portable storage units, as well as any permanent marking pens are not permitted;
- Photocopies of archival material may be requested. All copies, scans and photographs are for personal or education use only. The Library Archival Associate will be responsible for making any photocopies and reserves the right to refuse to make any copies, based on the condition of the original documents. All copies are $.50 per page except for NCC faculty and staff;
- All requests to publish or scan for the Internet materials held in the NCC Archives must be made to the Director of Library Services in writing and be approved.
RENEWAL OF LIBRARY MATERIALS:

OVERDUE RENEWALS –

- Items that are overdue must be renewed in person. Items that have been overdue longer than two weeks may not be renewed.

TELEPHONE RENEWALS –

- Items may be renewed over the telephone. Call the Check-Out Desk at 203-857-7200. The Library staff will request the barcode number on the patron’s non-photographic Library card or Banner ID from the user’s NCC Photo ID card and the item/s barcode number/s.
- Overdue items will not be renewed over the phone.
- A renewal is not possible if
  - another user has placed a hold on the item/s;
  - the item is from the Reserve Collection;
  - the item is a DVD or VHS;
  - the item has already been renewed once.

ON-LINE RENEWALS

Users may renew any items that are not overdue via the NCC online catalog. Access your NCC patron account via the following link http://nk-lib.comnnet.edu/vwebv/login

First, students, faculty and staff, enter your 8 digit Banner ID number without the “@” Guests enter your 14-digit number beginning with 24011

Next, enter in your last name

Then click Log-in
This will take you to your ExLibris/Voyager account page where you can view personal information such as your name and address, any known blocks and/or fines and what items are currently charged to your NCC Photo ID/Library card.

To renew all items, click the *Select All* box.

To renew a single item, click on the small box to the left of the item.

Please note that if an item is overdue or there is a hold placed on that title for another user, the system will not renew that item. Renewal requests may also be denied if there are outstanding fines over $5.00 or if the card is expired.

Once you have completed your online renewal, click logout, found in the upper right corner.

**IN PERSON RENEWALS WITH LIBRARY MATERIALS –**

- Present NCC Photo ID card and items to be renewed by the staff at the Check-Out Desk
- Renewals are not possible if
  - another user had placed a hold on the items
  - the item is from the Reserve Collection
  - the item is a DVD or VHS
  - the item has already been renewed once
IN PERSON RENEWALS WITHOUT THE LIBRARY MATERIALS –

- A borrower may renew items while in the Library, without having the items in their possession at the time of the request.
  - Borrower must provide a NCC Photo ID card
  - If items are less than two weeks overdue items may be renewed. If the item is overdue two weeks or longer, it must be returned to the Library
  - Renewals are not possible if
    - another user has placed a hold on the item/s
    - the item is from the Reserve Collection
    - the item is a DVD or VHS
    - the item has already been renewed once

RETURN OF LIBRARY MATERIALS:

Library materials, including Textbook-on-Reserve and Course Reserve items that are returned during hours of operation are to be placed in the drop slot at the Check-Out Desk located under the return sign at the far side of the desk. Items can be returned in the Book Drop, located outside of the building, when the Library is closed. Borrowers are responsible for all Library materials until returned as stated above and checked in by a Library staff member.
Library Fees

**FEE SCHEDULE – STUDENTS, LIFETIME LEARNERS & GUESTS:**

Reserve materials that are kept beyond the borrowing period are subject to overdue fines. These are charges which accumulate per day per item for Course Reserve which circulate outside of the Library and per hour per day for materials that are designated Library Use Only (LUO). Fees will not continue to be assessed once the items have been returned and processed through the online circulation system. Please see the chart below to determine the amount of fines by item type.

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Fine Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Reserves (for Items that can circulate)</td>
<td>@$1.00 per day</td>
</tr>
<tr>
<td>Course Reserve LUO (Library Use Only)</td>
<td>@$1.00 per hour</td>
</tr>
<tr>
<td>Textbook-on-Reserve</td>
<td>@$1.00 per hour</td>
</tr>
</tbody>
</table>

- Student, Lifetime Learners and Guest users may not borrow additional materials if they have more than $10.00 in fees. A block will be placed on a student’s Banner account for fees of $15.00 or more. The block, which prevents a student from accessing transcripts, adding or dropping classes or checking on grades, will remain until the fees are paid.

