



LIBRARY AND LEARNING RESOURCE CENTER
POLICIES AND PROCEDURES
2010-2011

College Mission Statement

Louisiana Delta Community College, an open-admissions, associate degree granting, public institution serving the northeastern region of Louisiana, provides high quality educational programs and services that are affordable and accessible to a diverse community of learners. Supported by the Louisiana Community and Technical College System, a dedicated faculty and staff fulfill this mission through their commitment to student achievement, academic excellence, lifelong learning, and the use of current technology.

Library and Learning Resource Center Mission Statement

The Louisiana Delta Community College Library and Learning Resource Center is committed to providing quality information, valuable learning resources and services in supporting the overall mission of Delta Community College and its commitment to lifelong learning. The Delta Library and Learning Resource Center supports Delta's education programs by:

- Providing access to a collection of materials that enhances the educational goals of Delta students, faculty, and staff.
- Promoting information literacy using print and electronic resources through instruction and encouraging the use of all library services.
- Providing professional library faculty and staff to assist users with accessing information in various formats.
- Providing facilities and learning resources to students, faculty, staff and the surrounding community.

*Approved: Academic Support Committee
11-2004*

SERVICES CIRCULATION POLICY

Library Services Purpose

The Louisiana Delta Community College Library Resource Center exists to support the mission and goals of Louisiana Delta Community College. The Library provides the Delta Community with necessary materials, resources, and instructional services necessary for teaching and learning.

General

Anyone may use the Library but only currently enrolled students, faculty staff, and patrons who possess a current valid Delta ID or a LALINC (Louisiana Academic Library Information Network Consortium) card are eligible to borrow library items. All circulating materials must be checked out at the Circulation Desk and returned to the Circulation Desk or Book Return.

Delta Students

Students must present their valid student picture ID to verify current enrollment when borrowing materials.

Students cannot borrow items between semester's breaks.

Student picture IDs must be valid, current, and presented IN PERSON in order to charge materials. IDs are NOT transferable. No library materials will be charged to a patron using another student's ID. Any ID presented by anyone other than the person shown on the ID WILL BE CONFISCATED.

Students are held responsible for DAMAGED and LOST library items borrowed on his/her student ID.

Delta Faculty & Staff

Non-Students must present their Faculty/Staff picture ID in order to borrow library materials. Delta faculty may designate Delta students to charge materials from the library with his/her faculty ID number. A signed letter of designation must be on record at the Circulation Desk prior to this privilege being extended. The faculty member will then be held responsible for all material checked out in this manner.

Borrowing Privileges

Students currently registered at Delta may charge up to 10 items which may include no more than four media (Audio/Visual) items and /or 2 Reserve items.

Faculty and Staff may borrow up to 10 items with no added restrictions on media.

Community “Other” Patrons will not be allowed to check out materials unless they are visiting scholars, faculty members and students from other participating LALINC colleges and universities. At the time of check out a current picture ID and a valid LALINC card from their respective library is presented. Patrons in this category will be limited to 1 item for check out.

Community will include all those who are not faculty, staff, or students currently attending Louisiana Delta Community College or University of Louisiana at Monroe. The community is welcome and encouraged to use the library in accordance with Delta policies, local, state, and federal laws. The library does not allow unsupervised non-students minors to use the facility. **A minor is defined as anyone under the age of 17.** It is the responsibility of the accompanying adult to supervise the minor at all times during their library visit. If a minor is left unsupervised in the library then the Director will be notified and law enforcement will be called.

Loan Periods for Library Services Collection

General Notes:

No item due date will extend beyond the last day of class for each semester.

Loan periods WILL BE shortened as the last day of the semester approaches.

Borrowers may check out books during the interim only under certain circumstances, on a case-by-case basis.

The first overdue notice is sent as a courtesy, the Monday after the item first becomes overdue.

Borrowers with excessive overdue items and / or outstanding fines may be blocked from checking out additional items until all matters are resolved.

Certain exceptions may be made at the discretion of Library Services.

Loss of Borrowing Privileges: Library borrowing privileges and remote access to databases will be suspended if unpaid library fines reach the maximum fine per item or there is an excessive number of items overdue.

Books

Students – 28 days

Faculty/Staff – Semester

Other Patrons – 28 days

Audio / Visual Materials

Students – 3 days

Faculty / Staff – 5 days

Other Patrons – In house use only

Audio / visual material with a value of \$100 or more will be placed in Reference and not allowed to circulate. A/V materials assigned in course syllabi may be placed on Reserve at a faculty member's request.

