

Circulation Guidelines

The circulation system is automated through the Library Information Network for Cooperative Content (LINCC), an automated information system that connects Florida's 28 colleges and is administered by the Florida Virtual Campus (FVLC). LINCC has enabled the circulation department to gather statistical information and track materials by type, category, date due, title, patron name, etc.

Information concerning the running of the Aleph (circulation system) is kept on file at the circulation desk. All items in the library are given a barcode whether they can be checked out or not. For those items that do not circulate outside the library, a computer count is taken at the circulation desk by swiping its barcode.

Circulation by Patron Type

NFCC students and Dual Enrollment Students – At the beginning of each term current enrollment information is downloaded from the student database by Computer Services to FLVC. Students are required to have a student ID card. Verification of enrollment is necessary before an ID card is issued. When the students receive an ID card, the barcode is activated in the Aleph Circulation Module so it becomes their library card. Students receive a Library Information Sheet with contact information, hours and library services (See Appendix A). Students must present this card to check out items from the library. The Registrar's office works with the library to ensure that items are returned and all fees are paid by not permitting registration and transcripts until the student has cleared his or her obligations with the library.

High School Students (other than dual enrollment) – No high school student is allowed to check out materials under his own name. The high school student's parent or guardian may register for a community card and check out items. The parent is responsible for any damages as well as the return of items checked out.

Community Patrons and University Students – Community patrons must fill out a card with pertinent information concerning address, place of work and telephone number. (See Appendix B). The community patron must present a government issued photo ID to confirm identity and prove residency in the college's service district. The library will accept official mail such as an electric bill or other official correspondence in lieu of a picture identification card with a current local address. A copy of the photo ID is attached to the patron's registration card on file at the circulation desk. Community patrons are provided

with a library card with a barcode affixed to the back of the card. They must present this card in order to check out items. The patron may check out two items. When those items are brought back on time, the patron may check out a total of five items. The community patron's card is good for three years from the date issued. An information sheet is given to patrons when they register for a library card (See Appendix C). Students registered at universities are registered as community patrons since most reside in NFCC's six county service district. These students must have a Student ID number issued by their institution to access their university's electronic resources because they are not authorized to use NFCC's electronic resources.

Faculty, Adjunct Faculty and Staff – All faculty members and staff are allowed to have 30 items out at any one time and unlimited renewals. Books are checked out for the current semester. Audiovisual material is limited to two weeks. Magazines are checked out for two weeks for faculty and staff. Faculty and staff are not charged fines. All library materials must be returned or paid before retirement or termination of employment at NFCC. All family members of faculty or staff must be registered separately as either student or community patron. Faculty and staff members are not required to present library cards in order to check out. New faculty and staff are registered at an orientation tour when they are hired. Periodically faculty and staff members are sent a listing of items that they have as a reminder of the checked out items. They are requested to designate if they wish the time period on the item(s) extended or if they plan to return the item(s) in the immediate future. The faculty/staff member does not have to bring the item (s) in to be renewed.

Checkout & Check-in Procedure

To check out items, a current NFCC student must present his or her student I.D. card. If the student does not have his/her ID card and wants to check out a book, the student is asked to show some form of government issued photo ID. The patron's record is then brought up on the screen via name and items are checked out. Students are not allowed to check out items under someone else's ID.

To check out items, a community patron must present his/her library card. If the borrower is not currently listed as a registered library borrower, If the patron does not have his/her I.D. card and wants to check out a book, the patron is asked to show some form of government issued photo ID.

A high school student must have his/her registered parent/guardian present to check out items. The parent/guardian is responsible for the materials checked out.

The standard loan period for books, magazines, audiobooks, and CDs is for 14 days with one renewal. DVDs are loaned for 7 days with one renewal. Exceptions to the loan periods are for material that is in high demand. These materials will be loaned for 14 days with no renewals. Also, if an item has a hold

placed on it, then that item will not be renewed. Students may view their current checkouts at any time by clicking on “My Account” and entering their Borrower ID and Pin. They may renew items by using the “My Account” feature in the library catalog. Overdue items are not able to be renewed via this function. Items may also be renewed by calling the library's circulation desk at 850-973-1624.

To check out an item, the patron record is called up on the checkout screen by barcode. The item to be checked out is scanned. Date due information is placed in the material and the material is desensitized in order to prevent the security checkpoint alarm from sounding when the material passes through it. After the staff member has checked out books to a patron, that staff member views the list of items borrowed to ensure accuracy. This allows the staff member to check the number of items listed in the computer against the number of items the patron has checked out. After each checkout the screen is cleared of all patron information. The NFCC Library's staff recognizes the need to keep all borrower records confidential in accordance with 20 US Code, Section 1232g (FERPA) and Section 1002.22 of the Florida Statutes. (SEE Appendix D). When the material is returned, the item is checked in by computer, the item is sensitized and then placed on the book truck to be returned to the shelf.