- A Guest may NOT update their NCC Library card if they have outstanding fees or overdue materials.

- Students must pay outstanding fees and return overdue materials before they are permitted to charge out more Library materials, including the Textbook-on-Reserve collection.

- **NCC FACULTY, STAFF and CCALD MEMBERS** are charged overdue fines on Library owned DVDs and videocassettes that are for personal use. Interlibrary Loan materials borrowed from another library will accrue overdue fines at .05¢ per day. However, users’ borrowing privileges may be suspended until restitution is made on lost or damaged materials.

- Textbook-on-Reserve materials are processed with a higher level of importance. The fines are more expensive. Billing letters are produced on a shorter timetable than those for items from the general collection. Abuse of this collection will cause the student’s Banner account to be blocked. This means that students may not register for courses, check on grades or receive an official college transcript until their record is cleared. The Director of Library Services will contact the student once the item has reached an overdue status and two notifications to return the missing item are made, these may be phone calls. Lack of response to any printed notices, telephone calls or e-mails will result in the Dean of Administration being notified and disciplinary procedures enforced.
PAYMENT OF FEES:

- Charges may be paid directly to the Library in cash or by check. Checks should be made out to NCC or Norwalk Community College. Included on the check should be the borrower’s name, current address, telephone number and faculty/staff or student’s Banner number. Credit/debit card payments can be made via the Business Office. Users will be required to provide proof of payment to the Library staff at the Check-Out Desk to clear blocks and fees.

- The Library will offer a receipt to a borrower for any received compensation for fees for lost or damaged items. This receipt is needed for any refunds of replacement costs for lost materials found and returned within three (3) months of payment.
Overdue Materials: Notification Policy & Procedures

Regular Circulating Materials (Books, Videos, DVDs, Audiocassettes, and CDs)

Letter Billing for Replacement of Non-Returned Materials

- Notices are sent using NCC e-mail accounts.

- The letter is e-mailed to the borrower within 7 days/1 week of Library materials being past due. The letter consists of the title/s, replacement cost and non-refundable $10.00 processing fee for materials not yet returned. Patrons are responsible for the return of all materials borrowed.

- When borrowed materials have not been returned within two (2) weeks from the date when the letter was e-mailed, both the student’s Library and Banner accounts will be blocked for the total amount billed. This means that they may not register for courses, add or drop courses, check for grades, or access college transcripts until their records are cleared. Blocks remain within the system and are not cleared until restitution is made to the Library.

- If the item is returned within one (1) month from the date the letter was e-mailed, the $10.00 processing fee will remain on the user’s Library account until restitution is made to the Library.

- If the item was lost or damaged, the borrower may either pay the replacement cost or they may replace the item with a copy in very good or new condition (acceptable to the Librarian) and the item must have the same ISBN. The $10.00 processing fee will be charged to cover processing costs.
**Course Reserve and Textbook-on-Reserve Materials**

The Course Reserve and Textbook-on-Reserve collections are treated with a higher level of security based on the high volume of usage. The overdue notice is a courtesy reminder only. Notices for these materials will be processed more quickly than regular circulating materials. The student will immediately be blocked in *Banner*.

**FIRST NOTICE: Reminder of Overdue Materials**
The first overdue notice will be e-mailed through NCC e-mail accounts to the student when the Course Reserve or Textbook-on-Reserve has reached 2 days of being overdue.

- Before sending e-mailing notice, the Library stacks are checked to see that the items were not inadvertently shelved without being discharged.
- A copy of the notice is presented to the Library Director who will contact the student via phone and, if necessary, the course instructor regarding the overdue reserve material.

**SECOND NOTICE: Reminder of Overdue Materials**
The second notice will be sent via e-mail to the student within 5 days of the Course Reserve or Textbook-on-Reserve being overdue. The same process listed above is followed with a copy of the Second Notice being presented to the Director of Library Services.

**LAST NOTICE: Fines & Fees Notice**
If the above steps have not resulted in the borrowed Course Reserves and Textbook-on-Reserve materials being returned, this notice is e-mailed within 7 days of being overdue. It will advise the student of the replacement cost and mandatory $10.00 non-refundable processing fee for the item.
Refund Policy

Regular Circulating Materials (Books, Videos, DVDs, Audiocassettes, Playaways, and CDs)

Library users who have received a Fines and Fees Notice and paid for the lost materials will be entitled to a refund of the replacement costs only if the items are returned in good to excellent condition within three (3) months of payment. Fines and processing fees are not refundable.