E-books

All Patrons have 24/7 access to E-books from the Library's home page.

Reference Material

Students – Non- circulating

Faculty/Staff – 7 days

Other Patrons – Non-circulating

Reserve Material

Instructors may place print and non-print items, either from the Library's collections or personal copies, on Reserve for students to use for their courses. Please complete the "Reserve Form" available at the circulation Desk. **Items placed in Reserve MUST be checked out for use in the library. NO EXCEPTIONS**

Other materials placed in Reserve that are not specific to a course include headphones, MP3 players, camcorder, and calculators must also be checked out.

Loan periods and terms for Reserve items will vary, depending on the item and the instructor as well as student need.

Students may check out up to **TWO** reserve items at a time. Reserve items **MUST BE RETURNED TO THE CIRCULATION DESK** by the end of the loan period. If any item is left in another area of the library or returned to the night drop when the Library is open, fees will be assessed to the responsible party.

All Reserve materials will be removed from the reserve file at the end of each semester to assure compliance with Title 17 of section 107 "Fair Use Factors" of the U.S. Code

<http://www.access.gpo.gov/congress/congo013.html>

Periodicals

Students – Non-circulating

Faculty/Staff – Bound periodicals 28 days; Current periodicals 7 days

Other patrons – Non-circulating

Renewals

All patron groups may have unlimited renewals of all circulating items up to the end of the semester, excluding Reserve and Interlibrary Loan Materials and any item that has a hold or recall in place.

Recall / Holds

With the exception of Reserve and Interlibrary Loan materials, any item charged to another borrower are subject to holds or recalls. A **HOLD** will be placed on an item that is currently checked out to one patron but is requested by another upon its return to the library. A **RECALL** will be placed if the item is checked out for the entire semester or if an item has been requested for Reserve, regardless of the due date. The patron for whom an item is recalled will be asked to return the item within 7 days to the Circulation Desk. Holds and Recalls will not be placed on an item that is a Reference or Reserve item.

Any eligible patron may request a hold on any item that is checked out unless it is a Reserve item (such items have shorter loan periods and are not subject to holds or recalls). Request may be placed in person using a **Hold Request** form available at the Circulation Desk or through e-mail address on the Library's Home Page. When e-mailing a request, be sure to include as much information on the item as possible, including title, author, subject and other information that may be helpful. Once an item is returned the patron will be notified and will have 7 days to check out the item before it is returned to the shelf and available to other borrowers.

Search Request – Locating Missing Materials

If the online catalog shows that an item is not checked out, but the item is not on the shelves, a patron may fill out a **Search Request** form at the Circulation Desk. If the item is located, a notice will be sent to the patron and the item will be held for 7 days at the Circulation Desk. Notification will be sent within one week, if the item has still not been located.

Interlibrary Loan and Reciprocal Borrowing through LALINC (Louisiana Academic Library Information Network Consortium)

Delta students and faculty/staff may borrow items via Interlibrary Loan (ILL) from other libraries throughout Louisiana and the nation if Library Services does not own or have access to the item sought. For a full description of ILL services, please see the ILL policy.

In addition to ILL, current Delta faculty may obtain a LALINC card at the Circulation Desk, if in good standing with the Library (I.e. no outstanding charges and /or not overdue books). The LALINC card is valid for one semester and can be presented to any LALINC member Louisiana Library to charge items from that library.

Circulation policies vary between libraries and the borrowers is responsible for reading and understanding the policies of the lending library and for any fines or charges incurred using either ILL or LALINC services.

Overdue Materials, Library Fines and Charges

Any overdue items must be returned or renewed and any related fines paid. All fines and other charges are to be paid in the Bursar's Office; the Library does not accept payment. Students wishing to pay fines on the day that an item is returned will be provided a bill to take to the Bursar to make payment. Otherwise, students may wait until a bill is received in the mail. A printed receipt showing payment received for fines or charges will be provided at the time payment is made and the Library will be notified. Excessive fines and /or overdue items may result in a borrower being blocked from checking out materials until all issues are resolved. A hold will be placed on the student's record and the student will not receive grades, transcripts, or graduate until all overdue items have been returned and/or any outstanding charges have been paid. Unpaid charges may not be adjusted for bills older than 90 days. **It is the borrower's responsibility to return or renew items in a timely fashion. The first notice of a due date is stamped or written in the back of the item and stated verbally at the time of check out.**

Regular Overdue Fines

Fines are accrued daily on all overdue materials excluding the days when the library is not open. Regular overdue fines are \$.10 per day per item (maximum overdue fine: \$15.00 per item). Additional charges above the regular overdue fines will be included if the item is damaged or not returned.