Reserve Collection

Items may be placed behind the circulation desk on Reserve at the request of an instructor. This change is then entered into the ALEPH. When a student wants an item from the reserve collection, the item is checked out to him/her for use in the library only. Exceptions can and are made when the faculty member requests overnight checkout. Faculty is encouraged to remove items from Reserves when not needed. The Reserve Collection is purged periodically to keep content current and timely.

Patron Count

The 3M Security System, located at the entrance to the library, has a continuous counter. At the beginning of each week the counter number is recorded on the tally sheet located on the Share Drive. Library usage is also tracked during the evening hours and is kept on a tally sheet. The tally sheet is recorded at the end of each month and term and is saved in the Library's Share Drive.

Reports Generated

Reports are generated by the LINCC print server from FVLC. The reports generated include an *in house* count of materials used, circulation statistics by type of material (video, book, CD, periodical, etc.), reserve use, use by LC category, and use by user category (faculty, staff, community, etc.). The library director accesses reports online on an as-needed basis.

Periodicals

A notebook is kept at the circulation desk with a barcode for each periodical title.

When a periodical is checked out, the appropriate barcode is scanned and a label is placed by the barcode of the periodical with the date of periodical and/or issue number on it. When returned, the material is checked in and the label is removed from the notebook.

Collection of Monies in the NFCC Library

All monies that are collected from fines, lost books, paper copies, printing, and duplicate IDs are collected at the central desk. The business office furnishes a receipt book with triplicate receipts. When cash is received a receipt is written. The white copy is kept in the cash drawer of the circulation desk, the yellow copy is given to the patron, and the pink copy is kept in the book. A notation is made of why the money was collected (fines, etc.). At the end of each day the money is counted and reconciled against the receipts. Procedures for counting the money can be found in the section concerning the procedures for closing the library at the end of each working day. On the next working day the money is transferred to the business office.

Overdues and Fines

A library information sheet is given to each new community and student patron to acquaint patrons with information concerning fines, available materials, and library hours. Students, Faculty and Staff are not charged overdue fines. Three notices are sent out at weekly intervals for overdue items. After an item has been out a month, the fourth notice bills the patron for that item and any fines that have accrued. Students who have overdue or lost items are not permitted to check out more items. Community patrons who have fines or overdue items are not allowed to check out more items until all items are cleared. Fines do not accrue when the library is closed. Maximum fines for books, audiobooks, CDs, and DVDs are \$10.00. The maximum fine for magazines and CDs is \$5.00. Once the maximum fine has been reached, no additional daily charges will be added. Charges for lost, stolen, and irreparably damaged materials will include the replacement cost of the item, any fines, plus a non-refundable processing fee of \$10.00. The default replacement price for books and DVDs is \$20.00 Patron replacement of library materials will be accepted if, and only if, the item is brand new and is the exact title, edition and format of the lost material. DVDs and CDs

must be in the original shrink wrap. Once an item is paid for there **is no refund** if the item is later found.

A list is generated of those students with outstanding charges for materials. A hold is placed on the student's record in Banner until all library obligations have been cleared. Each week the Delinquent Borrower (C040) will be checked for books that have been set to a status of "lost." A hold is placed on the student's record in Banner for the amount of the lost book plus the corresponding processing fee. When (or if) the book is returned, library staff will clear the hold for the lost item. At the end of spring semester, outstanding charges older than five years will be expunged from Aleph and the corresponding holds cleared in Banner.

Security

The NFCC Library has a 3M Theft Detection Security System. Materials are desensitized at the time of checkout. The 3M system sounds an alarm whenever sensitized items pass its sensors. If an item sets off the alarm system the patron is asked to return to the desk so that the circulation person on duty can assess why the alarm went off. There are a number of possibilities including sensitized books from other libraries as well as those from bookstores. At no time is the patron made to feel like he or she is being accused of anything wrong. If it has been found that an item has not been checked out in the proper manner, the patron is asked if he or she would like to check out that item. If it is a reference item the patron is reminded that reference items do not circulate. Patrons with materials from other libraries that might trigger the alarm may have these items passed around the security system to them. The library is also monitored by security camera and security personnel.

Appendix A

NFCC LIBRARY INFORMATION SHEET

HOURS*: Fall and Spring 8:00 a.m. – 7:00 p.m. Monday through Thursday
8:00 a.m. – 4:30 p.m. Friday
CLOSED Saturday and Sunday

Summer 8:00 a.m. – 4:30 p.m. Monday through Thursday
CLOSED Friday, Saturday, and Sunday

*The NFCC Library observes all college holidays.

PHONE: (850) 973-1624

URL: www.nfcc.edu/library

E-mail: Library@nfcc.edu

In accordance with school policy, students may be asked to show their student ID. Student ID cards are made in the library at no charge. There is a \$5 charge for duplicates.

CHECK-OUT: Students *must* have a student ID to check out materials. Non-students will be issued a library card. Borrowers may have a total of 5 items (books and/or videos) at any one time. Materials may be renewed once, either over the phone, on-line, or in person. When items are overdue, students may not check out library materials until the account is cleared. Holds may be placed on a student's record in Banner for items declared lost.