In order to obtain a refund, users must do the following -

- Return the lost and paid materials to the Library Check-Out Desk;

- Present the Library staff member the Official Validation Form that was issued when payment was made for lost item/s. This receipt must be dated from within the past three (3) months;

- Individual must fill out a Federal W-9 form to provide written verification of name, address, telephone number, and social security number. This is required by the NCC Accounts Payable Department in order to process the refund. This is not used for tax or any other purposes.

The State of Connecticut issues refund checks. The Library cannot issue cash refunds. The refund check is mailed directly to the individual and usually takes 6 – 10 weeks to process.

Course Reserve and Textbook-on-Reserve Materials

Students who have received a Fines and Fees Notice and paid for the lost Textbook-on-Reserve or Course Reserve materials will be entitled to a refund of the replacement costs only if the items are returned in good to excellent condition within one (1) month of payment. Fines and processing fees are not refundable. The same process as noted above must be performed.

- In lieu of a refund, students may wish to donate the returned material to the Library if the material in good to excellent condition and/or is still needed for the Textbook-on-Reserve collection. A donation form will be issued for tax purposes.
Behavior in the Library

The NCC Library welcomes everyone who wish to enjoy its collection and services. Behavior in the Library by all users must be consistent with the Policy on Student Rights and Responsibilities as presented the NCC Student Handbook, http://norwalk.edu/dept/studentservices/Student_Handbook.asp. The Library reserves the right to respond to any conduct which is deemed by Library staff to unreasonably interfere with the use of the Library by others or interferes with the work of the Library staff. Use of the Library and borrowing privileges may be suspended for abuse of these policies.

1. All Library materials must be checked out before removal from the Library

2. Users are expected to return materials to their proper locations. Books may be left on carts located near the stacks, journals, magazines and newspapers may be left on the table in front of the Periodical stacks. Rearranged furniture should be returned to their original locations

3. A parent or guardian must supervise children 12 years of age and under at all times. Cf. Connecticut State Statues, Sec. 53-21a

4. Group discussions are limited to the two group study rooms or to the round tables found throughout the Library. Students should keep their conversations to a low volume in respect of others studying/reading nearby.

5. Laptop use is allowed anywhere in the Library, although wireless usage (WIFI) is available only to NCC students, faculty and staff via myCommNet: visitors to NCC may request access in the IT Office, E319, with prior written approval.

6. Access to the NCC network through data jacks is not allowed for any purposes included but not limited to the printing of documents. Please see the following link for the Connecticut Community College IT Policy http://www.commnet.edu/it/policy/network-policy.asp

7. The Library is not responsible for theft, damage or loss of personal belongings. Keep your possessions with you at all times. If you believe that you have lost an item in the Library, please go to the Security/Information Desk located in the main atrium on the East Campus

8. Cell phones need to be turned to vibrate while in the Library, please answer or make phone calls outside of the Library
9. Users are responsible for providing headphones for audio use on Library computers and audiovisual equipment. The volume should be kept low so as not to disturb any others.

10. All materials, computers, furniture, wall hanging, plants, etc. in the Library are the property of the State of Connecticut. Defacing or damaging Library materials or the facility will be reported to campus Security and the State Police may be involved.

**Library Usage Polices:**

The first floor contains the Library’s computers, printers, photocopy/scanner and special use areas. The map on the following page illustrates where these items can be found. The Library Instruction Area is primarily for library instruction sessions taught by librarians at the request of teaching faculty but is available for student use when there are no sessions scheduled.

The Conference Room and Collaborative Learning Center are available on a first-come first-serve basis. Students have priority on the use of these rooms and individuals will be asked to move if a group needs the space.

NCC students who are visually disabled or have a recognized learning disability have priority on the Assistive Technology computer. All students may use this computer but may be asked to leave to allow the primary users access to the software on this equipment.

The NCC Library maintains strict adherence to the Copyright Act of 1976 (Title 17 of the U.S. Code) for all printing, scanning and copying of materials. The Library will not reimburse users who make misprints or for monies remaining on the copy card. Fees will be assessed for pages printed by Guests and anyone using the printers for business or non-educational purposes. Payment is to be made at the Check-Out Desk.
**FOOD & DRINK POLICY:**

There will be **NO** food permitted in the Library Instruction Area or near any computers elsewhere in the Library.