Faculty and staff are exempt from paying overdue fines; however they are responsible for charges associated with damages to or loss of library materials in their possession. A courtesy notice will be sent one week before the end of the semester to remind faculty/staff that all items are due back. Faculty should contact the Library Director if an item is needed during the break between semesters.

Fines for Overdue Reserve Items

Reserve materials carry an overdue fine of \$.10 per minute (\$.60per hour), with a maximum fine of \$6.00 per item per day. Additional charges above the regular overdue fines will be included if Reserve materials are not returned or are damaged.

Lost/Non-Returned Materials Charges

Patrons are responsible for charges associated with lost items, including the actual cost of the item. A \$10.00 Processing Fee and overdue fines accrue to the date of reporting the item lost. If any item is irretrievable lost (i.e., not simply misplaced), the Library Director should be notified immediately in writing, by completing a **Lost Item Report** form, available at the Circulation Desk or as a printable form online. Overdue fines continue to be assessed until notification is received and /or until the maximum overdue fine is reached. Patrons who notify the Library Director immediately upon noticing the item is lost may be able to avoid overdue fines if the loss is reported before or by the due date.

Lost Item charges consist of the following:

- Replacement cost; will vary (actual cost of the item)
- Processing fee; \$10.00 (Non-refundable)
- Any applicable overdue fine per item (\$.35 per day up to \$15.00 for regular materials; \$.10 per minute up to \$6.00 for Reserve materials) up to and including the date that the item is reported lost. (Non-refundable)

Replacement/Damage Fees for Photocopied Reserve Materials

All Reserve material available for photocopy is prepared so the making of photocopies is possible. A fee of \$15.00 may be assessed for materials damaged from careless usage.

Replacement cost for reserve materials owned by the instructor. (Actual cost of the item plus the processing fee of \$10.00 and any accrued fine as appropriate).

Damage Fee – A \$15.00 damage fee will be assessed for items that require minimal repair. Items with severe damage necessitating replacement will be assessed a \$10.00 process fee and the replacement cost of the item.

Appeal of Fines or Charges

An appeal of fees form is available at the Circulation Desk. The appeal of fees form should be completed and submitted to the Library Director or the librarian on duty. If the borrower remains unsatisfied with the initial resolution, he/she should refer to the Student Handbook for "Student Complaint Procedure" to proceed further.

Return Receipts

Any patron may request a return receipt when returning library materials. Please indicate this BEFORE your materials are checked in at the Circulation Desk. Return receipts cannot be issued for materials returned in the drop box after hours.

RIGHT TO PRIVACY AND OTHER ISSUES

Every patron has a legal right to privacy while using information. All circulation records and any other library records indentifying the names and personal information of library users are confidential. Neither name of borrowers not information on materials used by a patron will be disclosed. Also, in order to further protect borrowers' privacy, specific information regarding titles, amounts owed, etc., will not be disclosed over the phone or to an individual asking at the desk without providing proper ID. To do so is illegal. We will only provide the number of items charged and the due dates to a caller or patron asking at the desk without a photo ID.

Links

Documents Protecting the Right to Privacy:

Louisiana Revised Statute

LA R.S.44:13 Registration records and other records of use maintained by libraries.

<http://www.legis.state.la.us/tsrs/RS/44/RS 44 13.htm>

Library Code of Ethics, Adopted June 28, 1995 by the ALA Council <http://www.ala.org/alaorg/oif/ethics.html>

Policy Concerning Confidentiality of Personally Identifiable Information about Library Users, adopted July 2, 1991 by the ALA Council. http://www.ala.org/alaorg/oif/pol_user.html

Policy on Confidentiality of Library Record, Revision adopted July 2, 1986 by the ALA Council. <http://www.ala.org/alaorg/oif/polconf.html>

Intellectual Freedom

Intellectual freedom is granted by the First Amendment of the U.S. Constitution which protects the right to freedom of speech. "Speech" implies the sharing of information, ideas, and opinions.