BOOKS: Check-out period is two weeks. Reference books cannot be checked out.

DVDS: Check-out period is one week. A video viewing room is available for classes or individuals.

AUDIOBOOKS: Check-out period is two weeks.

MAGAZINES: Check-out period is one day. Electronic databases with full-text articles are accessible from the library web page.

CALCULATORS: May be checked out for the semester on a first come, first served basis.

NEWSPAPERS: In-library use only.

PHOTOCOPIES / PRINTING: \$0.10 per page.

A card is necessary for printing and photocopies. Money may be added to the student ID card or a copy card may be purchased. Copies must be made under compliance with the copyright law.

COMPUTERS: Thirty-nine computers are available in the library for NFCC student use. Users must have basic computer skills and bring their own disks or flash drives. Library computers **DO NOT** have CD burners. Computer assistance is available at the computer lab. Adult community members may use the computers when they are not needed by students. Wireless is available in the library and on the patio.

PLEASE: DO NOT RESHELVE MATERIALS. You may leave them on a table or at the circulation desk.

Please enjoy your food, drinks, and tobacco products **outside** the library.

STAFF: Ask us if you have any questions:

Kay Hogan, Director of Library Services

Jhan Reichert, Library Technical Assistant

Lynn Wyche, Coordinator of Library Services

Michelle Wheeler, Library Technical Assistant

Appendix B

North Florida Community College Library Community Patron Information

Barcode: _____ Date: _____ Expiration Date _____

Please Print

Name: _____

Last Name

First Name

Home Address: _____

City/State: _____ Zip Code: _____

Home Phone Number: _____

Occupation: _____

Business Address: _____

City/State: _____ Zip Code: _____

Business Phone Number: _____

E-mail address: _____

Former NFCC student? _____ Are you enrolled at another institution? _____

If so, where: _____

Please sign on back

Community Patron Information (continued)

I hereby agree to obey all the rules of the Library, to return all materials when due and to pay promptly all charges for overdue or injury or loss of materials. I give permission to the NFCC library staff to check with my local public library to assure good standing.

Signature: _____

High School Student Permission

I give _____ permission to check out

(Please print high school student's name)

materials under my name. I will assume responsibility for these items.

Signature: _____

Appendix C

HOURS



Fall and Spring

8:00 a.m. – 7:00 p.m.
 Monday through Thursday

8:00 a.m. – 4:30 p.m. Friday

CLOSED
 Saturday and Sunday

Summer

8:00 a.m. – 4:30 p.m.
 Monday through Thursday

CLOSED Friday, Saturday,
 and Sunday

*The NFCC Library observes
 all college holidays.

LIBRARY STAFF

Ask us if you have any questions:

Kay Hogan, Director of Library Services
 Lynn Wyche, Coordinator of Library Services
 Jhan Reichert, Library Technical Assistant
 Michelle Wheeler, Library Technical Assistant



North Florida Community College

325 NW Turner Davis Drive
 Madison, Florida 32340
 Phone: 850-973-1624
 E-mail: Library@nfcc.edu

NFCC Library

Community Patron Information



PHONE: (850) 973-1624
 URL: www.nfcc.edu/library
 E-mail: Library@nfcc.edu

PHOTOCOPIES / PRINTING

Photocopies / printing costs
\$0.10 per page.

A card is necessary for printing and photocopies. A print card may be purchased from the Cash Card machine located near the copier and can be reloaded as needed. The Cash Card machine does not take change. Copies must be made under compliance with the copyright law.



PLEASE DO NOT RESHELVE MATERIALS.
 You may leave them on the table or at the circulation desk.

Please enjoy your food, drinks, and tobacco products **outside** the library.

CHECK-OUT:

Non-students will be issued a library card after completing a form and providing a copy of their driver's license. Borrowers may have a total of 5 items (books and/or videos) at any one time. Materials may be renewed once, either over the phone, on-line, or in person. Reference books cannot be checked out. Fines are not charged when the library is closed.

BOOKS: Check-out period is two weeks. After the due date, a \$0.10 daily fine is charged per book.

DVDs: Check-out period is one week. After the due date, a \$0.50 daily fine is charged per DVD.

AUDIOBOOKS: Check-out period is two weeks. After the due date, a \$0.10 daily fine is charged per book.

MAGAZINES: Check-out period is one day. A \$0.50 daily fine is charged per overdue magazine.

NEWSPAPERS: In-library use only.



COMPUTERS:



- Thirty-nine computers are available in the library for use.
- **Adult community members may use the computers when they are not needed by students.**
- Users must have basic computer skills and bring their own disks or flash drives.
- Library computers DO NOT have CD burners.
- Wireless is available in the library and on the patio.

Appendix D

US Code – FERPA – <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Florida Statute 1002.22 - <http://www.leg.state.fl.us/Statutes/>