Beverages are allowed in the Library provided they are in **CLOSED CONTAINERS**.

**Pre-packaged snack food** is allowed at tables, study carrels or in conference rooms on the first floor and on the second floor. No hot meals or sandwiches are permitted in the Library. The users are responsible for keeping the area clean, disposing of all packaging and recycling when appropriate. Please notify Library staff immediately of any spills.

**NCC CARES:**

**NCC CARES (Committee for Active and Responsible Environmental Sustainability):**

The Library is very active in participation in the college’s green committee NCC CARES. There are recycling containers located on both floors of the Library. Please use the appropriate containers, blue for paper, yellow for bottles and cans and the large gray ones for all other garbage.
INTERLIBRARY LOANS: Policies & Procedures:

The Library offers a service for the borrowing and delivery of materials from other libraries called “Interlibrary Loan” (ILL). This service is available for use by current NCC Faculty (full and part-time), Staff and Students. Guests need to use their hometown public library for ILLs. The purpose of this service is to supply materials, usually books or photocopies of articles, which are not available at NCC. Requested materials usually arrive within 10 days, but may take longer.

The Library researches OCLC, a worldwide library database, to locate requested materials. The Library makes every attempt to borrow items at NO CHARGE. Occasionally a lending library will charge for the loan or to cover photocopying costs. The requestor will be notified of any charges, prior to proceeding with the loan process and the invoice will be turned over to the requestor upon receipt from the lending library for direct payment. The Library will not pay these fees.

Borrowers are responsible for the safe handling and timely return of all ILL materials to the NCC Library. Any lost items will be billed to the borrower at the amount requested by the lending library, including all processing fees. By signing the ILL Request Form, the borrower agrees to pay all handling charges, bills for lost or damaged items and other fees charged by the lending library.

Interlibrary Loan Procedure –

1. ILL forms are found at the Information Desk, green for books and pink for photocopies. The form must include the requestor’s Library card number and be signed. The paper form is then turned in at the Check-Out Desk

   Or

2. NCC requestors may access electronic Interlibrary Loan forms through the Library’s Home Page at the following link: http://norwalk.edu/library, using the drop down menu Services and click on Interlibrary Loan. Select the relevant format, books or photocopies/journals. Your completed form will be e-mailed to Library staff

3. Requestor will immediately be notified by an e-mail (or an alternate method, if requested) when ILL items arrive. It is the responsibility of the ILL requestor to contact the ILL Library Assistant if the material is no longer needed

4. The loan period is determined by the lending library

5. If the items are not picked up after notification, one more attempt will be made to contact the requestor. If item/s are still not picked up by the loan date, they will be returned to the lending library. Abuse of this service may result in the person’s privileges being revoked.
6. ILL books need to be returned to the NCC Library on time. Requests for renewals will be pursued with the lending library, but may not be granted.

**REFERENCE ASSISTANCE:**

Contact the NCC Library Information Desk for all your questions. You can call, 203-857-7379 or send e-mail directly to reference librarians or comment on the Subject Guide pages. Reference librarians and library associates are normally available during the hours the Library is open to assist all users with reference or information questions and provide assistance for the use of NCC computers located in the Library. For topic specific assistance with a reference librarian, please consult the Subject Guides at the following link http://norwalkcc.libguides.com/content.php?pid=375037&sid=3071912.

Assistance in researching sources for papers is provided online on the Library’s website under the tab labeled “Research Help.” Frequently asked questions and answers appear under the tab labeled “How Do I . . .” Subject guides offered on the Library’s website provide access to resources, films, Internet sites, tutorials on using specific databases, and tips on citing sources. Connect with the librarian in your subject area through these subject guide pages.

**SAFETY AND SECURITY ACTION PLAN:**

The safety and protection of the faculty, staff, and students is always the primary concern on campus. The Library staff is aware and trained to deal with emergency and personnel (or personal) safety issues and in concert with security staff.

All Library users must follow the directions of Library staff in the event of an emergency for a safe and rapid evacuation.

The Library’s Evacuation Route is posted at the entrance. Delays in exiting the Library will not be permitted whether a danger is apparent or not. Please do not disregard the emergency message to evacuate. Leave the Library immediately.