Free access to information and ideas, and the freedom to read, view, understand, and interpret information for one's self is a fundamental underpinning of a democratic society. The LRC respects individual intellectual freedom and protects individuals' right to privacy when reading, viewing or accessing constitutionally protected information.

<http://www.ala.org/alaorg/oif/first.html>

Intellectual Freedom Documents: U.S. Freedom of Information Act

<http://www.usdoj.gov/foia/index.html>

Library Bill of Rights, ALA Council, Revision adopted January 23, 1980 by the ALA Council <http://www.ala.org/work/freedom/lbr.html>. Freedom to read, Revision adopted January 28, 1972 by the ALA Council. <http://www.ala.org/alaorg/oif/freeread.html>.

Intellectual Freedom Principles for Academic Libraries: Adopted by ACRL, Intellectual Freedom Committee; June 28, 1999 and approved by ACRL Board of Directors: June 29, 1999. <http://www.ala.org/acrl/principles.html>

Resolution on the Use of Filtering Software in Libraries, <http://www.ala.org/alaorg/oif/filtres.html>

LIBRARY AND LRC COLLECTION DEVELOPMENT POLICY

Audience & purpose of the policy

The primary function of Louisiana Delta Community College (LDCC) is to provide students, faculty, staff and the citizens of Monroe and West Monroe and its surrounding areas with an affordable opportunity to enrich their lives. LDCC offers students occupational, vocational, and technical education. The various programs are designed to provide students with the skills necessary to enter the job market, enhance personal and professional growth, modify occupations through retraining, or continue their education at a four year institution.

The purpose of the Collection Development Policy is to serve as the basis for selection and acquisition of materials that best serve Delta's Community and guide future program developments.

The policy establishes a means for evaluating progress toward achieving collection goals; serves as a basis for institutional and departmental budgetary decisions including establishment of priorities for allocation of resources; provides a source of information for determining areas suitable for coordinated interlibrary collection development; details existing cooperative programs with other institutions; establishes priorities to guide acquisitions, cataloging and preservation decisions; documents stipulations on acceptance and incorporation of gifts into the collection; and provides information on the library's commitment to intellectual freedom and respect for intellectual property rights. The policy will be systematically reviewed regularly and updated as needed to better meet the needs of Delta's clientele.

Louisiana Delta Community College fulfills its mission by:

1. Providing students with appropriate educational supplies, training, and library services at convenient times and accessible locations to increase their success.
2. Creating a campus environment that encourages quality learning experiences and that reinforces the value of cultural and economic diversity and mutual respect.

3. Making effective use of new and emerging technology to improve teaching and learning in Delta's classrooms, laboratories, and other learning environments.
4. Offer students services to motivate and maximize their potential for learning through goal attainment critical thinking, problem solving, and information literacy.
5. Effectively developing and managing the resources allocated for capital and operational expenses to support the mission of the college

Brief Overview of Collection and Organization of the Collection Management and Development_____

Louisiana Delta's Library collections and resources will continue to be the center of the academic environment providing information and materials necessary for students and faculty for teaching and learning. The library/LRC will provide essential reference and specialized resources for curriculum and program support. Library services will be directly involved in the development and operation of the Learning Resource Center for instructional support for students requiring additional instruction to achieve academic success. The Delta Library and faculty will work cooperatively to provide a broad spectrum of resources and materials for classroom instruction, research assignments, tutorials, point-of-use instruction, and self-paced learning. The collection will include a variety of formats in order to allow students and opportunity to learn how to access different forms of information sources and foster information literacy.

The Library/LRC collections will be classified using the Library of Congress Classification System (LC) and full bibliographic MARC records will be added for each format and title incorporated into the collection.

The Library's collection covers a broad range of LC subject areas with priority given to subject areas supporting courses and degree programs.

A reference collection is the starting point of beginning research; therefore, materials selected will be broad enough and in-depth enough to provide for the informational and research needs of users.

Currently, Delta's Library Services provides access to electronic periodical indexes and databases through LOUIS: The Louisiana Library Network membership that provides students and faculty convenient electronic access to more than 30 Louisiana Academic Catalogs and several periodical indexes and full-text databases.

The Library /LRC will strive to ultimately reach the standards for facilities and collections as detailed in the Standard for Community, Junior, and Technical College Learning Resources Programs [<http://www.ala.org/acrl/guides/frcoll.html>].

