

WILLIAM T. BOYCE LIBRARY
FULLERTON COLLEGE

PROCEDURE MANUAL

2017-2018

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Library/Learning Resources, Instructional Support Programs and Services

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ADMINISTRATION AND GENERAL REGULATIONS

CAMPUS ADMINISTRATIVE OFFICES

During the day program, if there is a need to contact an administrative officer for clarification of policy, the dean will call the vice president of instruction at ext. 27030.

If there is a need for additional administrative assistance during extended day hours and the Library/Learning Resources, Instructional Support Programs and Services dean is not available, the librarian on duty will contact Campus Safety at ext. 27080 and ask to be connected with the evening dean on duty.

For any questions or problems concerning facilities, the division administrative assistant will contact the facilities office at ext. 27024.

DISRUPTIVE STUDENTS

If a student or patron is disruptive and cannot be handled by the library staff, call Campus Safety at ext. 27777. See Emergencies below. Give the administrative assistant a completed incident report form found at <J:/StudentDisciplineDocs>Student Discipline Incident Report.docx>.

EMERGENCIES

For all emergencies, fill out an incident report form found on the j: drive. See above.

For plant and facilities emergencies, building security, fire and medical aid situations, call Campus Safety at ext. 27777.

For reports of theft within the building, call Campus Safety, ext. 27777, and notify the administrative assistant of the theft and that Campus Safety has been notified, including time, date, and to whom the information was given.

If Voyager goes down before 5:00 p.m., call the NOCCCD help desk, ext. 84849, or Richard Oberlin, ext. 84867. After 5:00 p.m. and Saturdays, call 714-808-4849 (ext. 84849) if Voyager is down. This is the district help desk, but you should press 0 (zero) which will allow you to leave a message forwarded to one of the manager's cell phones.

In case of disturbance or other situation beyond the scope of the college staff, call Campus Safety at ext. 27777. If a library staff member is dealing with a disruptive person calls Campus Safety, the staff member can request "Robert Redburn" to signal that he/she cannot freely speak and needs assistance.

HEALTH SERVICES

If a staff member or student reports an injury while working, he or she should accompany the student to Student Health Services immediately. Also, phone the health services office at ext.

27093, and report the person being sent. Give name and student number if possible. Likewise, if there is a need for a college nurse in the library, call Campus Safety at ext. 27777. A nurse is available Monday – Thursday from 8:30 a.m. – 5:30 p.m. and on Friday from 8:30 a.m. – 4:00 p.m. There are first aid kits at the reference desk, circulation counter, help desk and in the cabinet in front of the circulation librarian’s office in the main area of the circulation department. If there is a medical emergency, call 9 + 911 first, then contact Campus Safety.

LIBRARY HOURS

The library is open 7:30 a.m. – 9:00 p.m., Monday through Thursday; 7:30 a.m. – 4:00 p.m., Friday and 10:00 a.m. – 2:00 p.m., Saturday. Hours during intersessions are subject to change.

TELEPHONE NUMBERS

The telephone number for the library directory is 714-992-7039. The campus switchboard number, Monday – Friday, is 714-992-7000. Most district numbers are direct dial using the 5-digit extension.

GENERAL LIBRARY POLICY AND INFORMATION

ABSENCE REPORTS

Please call in all absences to the library office, 714-992-7039. Librarians are to fill out the absence form which is located in MyGateway under the District Forms tab>HR>Academic Employee Absence Forms>Counselor and Librarian Absence Form. The form should be returned to the administrative assistant to obtain the dean’s signature and to be forwarded to the appropriate offices. When a classified staff member calls in an absence, the administrative assistant will notify the absentee’s department librarian and will also take care of notifying backup people, if necessary. If you have a doctor’s appointment, committee meeting, or off-campus commitment, please notify the administrative assistant in writing and give her your approximate time of return. This information is needed in order to locate you in an emergency and in order to handle incoming calls for you.

ABSENCE OF EVENING/SATURDAY LIBRARIAN

If an evening or Saturday librarian or the circulation staff person is absent, the library assistant/circulation should notify the dean then attempt to reach the scheduled staff person. If the employee present is unable to reach the absent staff person, then he/she should begin phoning the list of staff persons in seniority order to find a substitute. The list of telephone numbers in seniority order is as follows:

Dani Wilson	(714) 402-6904
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<u>Priority</u>	<u>Telephone</u>
Jane Ishibashi	(714) 222-1676

Dave Brown	(714) 767-5780
Jill Kageyama	(562) 652-8447
Monique Delatte	(626) 437-5587
Valentín Macías	(909) 437-7996

<u>Adjunct Substitutes</u>	<u>Telephone</u>
David Goto	(714) 532-2710
Deb Richey	(714) 525-6411
Sandra Skates	(909) 769-1292
Amanda Westerbeek	(562) 235-9716
Anna Shyrokova	(714)360-2979
Lynn Chung	

Classified staff with sufficient knowledge of circulation procedures to fill in without advanced warning

Ché Hernandez	(714)396-0881
Efrain Villanueva	(714)457-1051
Chynna Barnett	(714)700-0630
Don Mai	(502)510-4452*

*The list is in seniority order, but when staff have been hired at the same time, seniority is determined by “lots” according to contract. In the above list, Chynna and Don are in alphabetical order. When calling, staff may toss a coin to determine who to call after Efrain.

If both evening librarians are absent, or if either the Saturday librarian is absent or the scheduled circulation staff person is absent and a substitute cannot be located, the administrator on duty should be contacted by the LLRISPS dean or the library employee present and, if necessary, the library should be closed according to standard library closing procedures. The staff person present should post a sign that the library will be closed for the remainder of the day or evening, and that regular library hours will be resumed on the next business day. At no time should the library remain open without a librarian or circulation staff person in attendance.

ADMINISTRATIVE RESPONSIBILITY IN THE ABSENCE OF THE DEAN

The director of the Academic Support Center is the next in command followed by the faculty senate representative, and then the alternate faculty senate representative. The responsibility level then falls, in order, to the librarian with the most seniority at Fullerton College Library.