Budget Structure and Allocation Policy

Louisiana Delta's Community College Library/LRC will seek stable and consistent funding for development of materials, resources, and services. A dollar amount per full-time student equivalent will be requested for each year's operating budget using the formula in the Standards of Community, Junior, and Technical College Learning Resources Programs (Approved by ACRL, ALA, and AECT, 1994) with upward adjustment for inflation in cost of materials and publications. Revenues generated from library fines and fees will be dedicated solely for support of library collections and learning resources.

Collection Management and Maintenance

Preservation

The library uses a security detection system to preserve collections by protecting items from an unauthorized removal. The security system will alert library staff when materials that have not been appropriately checked-out or are being removed from the library without authorization. The library will also use a number of preservation methods to protect material from premature aging and deterioration by binding materials for durability, by attaching protective covers, and when appropriate utilizing preservation methods.

Replacement

The library will not automatically replace materials that are reported missing. Rather, potential replacements will be reviewed under the same criteria as ongoing purchases to determine whether or not it is affordable, current, useful, and connects within the scope of the collection. If heavily used items that are necessary for teaching or research are reported missing, the items will be replaced as quickly as possible, provided the materials are still available for purchase.

De-selection/Weeding

Delta's Library will be regularly and systematically evaluated with the needs of the users in mind to assure materials and resources are current, useful, and in adequate condition. Elimination of materials and resources that are obsolete in date and/or in relevance and materials that are deteriorated or damaged beyond repair is an indispensable practice in maintaining useful collections as well as effective use of space. Only librarians responsible for collections development will have authority, with final approval of the Director of Library Services, to remove materials that meet de-selection/weeding criteria. ACLR Standards for Community, Junior, and Technical College Learning Resources Programs suggest that three to five percent of the collection should be replaced annually. Delta's Community Library will not attain these percentages in its early development stages. When the library collections are within proximity of the collection goals as defined by the Integrated Postsecondary Education Data System (IPEDS) of the U.S. Department of Education in the ACRL standards, focused de-

selection will be initiated by the Director of Learning Resources to withdraw near the percentages suggested by ACRL. <http://www.ala.org/acrl/guides/jrcoll.html>
Instructional faculty may participate in the de-selection process by reviewing lists of materials targeted for withdrawal and verifying that materials no longer serve any historical, instructional, or research interest. The library will make withdrawal lists available for faculty scrutiny. Louisiana state regulations for disposal of state property will be followed when discarding books and other materials from the collection.

Access

Library Services provides access to materials that are not owned by or physically housed in the library. Through OCLC/Solinet, Delta's faculty and students have access to library collections nationwide through Interlibrary Loan (ILL) service. Access to articles and book chapters via electronic databases and access to other state library collections is provided through LOUIS: The Louisiana Library Network periodical indexes. The library plans to use Ariel Interlibrary Loan Software, which is also used by the majority of Louisiana's Academic Libraries to allow digital sending and receiving of articles and book chapters to and from other Louisiana Libraries. The library will use a statewide library delivery service and traditional ILL via U.S. Mail services to lend and borrow materials that cannot be sent or received digitally or via fax. The library will continually investigate additional electronic access and delivery options to provide timely access for students and faculty.

Equipment Purchase and Technical Support for On-site and Remote Electronic Files

The Library/LRC provides equipment for accessing resources and information stored in various formats. The library employs expertise within the library for problem solving with electronic files and databases, when knowledge is limited the library will seek expertise from campus computing and external partnering agencies or other academic libraries. As a member of the LOUIS consortium, the library relies on the staff of LOUIS for technical assistance for problems with the catalog, periodical indexes, and databases. The library also enlists technical support from LANET and OCLC/Solinet for questions and/or problems related to these technologies.

General Collection Development and Management

Types of Publications

Books - Library Services collects printed books, audio books and electronic books.

Periodicals - Library Services collect print and magazines in print as well as electronic.

Newspapers-Library Services collects newspapers in print, microform, and/or electronic form. The library purchases some state, local, and national newspapers in various formats.

Textbooks- Library Services will not purchase but does collect Delta course textbooks, other text books may be selected if coverage is not found in other adequate sources.

Reprints-Library Services collects current and retrospective materials.

Dissertations and Theses- Library Services does not collect these items except when specifically requested by a faculty member. Online access and ILL options will be utilized first unless a permanent local copy is required.