In the absence of the dean in the evening, the librarian in charge or responsible administratively, will be the librarian on duty.

In the absence of the dean during summer intercession, the director of the Academic Support Center will assume administrative responsibility followed by the summer librarian.

CHILDREN/MINORS LEFT UNATTENDED IN THE LIBRARY

The library cannot assume responsibility for children left unattended nor can it undertake the responsibility of providing supervision. Minors must have an adult caretaker in attendance at all times.

If children are found unattended in the library, notify Campus Safety. The Campus Safety officers will attempt to locate a parent or guardian, but if no one can be contacted, they may notify the Fullerton police. The police can take the minor(s) into temporary custody per the California Welfare and Institutions Code Section 305(a).

CIRCULATION POLICY

A current Fullerton College picture ID serves as the student's library card. Students from Cypress College, Orange Coast College, Golden West College, Coastline College and the North Orange County Community College District School of Continuing Education may use the ID cards issued by their respective institutions to check out circulating books from the Fullerton College Library. However, students must have a Fullerton College ID to check out Reserve items. Fullerton College students have priority over students from these other schools when checking out study rooms unless the student is also enrolled at FC. For more information on the CAL-WEST libraries (Cypress College, Orange Coast College, Golden West College, Coastline College) reciprocal borrowing agreement, see the addendum.

Special library cards may be issued to persons in the following categories:

- Friends of the Fullerton College Library - Active members.
- Community Users - Adults residing in the North Orange County Community College District. Residents 18 years of age and older from one of the following cities: Anaheim, Buena Park, Brea, Cypress, Fullerton, La Habra, La Habra Heights, Placentia and Yorba Linda may purchase a community user card for \$5.00 valid for 6 months. If the applicant is less than 18 years of age a signature from a parent or legal guardian is required. No exceptions. Community users may have a maximum of five items on loan at a time. To replace a lost community user card there is a \$1.00 fee. The loan privileges for the community user card extends only to books in the circulating collection.
- Fullerton High School students - Students with a letter from the school librarian can check books from the circulating collection that are not available in their own library.

All cards are non-transferable. Check-out privileges may be revoked for patrons who fail to return materials when due.

All circulating materials, with the exception of media, may be loaned to any requesting library. Audiovisual material is evaluated case-by-case. Photocopied material from periodicals and pamphlets is available through interlibrary loan on a limited basis. (See Addendum: Interlibrary Loan: Statement of Policy.)

The Fullerton College Library reserves the right to restrict the circulation of materials in great demand by Fullerton College students.

Users check out materials with the understanding that they are responsible for items checked out on their account. Students are responsible for reporting lost or stolen IDs/cards to the circulation counter.

CIRCULATION PROCEDURES

General circulation procedures and policies are contained in a manual behind the circulation counter, and have been distributed to all circulation staff. Staff is responsible for knowledge of its contents.

In order to maintain staffing at circulation in the event of regular employees absence due to illness, vacation, or other approved absences, a plan for selecting a list of qualified persons to staff circulation on a rotating, continuing assignment basis has been put into effect; the administrative assistant will continue following the list to fill the position.

<u>As of Spring 2017</u>	<u>Home</u>	<u>Cell</u>
Masumi Oberlin	(714) 956-7572	(714) 404-1871
Oanh Hoang	(714) 635-5815	
Cheryl Braden		
Che Hernandez	(714) 529-5430	(714) 396-0881
Susan Mullen	(714) 538-6752	
Efrain Villanueva		(714) 457-1051
Betsy Murray	(562) 694-8681	(562) 688-9412
Don Mai		(502)510-4452
Chynna Barnett		(714)470-0630

The top name is to be asked first. If the request is fulfilled, his/her name will go to the bottom of the list and the following name will be asked next. If anyone refuses the assignment, his/her name will remain at the top of the list, and he/she will be asked first the next time again. If every name on the list is exhausted, the supervisor will declare an emergency. In an emergency, the supervisor will repeat the calls starting from the top of the list. The person can only refuse if he/she has a personal emergency. See CSEA Contract Articles 10.10 and 10.12.

COMPUTERS

- Online Catalogs (Stand-up workstations throughout the reference/general collection)

There are eleven online catalogs in the library; four on the first floor, and seven on the second floor. They are restricted to the Voyager online catalog system and the subscription databases. They do not print nor do they require a student username and password.

- E-mail Express (Stand-up workstations in lobby only)

There are nine computers in the lobby of the library, which are designated for e-mail only. They provide unrestricted access to the Internet, but are restricted to 10-minute sessions through a time-out system. Students log in with their Banner ID number and MyGateway password. MS Office programs are available on these stations for opening documents to print.

- Research (Adjacent to Reference Desk)

There are thirty computers in the research computer area of the library that provide Internet access for research purposes only. Printing is available. Students log in with their Banner ID number and MyGateway password. The computers on the first row closest to the archives room do not require a login, but access is limited to the library website and databases.

- Quick Print (Adjacent to Reference Desk)

There are two quick print computers in the research computer area of the library. They provide unrestricted access to the Internet as well as to the entire MS Office Suite. The username and password is located on the label in the top left corner of the monitor.

- Computer Commons (North of photocopy room, 1st floor)

There are fifteen computers in the computer commons with MS Office 2013 and unrestricted Internet access. Students log in with their Banner ID and MyGateway password.

- Laptops (Reserve)

Twenty-four laptop computers are available at reserve for two-hour loan. Laptops must be used in the library. They provide unrestricted access to the Internet with an Ethernet cable or Wi-Fi and MS Office. Login: Student Banner ID/MyGateway password.

Due to Wi-Fi issues (Fall 2016), there are additional instructions:

If students cannot log in with their ID and password, they should try:

User ID: .\library

Password: library

Then they can borrow an Ethernet cable from the library and connect to the Internet via the active ports indicated by yellow round stickers.

- Adaptive (1st and 2nd floor)

There are two adaptive computers in the research area for students with disabilities, two adaptive computers in the computer commons; and two adaptive computers in the classroom 827. They are loaded with adaptive software provided by Disability Support Services (DSS) and are accessible with students' Banner ID and MyGateway password. Students should have had training from DSS on using the special software so library staff is not expected to assist with

these programs. Refer students to DSS if they are not familiar with adaptive software. All students may use the adaptive computers and DSS scanner, but staff does not have to instruct them on the use of the scanner. DSS students have the right to equal access, but they do not have priority access or the right to dislodge other students from computers, study rooms, etc. However, staff may request that a non-DSS student using an adaptive computer voluntarily move to another open computer when a DSS student communicates that they must use special software on it.

- Classroom 827 (2nd floor)

The thirty-one student-use computers in classroom 827 offer the entire MS Office Suite. They provide unrestricted Internet access, and do not require a student username and password. The MS Office Suite is also loaded on the teacher station, which requires a staff username and password.

- Malfunctions

In the event of a 1st floor computer malfunction, please tape an Out-of-Order sign on the computer, and notify the library assistant II/reference and systems librarian as soon as possible. Remember to identify the location, computer number, error messages, and a description of the problem. Provide as much detail as possible about the problem.

If there is a 2nd floor computer malfunction, please tape an Out-of-Order sign on the computer, and notify the systems librarian or library assistant III/cataloging, as soon as possible.

In the event of a system-wide computer malfunction, please notify the systems librarian and circulation immediately.

In the event of a staff computer breakdown on either floor of the library, the systems librarian should be notified immediately.

In the absence of the systems librarian, student programming/reference librarian, and library assistant II/reference, the library assistant II/cataloging should be notified. In the absence of the systems librarian, student programming/reference librarian, library assistant II/reference, and library assistant II/cataloging, the library assistant III/acquisitions should be notified.

In all cases, the responsible party will attempt to help you diagnose the problem, and if necessary, will submit a service request to Academic Computing Technologies (ACT).

- Laptop Port Malfunction

As with all system-wide computer malfunctions, please notify the systems librarian immediately. In the absence of the systems librarian, please notify the library assistant III/cataloging. In the absence of the systems librarian and library assistant II/cataloging, please notify the library assistant III/circulation. In all cases, the responsible party will submit a service request to ACT and notify networking, as well as keep the library updated.

- Voyager/Internet Malfunction

In the event of a Voyager or Internet malfunction, please notify the library assistant III/cataloging. In the absence of the library assistant III/cataloging, please notify the systems librarian. In the absence of the systems librarian and the library assistant III/cataloging, please notify the library assistant III/circulation. In all cases, the responsible party will notify the North Orange County Community College District information services IT project leader, and will keep the library updated.

For more information about computers, consult the library website pages under the “Computers” link. Also, consult the addenda—“Guidelines for Enforcing Computer Use Policy”.

DESK ASSIGNMENTS

If a librarian or other staff member is scheduled at the reference desk or help desk but has another assignment, the administrative assistant III or designee in her absence will arrange for another staff member to take the desk. Changes in desk assignments will be noted on the exceptions schedule. There should be a librarian at the reference desk at all times.

While on duty at the reference or help desks, all telephone calls, incoming and outgoing, should be kept to a minimum. Prolonged conversations with the staff, faculty, and outside visitors should be discouraged so that full attention can be given to students’ needs. Try to keep such conversations to off-desk duty hours.

Personal reading should not be done at the circulation, reference or help desks. Reviewing of professional material, journals, papers, product upgrades, etc. is permitted.

FAX USAGE POLICY

The FAX machine is for library business only. The reference department FAX machine is utilized for transmitting Inter-library loan requests. Students who need faxing services are to be referred to the college mailroom in 841, which charges \$0.75 a page.

FEDERAL WORK STUDY STUDENTS

The library assistant III/circulation is the sole liaison with the financial aid office in matters concerning Federal Work Study students. All staff with a need for work study student assistants should notify the library assistant III/circulation who maintains monthly records, schedules, and balances of the Federal Work Study students.

When Federal Work Study students are referred to the library, they are sent by the library assistant III/circulation to the individual department for further interviewing. The library assistant within the department will schedule hours accordingly and terminate employment when necessary. The library assistant III/circulation will be notified and close the student’s record.

FINES

- Two week general collection items are \$0.25 a day with a maximum fee of \$20.00
- Two day general collection or overnight reserve items are \$2.00 a day with a maximum fee of \$20.00. Students can be charged the full price of the reserve item as a fine.
- Two hour reserve items are charged at \$1.00 an hour.
- Students with fines of \$5.00 or more may not check out any materials until the balance is paid in full. In addition, a Banner block is placed on their student record preventing them from dropping or adding classes, obtaining transcripts, etc. until the fine is paid.
- Interlibrary Loans overdue fines are \$1.00 per day.

Items	2 Weeks General	2 Hour Reserve	End of Day	Overnight Reserve	2 Day General/ Reserve	1 Week General/ Reserve
Books	25¢ per day	\$1.00 an hour		\$2 per day	\$2 per day	\$1 per day
Records						25¢ per day
Compact Disc						25¢ per day
Cassettes		25¢ per day				25¢ per day
Pamphlets					25¢ per day	
Videos		\$1.00 an hour		\$1 per day		
Headset		\$1.00 an hour				
Calculators			\$1 per day	\$1 per day		
A/V Cables		\$1.00 an hour				
Flash Drive		\$1.00 an hour				
Dry Erase Packet		\$1.00 an hour				
Ethernet Cable		\$1.00 an hour				

GIFTS

Donations are received through circulation, where donors are given a receipt (this is the only receipt generated by the library) and the items are then directed to the library assistant/acquisitions. All donations are noted on a list and sent to the board of trustees. These are reported on a quarterly basis per the Fullerton College donations procedure. This list does not need to include specific titles; it can be noted, for example, as two boxes of hardbound books. If the name of the donor is not known, the donation can be reported to the board as anonymous.

In acquisitions, a review of the materials is performed following the Collection Development Policy and Related Procedures on the I:drive. Remaining donations are checked against the catalog for holdings then routed to the appropriate collection development librarian for evaluation. Materials not accepted for addition to the library collection will be given to the Friends of the Library for sale. Materials declined by the Friends of the Library will be evaluated for re-donation or recycled.