Paperback Books-Library Services acquire very few books in this category; historically, hardcover editions are more suitable for books that are expected to have frequent usage.

Audio Visual Materials - Library Services will collect CDs, video cassettes, DVDs and other as technologies develop.

Electronic Formats- Library Services offers Internet, online catalogs, and electronic books and journals.

Children's Materials-Library services will collect a limited amount of children's materials to support the Early Childhood Education curriculum.

Fiction-Library Services will acquire classics and some popular fiction to support college preparatory reading curriculum and other English/Literature curriculum. This includes both popular and scholarly works.

Government Publications- Library Services will not specifically collect government documents or be a depository, but will acquire selected government materials.

Selection Procedures

All materials selected for the collection will be reviewed in terms of cost and suitability for the scope of the collection before purchasing.

Gifts

Any academic librarian may accept material gifts from patrons on behalf of the library, but the patron must sign the gift agreement before the donation will be accepted. Acceptance of a gift does not necessarily mean that it will be incorporated into the collection. The materials donated to the library will be subject to the same criteria that are applied to new materials that are selected and purchased by the library. This means the gift will undergo review for usefulness, physical condition, indirect cost such as processing and storage. Library Services will seek exchange methods with other libraries within Louisiana in order to fill gaps within the collection and to give materials that are duplicated or not needed.

***All library requisitions must be given to the Director of Library Services for approval before ordering.**

LRC Computer Network/Internet/Information Resource Usage Policy/Procedures

Louisiana Delta Community College (LDCC) Library and Learning Resource Center (LRC) exist to support the mission and goals of Delta Community College. The LRC provides the Delta Community with materials, resources, and instructional service necessary for teaching and learning.

Computing resources at Louisiana Delta Community College are provided for the use of students, faculty and staff to help carry out the mission of the College. The College encourages and promotes use of computing and network resources by the College Community that support the mission. Computer systems/electronic information systems include all computer based hardware, and software owned by the College, any communications hardware and software provided by the College for the purpose of accessing it computers, any computer network governed in part or whole by the College. Louisiana Delta Community College generally provides users access to computer services such as electronic mail and the Internet 21-hours a day, seven days a week. (The College reserves the right to bring these services down for maintenance as needed).

Because of the nature of some of this information, access to it must be limited; however, because of its role as a state-supported educational institution, it is the College's obligation to make suitable information available to both its internal and external constituents. Because of these potential conflicting needs – limiting access to information and making information widely available – it is the obligation of faculty, staff and students to make use of computer and Internet resource responsibly, ethically and legally.

LCTCS' Policy and data Security

All sensitive data that is stored on agency approved portable storage devices (Notebook PC's USB thumb drives, USB hard drives, CD's, DVD's, diskettes, PDA's etc.) that are removed from the state premises must be encrypted and consistent with OIT STD 023 (Encryption Standard). The entire policy can be found at:

<http://www.lctcs.edu/assets/policies/Data%20Security%20on%20Notebook%20PCs%20PDAs%20&%20Portable%20Storage%20Devices%20200612.pdf>

To download encryption software on to your computer access the following site:

<http://www.truecrypt.org/downloads.php>

Rights and Responsibilities of Users

Delta's Library/LRC subscribes to the American Library Association's Library Bill of Rights, Freedom to Read and the Freedom to View Statements. The library affords users unrestricted access to public information resources, subject to published principles of collection development, technological capabilities, and financial constraints. It is within this context and the context of Delta's mission that the LRC offers access to the Internet and other online electronic resources.

The Internet enables access to a wealth of valuable and reliable information from a variety of sources. However, it also provides access to information that may be inaccurate, controversial, personally offensive to some viewers, or inappropriate to children. **Individual users must exercise judgment in evaluating the validity and appropriateness of information retrieved via the Internet and must assume personal responsible for its use.** Parents, not the Library, are responsible for the use of library resources by children visiting the library.

Delta's Library patrons must agree to the following conditions to use online resources:

- Respect for the privacy of other users.
- Respect for the legal protection provided by copyright laws and license agreements for programs and data.
- Respect for the integrity of data, information technologies, properties, and equipment.
- Users will not use the Internet terminals for illegal purposes, or in support of such activities. Illegal acts may subject the violator to prosecution by local, state, or federal authorities.
- Patron will not attach other peripherals on the Library's public computers and shall not install their own software. Files cannot be saved to the computer's hard drive.