HELP DESK

Your primary function at the help desk is to assist students. Use discretion when working on personal workload projects. Reading of books or popular magazines is not appropriate. Correcting student papers is beyond what is expected of the library staff. Refer these students to the tutoring center.

Types of service rendered at the help desk

- Answering the telephone.
- Providing direction.
- Performing catalog searches and assisting students in the use of the online catalog. Refer students to the reference desk on the 1st floor for other types of reference assistance.
- Interpreting LC classification numbers and other library terminology for patrons.
- Walking to the stacks with students to locate material.
- Assisting students with the photocopiers.

During the shift

- Make a few rounds to check on activity on the floor. Monitor students on the 2nd floor, reminding them to keep the noise level down and only spill proof containers for drinks allowed. No food.
- Check for students sitting/sleeping on the floor blocking the aisles, particularly around the emergency exits.
- Make rounds also to answer questions from students who may be in the stacks.
- If you notice unattended belongings, place a reminder from the help desk slip about not leaving unwatched personal items.
- Check that all catalog terminals in the stacks are functioning and are set to the home page for the online catalog.
- Check scratch paper supply at the terminals.

- Check the copy room and straighten up as needed.
- Open the study rooms for student groups who have checked out the study rooms at circulation. All study groups should have a printed receipt with the designated study room number identified.
- Keep statistics using LibAnswers at <http://askus.library.fullcoll.edu/>

Closing

- Lower the blinds making sure that they do not fall on top of foot stools or chairs,
- Turn off the copiers in the upstairs copy room by using the “shut down” button on the touch screen (not push the sleep mode button) and lock the copy room door fifteen minutes before closing.
- Open the group study room doors but leave the door in the lock mode so that the rooms air out overnight.
- Turn off all table lamps.
- Check to make sure that the back exit is closed and 827 is closed and locked.
- Check the bathrooms and their stalls.
- Open the elevator to check for students.
- Make sure that all students are out of the second floor safely including the area behind the first row of book stacks at the front of the building.
- Alert the librarian at the reference desk and circulation staff that all is clear upstairs.
- On Thursday nights, remember that the help desk is not manned on Friday so the sign that refers students to the reference desk should be placed on the desk before you leave.
- Remember to forward the phone when you leave.

Blinds Operation for 2nd Floor Browsing Area

- There are three buttons on the switch plate, from top to bottom: “up,” “center”, and “down”
- The “up,” “center,” and “down” buttons can be used independently or in combination with each other to select one of the built-in pre-set stop locations
- The blinds have five pre-set stopping points: full up, full down, one quarter from the top, middle of the window, and one quarter from the bottom
- Stopping them anywhere else throws the synchronization off and burns out the motors in the blinds

Do NOT use the “center” button to stop the blinds when they are moving or damage can result.

Examples

- To raise the blinds to the full up position, press the “up” button
- To lower the blinds to the floor, press the “down” button

Do not push the “center” button at the floor level; the blinds will stop automatically.

(make sure stools, tables, chairs, etc. are not blocking blinds descent)

- To stop blinds one quarter from the top, depress the “up” and “center” button simultaneously*
- Press the “center” button if you want the blinds to automatically stop halfway down.
- Press the “down” and “center” button simultaneously* to automatically stop the blinds one quarter from the bottom.

Any of the pre-set positions can be selected when the blinds are at any other pre-set position

*Hint: The buttons are extremely sensitive and must be pushed at the same time with the same amount of pressure or an incorrect pre-set stop will be initiated. Use one finger or your thumb to depress both buttons simultaneously; do not use two fingers.

If for some reason the blinds start going up and down independently after a stop has been initiated and completed, bring the blinds to the full open position, let them rest for a few seconds to reset, and resume with selection that malfunctioned.

Study Rooms

Help desk and circulation staff should be informing students of study room policy at the circulation counter and also when the study rooms are opened that:

- They have two hours to use the room.
- Only drinks in spill proof containers.
- Students will be warned that if they are caught with food in the study rooms, then the students will be told to leave the study rooms. Students who are asked to leave study rooms will have the food infraction noted on their student record. If they are caught again, their study room borrowing privileges are terminated for the remainder of the semester.
- Let them know that white board markers and erasers are available at the Circulation counter.

Also refer to the Study Rooms section in this manual.

Substitutes

Adjunct Librarians will only be called upon as help desk back-up as their schedules permit. The following staff members will serve as back-up personnel for the help desk on a rotational basis, as their availability permits:

Cheryl Braden
 Dave Brown
 Monique Delatte
 Oanh Hoang
 Jane Ishibashi

Jill Kageyama
Susan Mullen
Betsy Murray
Masumi Oberlin

The Library of Congress Subject Headings (FC periodicals and microfilm holdings list) are kept in the help desk left hand drawer. The circulation librarian is responsible for maintaining the help desk files as needed.

KEYS

All staff members should have a FOB to the library building. A key for conference rooms 820-P and 822 is held by the dean, administrative assistant, and at the circulation counter.

LIBRARY INSTRUCTION SESSION

If a particular librarian is requested by an instructor, the instruction librarian will make every effort to see that this is the librarian who is scheduled. Desk coverage will be reassigned if necessary.

If the library instruction session is scheduled at a time when the requested librarian is not available, then the library instruction session will be scheduled for a librarian available at the time requested.

Every effort will be made to ensure that library instruction scheduling is distributed equally among all librarians, full-time and part-time. The instruction librarian will consult with individual librarians concerning scheduling of multiple sections as requested by an individual instructor.

All library instruction session scheduling is done by the instruction librarian. Faculty requesting a library instruction session should be referred to the online request form on the library website or the paper forms available at the reference desk. If a librarian needs to print out a form, go to the shared I: drive> Instruction>LISRequestForm. Submitted online request forms are sent to the instruction librarian's email account. Received paper request forms should be given to the instruction librarian. The instruction librarian will make paper or online copies of the request form for the administrative assistant and the assigned librarian. The administrative assistant will send a written confirmation to the instructor and the librarian scheduled to give the library instruction session.

Faculty must request library instruction sessions at least one week in advance by submitting either an online or paper request form. Early requests are recommended due to the possible scheduling conflicts that can arise due to high demand. Faculty members are encouraged to schedule specialized library instruction sessions, and should be present for the entire session.

MAIL

The delivery and pickup of mail to/from the FC campus mailroom is done daily by the library assistant/periodicals at 12:00 p.m. This includes campus, district and U.S. mail. The bulk of periodicals, book shipments, and films are received by the periodicals department.

All intra-district mail should be plainly addressed with the person's name and campus, i.e., FC, CC, SCE, etc. All mail to be metered must have the library's return address printed or typed on the envelope. A preprinted bar code strip bearing the library's postage budget charge number must be affixed to all outgoing mail. Sheets of bar code strips are available from the administrative assistant.

MAINTENANCE OF EQUIPMENT

Reader/Printers

The library assistant/reference will be responsible for in-house maintenance of the reader/printers and will notify the administrative assistant well in advance of needing supplies. If one of the machines fails to operate properly during evening hours, the evening librarian on duty at the reference desk will email the library assistant/reference requesting repair service. The librarian will ask people waiting to use the malfunctioning reader/printer to move to another machine and place an out-of-order sign on the machine needing repair.

Photocopiers

The library assistant/periodicals will be responsible for the routine maintenance of the photocopier machines. If the machines are not operating properly, call the library assistant/periodicals. The evening library assistant/circulation will service the machines after 4:00 p.m., Monday through Thursday. If a problem occurs with the coin box after 4:00 p.m., place an out-of-order sign on the copier and turn off the machine. Basic maintenance may be done by the circulation staff if the need arises. If the photocopying problem cannot be resolved by the library assistant/periodicals, he/she will call for service. The service representative should be put in contact with the library assistant/periodicals upon arrival.

If you are accustomed to filling the paper tray, please continue to do so if you have the time. Notify the library assistant/periodicals when supplies are needed.

In the absence of the library assistant/periodicals, if a maintenance problem arises, please refer to the "Copier Back-up Schedule" which has been distributed to all library staff and can be found on the I drive in the Copier-Toshiba folder. Copies may also be obtained from the administrative assistant if needed.

OPENING AND CLOSING PROCEDURES AND ROUTINES

Opening: Librarians

- Log on the reference desk computer and turn on the printer if needed.
- Log on the two QuickPrint stations.
- Turn on the five catalog computers. Check to be sure they open to the correct page.
- Turn on the public computers while checking for flash drives or other forgotten belongings.
- Check the GoPrint server and monitor to be sure they are on and fill printers with paper.
- Check the Ask a Librarian email for reference questions at exchange.fullcoll.edu
- Go to <http://askus.library.fullcoll.edu/> to bring up the LibAnswers reference statistics and chat screens.
- Print off the library exceptions schedule and place in the reference folder on the desk.
- The library assistant/reference will assist the librarian as needed.
- Turn on the digital frame.

Closing: Librarians and circulation staff

The librarian assigned to the reference desk at closing is responsible for seeing that all patrons have left the building by closing time.

Closing the library building will take at least 20-30 minutes. The librarian should begin the closing procedures around a half hour before closing. You should post the *librarian away from the desk* sign at reference when you are away from the desk.

The librarian who works the 5 p.m. to 8 p.m. shift can assist by visiting all of the study rooms and reminding students that the library closes at 9:00 p.m. Also remind students that study rooms close at 8:45 p.m. and to pick up their ID cards at the circulation counter.

The PA system will notify students that the library is closing at 30 minutes, 15 minutes, and 10 minutes before closing hour. Also a circulation staff member will stand by the front door; notifying patrons who enter 15 minutes before closing that the library is closing soon

1st floor -- The librarian will:

- Check all carrel areas to be sure all patrons have left the building.
- Shut down the computers at the reference desk.
- Leave printers on, *except on Saturdays* when they should be turned off.
- Turn off the photocopiers and lock the door to the photocopy center at 8:45 p.m.
- Turn off the digital frame.
- Make sure the heater is off.
- Leave the GoPrint server on.

2nd floor -- The librarian will:

- Check all study rooms to be sure all patrons have left. Leave all study room doors open, but locked.
- Check all carrel areas and the restrooms to be sure that all patrons have left.
- Check the elevator to be sure it is empty.
- Turn off the photocopiers and lock the door to the photocopy center at 8:45 p.m.
- Turn off the heater.

The circulation staff will lock the front entrance, check the first floor bathrooms, secure the circ desk, check the media equipment, and turn off the lights. On Saturdays the circulation staff will shut down the email computers in the information commons area.

PAYMENT OR REPLACEMENT OF LOST LIBRARY MATERIAL

Any person who loses material will be required to pay or replace the lost material. The library assistant/circulation will look up the price. The value charged for books will be the current price listed online through Midwest Library Services. If the book is out of print, the library assistant/circulation can consult other online vendors such as Amazon.com to find an appropriate replacement price. If no price is found, the library assistant/acquisitions will do additional research and fix a reasonable price for the lost item taking into consideration type of publication, age, and condition if known.

Charges for materials are indicated on the library website at <http://library.fullcoll.edu/borrowing/>.

If a patron chooses to replace the material, the book the patron gives the library must be the same as the book that was lost. Substitutions are made at the discretion of the circulation librarian. All patrons will pay a processing fee of \$10.00 per lost item.

The fines and fees policy apply to all patrons: students, community users, administrators, faculty members, and staff including library staff members.

In addition to the above replacement costs, students and community users will be charged any overdue fines.

PROBLEM STUDENTS/PATRONS

If a student/patron causes a disruption (theft, sexual harassment, altercation, etc.) please call 1) Campus Safety, ext. 27777, and then 2) the dean of the LLRISPS, ext. 27040. If the dean is not available, then please call the librarian in charge. The dean will follow up on all situations and report back to the affected employee(s) on the outcome of the incident. The employee should complete a Student Discipline Incident Report found on the j: drive and submit it to the dean's office.