The library reserves the right to prohibit violators of these conditions from future access to the Library's computer online services.

Virus Warning / Disclaimer

Although the library computers have a program that checks for viruses there is no guarantee that files downloaded from the Internet will not contain a virus. The Library is not responsible for any damages that may arise from saving or downloading files.

Library/LRC Interlibrary Borrowing and Lending Policy

Definition and Purpose of Interlibrary Loan Service

Interlibrary loans are transactions in which library materials are made available from one library to another. The purpose of interlibrary loan is for exchange of resources throughout the state and nation. Resource sharing among libraries is desired and encouraged for mutual benefit.

Interlibrary Loan (ILL) service supplements the locally owned resources and provides students and faculty access to a wider range of materials beyond the LRC collections. The LRC seeks to provide ILL service in accordance with the following:

Copyright Law of Title 17, U.S. Code <http://www.access.gpo.gov/congress/congo013.html>

National Interlibrary Loan Code for the U.S.; <http://www.ala.org/rusa/stnd inc.html>

National Commission on New Technological Uses of Copyright Works (CONFU) Guidelines
<http://www.cni.org/docs/info.policies/cCONTU.html>

Louisiana Interlibrary Loan Code
<http://www.selu.edu/orgs/LALINC/o;;cpde.html>

Borrowing

ILL service is extended to all Delta students, faculty and staff. All may search any library catalog within the state and nation and initiate a request to borrow materials for research. Other patrons may make requests for ILL materials via the local public library.

Instructors are responsible for assuring students have access to course readings; either through providing students copies in class or by placing the readings on reserve. The Library/LRC will not provide interlibrary loan requests for assigned readings.

Delta's Library/LRC is a member of OCLC, which allows the library access to more than 2,000 libraries nationwide via national cataloging, interlibrary loan, and title verification records. Using OCLC the staff will process borrowing requests in a timely manner. Steps of the ILL process include: patron requesting materials, LRC staff locating materials and submitting the request to a lending library, lending library issuing and forwarding the materials via appropriate transmission methods either through mail, fax, or electronic transfer. The entire process may take approximately two or three weeks due to location of the lending library. It is recommended that patrons make requests for material at least 14-21 days in advance of needing the materials for effective use of ILL service.

Procedures for Requesting ILL Materials

- Verify that Delta does not own or have access to the material sought.
- All ILL requests must be completely filled out.
- One ILL request form per item must be completed.
- ILL forms are available via the Library's home page.
- Submit request a minimum of 14 days prior to needing the materials.
- ILL requests a minimum of 14 prior to needing the materials.
- ILL request are limited to a maximum of 3 per person per week.

- Requestor will be notified when materials arrive. Materials will be held at the circulation desk a maximum of 7 days before items will be returned to the lending library.
- All materials should be returned to the circulation desk three days prior to the lending library due date unless otherwise approved by the Library Director. Renewals must be made at least 3 days prior to due date.
- The requesting patron is responsible for all charges associated with damage or lost of item.
- Flagrant violations of ILL policies and procedures will be cause for withdrawal of ILL privileges.
- Any questions concerning ILL requests should be directed to the librarian on duty or the librarian responsible for processing ILL request.

The Library does not charge qualified patrons for use of ILL services as long as requested items are those directly related to research needs and funds are available. Faculty and students may request materials for purposes other than research for a \$5.00 fee per request (Maximum 5 items).

The lending institution's policies are in effect for materials borrowed through ILL. Lending library policies vary as to what resources may be borrowed, length of borrowing period and fines for overdue items.

Occasionally, materials can only be obtained from an institution or document deliver service that charges a fee for lending items. The Library will attempt to defray these charges as long as funds are available. In some circumstances, the borrower may be asked to pay these fees up to the maximum cost indicated by the patron on the ILL request form.

The patron initiating the request is responsible for adhering to the policies of the lending institution. He/she is also responsible for any charges or fines incurred during an ILL transaction.

Procedure for Recovering Fines and Charges Incurred During an ILL Transaction

Fines owed to a lending institution will be paid promptly by Delta's Library/LRC.

The faculty or student incurring the fine or charges as a result of damage to borrowed items or violation of the lending library's policies will be then billed by Library Services for the total amount of the fine or charges plus an additional \$5.00 service charge.

ILL Lending

LDCC does except requests from outside institution and will not charge the institutions that have a non-charging policy. Nevertheless, those institutions that do charge ILL fees will be charged the same amount as our service charge.

Email request are accepted from LALINC members must include title, author, edition, and publisher.

LOAN Period

Refer to the LDCC Circulation Policies.

Renewable

Yes, unless otherwise designated or item has been recalled.

Types of Materials Loaned

Books, Audio Books, Periodical Articles, Audio/Visual.

***LDCC reserves the right to refuse any request, which does not comply with any provision of the above codes, guidelines or circulation policies.**

Types of Material Not Loaned

Rare books, Reference, Periodicals/Journals, Course Reserve Items and Frequently Used titles.

Photocopies

All requests for photocopies must be accompanied with copyright compliance.

Packaging

Items should be packaged to protect against damaged when returned to:

Louisiana Delta Community College
Library Services
7500 Millhaven Road
Monroe, LA 71203

Fines

Institutions borrowing materials from LDCC are responsible for any fines or charges incurred during an ILL transaction including, but not limited to, damage and overdue fines. (For details concerning fines refer to the LRC Circulation Policy.)

Library and LRC Safety and Security Policy

The Louisiana Delta Community College Library and Learning Resource Center is a safe and welcoming environment for all students, faculty, staff and members of the community. Patrons will have access to all materials and resources in this facility but some security precautions will be taken in order to maintain the safety and security of all patrons, staff, library resources, and equipment.

All students are expected to adhere to behavior guidelines details in the campus “**REGULATIONS GOVERNING STUDENT BEHAVIOR**” in the LDCC Student Handbook. Failure of any student adhere to these regulations will result in disciplinary action as outlined in the Student Handbook.

Non-students using the Library and Learning Resource Center materials and facilities are also held to elevated standards to conduct themselves in a manner that reflects the highest behavioral values. Failure to adhere to behavior guideline will result in denial of services and penalizing actions for inappropriate conduct. (Up to an including lost of library privileges and abandonment from the library facility.)

Suspected Damage to Resources or Equipment

All book bags, backpacks, and other bags are subject to search when the 3M Security System’s alarm is sounded or when a staff member has reason to suspect that a crime has been committed (deliberate damage and/or theft of Library materials and equipment).

Library users caught intentionally damaging or attempting to steal any library materials or equipment will be permanently banned from the Library and Learning Resource Center. Students, faculty, and staff will be held responsible for all costs and fees with replacing the damaged and/or stolen items and will not receive any grades, transcripts, etc., until full restitution is made.

Any theft or damage to LDCC materials, resources, and/or equipment may also be subject to criminal prosecution.

Reporting Security Incidents

If someone is observed damaging or attempting to steal resources or equipment, staff should notify the Library Director or a designee as soon as possible. If it is determined that a crime has

been committed, the supervisor will call the proper authorities. If the incident is not severe enough to warrant law enforcement intervention, then disciplinary will be administered as outlined in the LDCC Student Handbook.

Any incident of known damage or theft of must be reported to the Director of Library and Learning Resource Center along with a Library Security Incident Report. A copy of the form must be given to Cataloging in order to update or delete the item record from the system. If a student is involved a copy of the form must be sent to the Dean of Students' Office for appropriate blocks can be added to the student's record. If equipment has been damaged, notify the campus Property Control Officer.

Evaluation of Library Services

The Library will continue to gather customer feedback regarding operations, services, and facilities to expand awareness of our current strengths and weaknesses. Surveys will be scheduled during the spring semester before final exams. Surveys are conducted at the end of each Bibliographic Instruction, tour, orientation, workshop, and seminar session. Feedback comes from a variety of survey questions which aid in our being better prepared to equip students, faculty and staff with lifelong information skills.

Survey data records are kept in the library and are accessible to anyone who wishes to see them. They can be requested from any full-time staff personnel.

Our Surveys Measure

- Customer satisfaction
- Online and remote access using databases
- Physical infrastructure of the library
- Book collection
- Library hours
- Library instruction services
- Availability of information sources
- Reference and information services

- Circulation and usage policies
- Staff knowledge and professionalism
- Equipment availability
- Security

The Delta Library /LRC have a Comment and Suggestion Box in the library. It is placed where students, faculty and staff can voice their opinions about Library Service. Communication with library staff can also be done through our email address on the library home page with 27/7 access.