PUBLIC ANNOUNCEMENT (PA) SYSTEM

Announcements over the PA system can be made from any of the library phones using code 30130. To make an announcement, dial the extension (30130), wait about two seconds for a beep and before speaking. Speak loudly, slowly and a little away from the phone in order for it to sound clear over the speakers. For quick reference, the extension number has been placed on the inside of the left cupboard door at the help desk. At the reference desk, the extension is inside the black folder on the top left corner.

There is a backup microphone behind the circulation counter that can be used in an emergency if the phone system is down. The microphone needs to be plugged into the outlet next to the tech room to make a live announcement.

<p>The PA system is for emergencies, planned safety drills and the automated closing announcement. On occasion, it can be used for special library event announcements – please check with dean in advance before making this type of announcement. It should not be used to locate staff or students/patrons.</p>			
Zones	Extension	Description	Floor
1	30131	Library First Floor	1st
2	30132	Library Second Floor	2nd
1, 2	30130	Library (ALL)	1st & 2nd
3	30133	ASC, Skills, Tutoring, Writing	
4	30134	TEC, Staff Lab	
5	30135	Library Administration	2nd

6	30136	Math Lab	
7	30137	Adaptive Computer Lab	
8	30138	Study Rooms	2nd
9	30139	Entire 800 Building	1st & 2nd

REFERENCE MATERIALS, CIRCULATION OF

Reference materials may be circulated for limited periods to faculty upon the approval of the reference librarian on duty. Approval will be based on special need for use of the materials outside the library and weighted against the need to have the material immediately available in the library. When in doubt, do not approve circulation.

Faculty should check out the reference book from circulation staff with their staff ID card. The loan period will be overnight. Circulation staff will give the reference desk a copy of the checkout print out to file in the binder, most recent checkouts in the front. If faculty wish to keep the reference book out longer, they must get approval from the reference librarian. The reference librarian will let circ staff know that they can override the standard loan period. During the summer, the librarian at reference desk will approve extended reference book loans.

The library assistant/reference will periodically check the reference shelves against the checkout slips. Any overdue notice will be sent by the reference department.

RESERVE PROCEDURES

The purpose of reserve services is to provide student access to supplemental course materials and some textbooks. The reserve material is the property of faculty or their departments with the exception of some library books put on reserve at the request of instructors. Questions can be referred to the circulation librarian or a library assistant/circulation.

Once the library reserve staff has received reserve materials it takes 72 hours to process the material and input the relevant data into the library's online catalog before it is available for check out. Students must have a current Fullerton College ID card in order to check out all reserve items.

The policy for the Fullerton College Library reserve collection is derived from the Fair Use provisions of the United States Copyright Act of 1976. The purpose of the reserve collection is to facilitate the distribution of materials for educational use by students.

The procedures for submitting materials to circulation staff for addition to the reserve collection can be found at: <http://library.fullcoll.edu/faculty/reserve-procedures/>

SERVICE REQUESTS

Any service request for building maintenance or facilities should come through the dean's office. The administrative assistant will submit a work order.

STUDENT ASSISTANTS – EMPLOYMENT, ASSIGNMENT AND SCHEDULING

Student application forms will be available in the circulation department. After students have filled out the form, they should take it to the library assistant III/circulation. He/she will interview all of the full-time, short term, and work study student applications. It is the current practice to not hire relatives of library staff for long term positions in the library.

If the student is hired, all paperwork must be processed prior to the starting date. The library assistant III/circulation will type the correct Temporary Employment Application (TEA), retaining a photocopy. He/she will make arrangements to sign the loyalty oath and to complete the Employment Eligibility Verification form to comply with the Immigration Reform and Control Act of 1986. The student must submit a copy of his/her Social Security card, and a picture ID. The library assistant III/circulation will notify the students of pay dates and other business matters and will retain a copy of the student's current printout for the department files. He/she will post student time sheets, prepare pay cards and payroll records, and maintain ledger sheets.

Students terminating employment will see their department library assistant and will then be sent to the library assistant III/circulation, who will close the student records.

The library assistant III/circulation will maintain employment record cards for each student assistant. When the student terminates, or at the end of each school year, the department library assistant will forward comments concerning the student's work performance to the library assistant III/circulation. These records will be used to provide references for the student.

The library assistant III/circulation assigns students to departments, but work tasks delegated to students are handled within the department by the library assistant.

Students in all departments must enter on their time sheets only the hours actually worked. They may not enter hours to be worked at a later date. Time entered should be in increments of no less than a half hour. Any exception must be cleared in advance by the dean upon the recommendation of the department librarian.

If students work additional hours or during holidays, the weekly hours worked at a later date must be reduced to keep within the yearly dollar allowance. In general, students may not work more than 20 hours per week or 39 consecutive weeks (including holidays) per fiscal year. See the library assistant III/circulation for details of district policy concerning employment of work study students, work experience students, short term and full-time students.

STUDENT USE OF DVDs

If a student wishes to view a videocassette or DVD, please send the student to the circulation counter to obtain the audiovisual. The student may check out the audiovisual for two hours, to be viewed in the library.

STUDY ROOMS, USE OF

Study rooms may be checked out for two hours to a minimum of two students. Instructors may not reserve study rooms for all or a significant portion of the semester nor use them as an office space. Students may check out a study room with current Fullerton College ID. For a four seat study room, a minimum of two students must present current IDs. For the eight-seat study room, a minimum of five students must present IDs. In the smaller study rooms, a maximum of six students may use the room. In the large study room, no more than ten students are allowed to use the room. No food or drink is allowed in the study rooms except for drinks in spill proof containers. Users should be instructed to make sure the study room is locked after they leave. No reservations are taken for study rooms.

Help desk and circulation staff should inform students of study room policy at the circulation counter and also when the study rooms are opened that:

1. They have two hours to use the room.
2. Only drinks in spill proof containers are allowed.
3. Students will be warned that if they are caught with food in the study rooms, then the students will be told to leave the study rooms. Students who are asked to leave study rooms will have the infraction noted on their student record. If they are caught again, their study room borrowing privileges are terminated for the remainder of the semester.
4. Let them know that white board markers and erasers are available at the circulation counter.

SUPPLIES

Supplies are located in the supply room, 823C. If you note that the supply of any given item is low, or if you are using an unusually heavy quantity, or anticipate heavy demand for a special project, notify the administrative assistant so that the item(s) may be reordered. If you have any questions concerning the availability of a certain supply item, check with the administrative assistant. Fullerton College bookstore requisitions must have the signature of the dean before purchases can be made.

TELEPHONE USAGE

If you are locating information for someone, call back rather than keep the line busy. Personal calls, incoming and outgoing, should be reserved for emergency situations. While on duty at the reference or help desks, all telephone calls, incoming and outgoing, should be kept to a minimum. Prolonged conversations with the staff, faculty, and outside visitors should be

discouraged so that full attention can be given to students' needs. Try to keep such conversations to off-desk duty hours.

ADDENDA

CELL PHONE POLICY

Cell phones may be used inside the library providing the conversation is not loud or disruptive to students in close proximity. Students may be asked to take their conversation outside if necessary.

CHILDREN/MINORS LEFT UNATTENDED AT THE WILLIAM T. BOYCE LIBRARY, FULLERTON COLLEGE

The library cannot assume responsibility for children left unattended nor can it undertake the responsibility of providing supervision. Minors must have an adult caretaker in attendance at all times.

If children are found unattended in the library, Campus Safety will be notified of the situation. The Campus Safety officers will attempt to locate a parent or guardian; but if no one can be contacted, they may notify the City of Fullerton Police. The police can take the minor(s) into temporary custody per the California Welfare and Institutions Code Section 305(a).

CODE OF CONDUCT FULLERTON COLLEGE LIBRARY

The goal of these rules is to provide a quiet, clean, and safe environment in support of the library's mission to assist students, faculty, and staff in attaining their educational and informational goals in a supportive library environment.

Library Etiquette

- Please respect your fellow students. Audible discussions and cell phone conversations detract from students' ability to study. Silence cell phones in the library.
- Students are required to be fully clothed, including footwear.
- No smoking or vaping.

Taking Care of the Library and Library Materials

- Treat your library and its contents with respect. Do not rip or write in library materials, destroy equipment, or vandalize furniture.
- If you remove a book from the shelves, please do not re-shelve it; place it on the nearest table or study carrel for library staff to count and re-shelve.

- Eating and drinking are not permitted in the library. Exception: drinks in spill proof containers.
- Do not remove barcodes from library materials. These labels are for checking in and out materials and do not set off the alarm.

Personal Property

- To prevent theft, do not leave your belongings unattended in the library. Unattended items may be removed from the library by Campus Safety.
- You may not use your belongings to reserve a seat or study room.
- Your body or personal belongings must not obstruct pathways or deny others reasonable use of the library.
- Bicycles, shopping carts or wheeled conveyances in the library are prohibited, with the exception of wheelchairs and baby strollers/carriages transporting a person or child. Wheeled backpacks or book carriers used for the transport of research and reading material are allowed. Skateboards are permitted in the library as long as they are non-operational, out of the aisles, and not a hazard to others.

To prevent the theft of library materials, state law authorizes the detention for a reasonable period of any person using these facilities suspected of committing "library theft" (Penal Code Section 490.5).

COMPUTER USE POLICY (Fullerton College Library)

- The library adheres to the FC Academic Computing Technologies' "Acceptable Use Policy" on the following page.
- Library computers are primarily for academic purposes, i.e. activities related to classes at Fullerton College.
- Recreational activities such as playing games, chatting, viewing Facebook, YouTube or inappropriate material are not allowed on any library computers.
- Users not conforming to this Computer Use Policy may be asked to relinquish their computers.
- There is a one-hour time limit at the research stations east of the reference desk and a ten-minute time limit at the "E-Mail Express" computers near the library entry.

- No software may be installed on library computers. Students needing to install textbook software or CDs should go to the campus computer labs.
- No DVD viewing on library computers. Please use the library's regular TV/DVD units.
- Headsets must be used for sound files for research purposes only.
- Student IDs will be recorded for students who violate this policy. Subsequent violations will result in referral to the LLRISPS dean for disciplinary action.
- Users making reproductions of copyrighted material in violation of the U.S. copyright law ([Title 17 U.S. Code](#)) are liable for any infringement.

ACCEPTABLE USE POLICY FOR COMPUTERS (Fullerton College)

Fullerton College reserves the right to limit, restrict or extend computing privileges and access to its information resources. All campus computing facilities are to be used in a responsible, efficient, ethical and legal manner in accordance with the mission of Fullerton College. Failure to adhere to the Acceptable Use Policy may result in suspension or revocation of the offender's privilege of access. The person in whose name the account is issued is responsible for its proper use.

Acceptable uses of the computing resources are activities that support learning and teaching at Fullerton College. Deliberate attempts to degrade or disrupt system performance will be viewed as criminal activity under applicable state and federal law. The system administrator in the course of managing the system may view all data, including email.

Unacceptable uses of the computer resources include but are not limited to:

- Violating individuals' right to privacy.
- Using profanity, obscenity, or language offensive to another person.
- Reposting personal communications without the author's prior consent.
- Copying copyright protected material in violation of copyright law.
- Downloading or installing software.
- Playing games.
- Using the network for financial gain, commercial, or illegal activity.

- Using the network to access material or make individual contacts or communications that are without educational value in the context of the mission of the college.

The network management accepts no responsibility for harm caused by system use. Logging in acknowledges that you have read this policy, are familiar with its contents, and agree to act in accordance with the above.

GUIDELINES FOR ENFORCING COMPUTER USE POLICY

Fullerton College Library

- If there is a line of users waiting for access to a research computer, please make an announcement to the effect that the computers are to be used for academic purposes, i.e. no shopping, e-mail, recreational social media, and that there is a one-hour time limit.
- If there is a line of users in the research computer or computer commons areas, please remind users that they we have laptops available with the full MS Office Suite for check-out at the reserve counter, and that they also have access to several computer labs on campus.
- Please do not approach users downloading or viewing illegal materials. Call the LLRISPS dean, Campus Safety, and alert circulation.
- Please refer to Fullerton College campus documents available at J:\Student Discipline Docs for information about handling disruptive students or students in crisis.
- Please refer to North Orange County Community College District for information about standards of student conduct, discipline and procedures.
- [BP 5500 Standards of Student Conduct and Discipline](#)
- [AP 5500 Standards of Student Conduct and Discipline](#)
- [BP 3900 Speech: Time, Place, and Manner](#)
- [AP 3900 Speech: Time, Place, and Manner](#)

Users who are belligerent and consistently ignore requests by staff members should be asked for their name and student number and will be referred to the LLRISPS dean. If they refuse to give any information, call the dean or Campus Safety.

COPYRIGHT COMPLIANCE POLICY

U.S. GOVERNMENT:

Users shall conform to Title 17 U.S. Code <http://www.copyright.gov/title17/>

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT:

Users shall conform to the following Board Policies:

- BP 3710 Intellectual Policy and Copyright (Under construction)
- [BP 3720 Computer and Electronic Communications Systems](#)
- [BP 3740 Websites](#)

Users shall conform to the following Administrative Policies:

- AP 3710 Intellectual Policy and Copyright (Under construction)
- [AP 3720 Computer and Electronic Communications Systems](#)
- [AP 3740 Websites](#)
- [AP 3750 Use of Copyrighted Material](#)

FULLERTON COLLEGE:

Users shall conform to the Board and Administrative Policies set forth by the North Orange County Community College District and the U.S. Government, as listed above.

FULLERTON COLLEGE LIBRARY:

The Digital Age presents new challenges to fundamental copyright doctrines that are legal cornerstones of library services. Libraries are leaders in trying to maintain a balance of power between copyright holders and users, in keeping with the fundamental principles outlined in the Constitution and carefully crafted over the past 200 years. In this role, we closely follow both federal and state legislation and make our voices heard when our issues are moving. Libraries are perceived as a voice for the public good and our participation is often sought in "friend of the court" briefs in important intellectual property cases. Our involvement extends to the international copyright arena where we also follow the treaties to which the U.S. is a signatory and which could influence the development of copyright changes at home.

Copyright issues are among the most hotly contested issues in the legal and legislative world; billions of dollars are at stake. Legal principles and technological capabilities are constantly challenging each other and every outcome can directly affect the future of libraries.

Users shall conform to the Board and Administrative Policies set forth by the North Orange County Community College District and the U.S. Government, as listed below.

AMERICAN LIBRARY ASSOCIATION

FAIR USE

<http://www.ala.org/advocacy/copyright/fairuse>

INTERLIBRARY LOAN: STATEMENT OF POLICY

Purpose

By offering the interlibrary loan service our library attempts to borrow materials from other libraries to enhance the academic research needs of Fullerton College students, faculty, and staff. Academic research includes material needed to complete class assignments, to support curriculum, or meet campus needs. Items missing from the library's collection can also be obtained.

Eligibility/Limits

Currently enrolled Fullerton College students, faculty, staff, and professors emeriti may use interlibrary loan. Individuals who do not return interlibrary loan materials in a timely manner or abuse the system in place will have their privileges revoked.

Quantity

At this time, there are no restrictions on the overall number of requests that a user can submit.

Cost

We attempt to borrow material for free. Any costs charged by the lending library must be paid by the borrower. The borrower should indicate a maximum amount he/she is willing to pay on the interlibrary loan request form. The library pays for postage and mailing insurance in most cases.

Process

The borrower should fill out an interlibrary loan request form available at the reference desk or on the library website and be sure to indicate maximum cost and date needed. For faster service, accurate and complete bibliographic citations must be supplied, along with the source of the information and full personal information.

Time Frame

Please allow approximately two weeks to process and receive the requested item(s). Time will vary depending on the difficulty in obtaining the material.

Notification

When the material arrives and is processed, the requestor will be contacted by phone or email. All materials may be picked up at the circulation counter.

Loan Period

The loan period and renewal options are determined by the lending library. The loan period is usually three weeks. Photocopies may be kept by the requestor. Some lending libraries may specify special conditions regarding the use of their materials, such as "No Renewals" or "In Library Use Only."

Returning Materials

All materials borrowed through interlibrary loan must be returned to the library circulation counter. Late return of materials jeopardizes our ability to borrow from other libraries in the

future. Interlibrary loan overdue fees are \$1.00 per day. Please leave all book bands attached to the material.

CAL-WEST RECIPROCAL BORROWING AGREEMENT

The reciprocal borrowing agreement between the CAL-WEST Libraries (Coastline College, Cypress College, Fullerton College, Golden West College, and Orange Coast College) is listed below:

CAL-WEST Libraries

Borrowing Policies for face-to-face and interlibrary loan

Revised Spring 2017

1. Cal-West Libraries Circulation Advisory Group policies regulating the lending of materials between libraries.
2. Students borrowing regular circulating materials from other Cal-West libraries will have the same borrowing privileges as the students at the lending library, except patrons are limited to three Cal-West borrower requests / loans
3. Faculty and staff borrowing materials from other Cal-West libraries will have the same borrowing privileges as the students at the lending library. Overdue fines will not be charged to faculty and staff.
4. Each library reserves the right to restrict special collections from Cal-West borrowing.
5. Overdue fines collected on material borrowed from another Cal-West library will be kept by the library collecting the fine.
6. Any patron who loses material borrowed from another Cal-West library is responsible for paying the lending library directly for the lost item according to the policies of the lending library.(Lending library = library that owns the material).
7. Cal-West borrower requests will be honored for library patrons wishing to travel to the lending library to pick-up the requested item. Items will be pulled off the shelf and held at circulation for 24 hours.
8. Cal-West borrower requests are limited to current faculty, staff, and students only with a college photo ID.