OPERATIONS MANUAL

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PURPOSE

The HCC Library Operations Manual provides guidelines for the following categories of library interactions, practices, and patrons:

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PROCEDURE

The categories of the Library Operations Manual are identified above. Each category starts on a new page of this operations manual.
1. **BORROWING PRIVILEGES**
   a. The Hillsborough Community College Library Operations Manual provides guidelines for the circulation of library materials, the retrieval of overdue items, and the payment for lost or damaged materials.
   b. **HCC Borrowers and Reciprocal Borrowers**
      i. Library privileges are granted to students, faculty, and staff with a valid HCC ID, or electronic library card, who are in good standing and classified with a current status in the Integrated Library System (ILS) and HCC systems.
      ii. **HCC Students, Faculty, And Staff** - with the issuance of a valid HCC ID current HCC students, faculty, and staff are automatically granted library privileges.
         1. Materials may be renewed online, by telephone, or in person. Renewals will not be made if the borrower is not in good standing or if the materials are on hold.
         2. At the discretion of librarian or designated library staff, reference materials may be checked out to faculty, student or staff.
         3. All materials, regardless of the loan period, are due the last day of an academic term.
         4. Overdue notices are generated and sent to the borrower one week after unreturned material becomes overdue. Three weeks after the due date a lost material statement is generated and sent to the borrower. If a borrower is unable to return lost material then they must pay the replacement cost shown in the item record to the HCC Bursar’s Office, or replace the item with an item of the same condition and edition, or newer.
         5. Borrowers who paid for lost material must show the payment receipt to the library’s Circulation desk to have the patron record cleared of the charge and any holds removed.
         6. Borrowers who have paid for lost material that are then returned, without damages, within one year of the original loan date are entitled to a full refund.
         7. Students who do not return, replace, or pay for lost material are subject to having a hold placed on their academic records that will prevent registration for classes and transcript requests. Borrowing privileges at all HCC Libraries are suspended until the obligation is satisfied.
      iii. **Reciprocal Borrower** - A reciprocal borrower is any current student, faculty, or staff member who is in good standing at any of Florida’s state colleges or universities. A library card can be issued for reciprocal
borrowing privileges at any campus library upon verification of good standing.

1. Reciprocal borrowers may use library computers that are intended for community use which provide access to the library catalog and electronic databases. However, library computers are primarily intended for HCC students, therefore use by reciprocal borrowers may be limited and is based on availability by granting current HCC students priority. All persons using library computers must comply with HCC’s Acceptable Use Policy.

2. Reciprocal borrowing is restricted to books, and no more than five circulating books may be checked out at any one time. Books will circulate for two weeks with no renewal. A reciprocal borrower may not borrow audiovisual materials, have interlibrary loan privileges, check out study rooms or technology equipment, or have access to library databases outside of the HCC libraries.

3. Reciprocal borrowers are responsible for all items circulated on the issued card. Items should be returned to HCC libraries by the due date. Overdue notices will be sent if items are overdue. Additional items cannot be borrowed until all books are returned or paid for.

c. Community Patrons
   i. Community Patrons Defined: A community patron is any patron who is not an employee or student of the college who comes into a campus library to use the resources. HCC extends borrowing privileges to community patrons according to the following guidelines.

   ii. Community Borrower: Hillsborough County residents are granted limited borrowing privileges.
      1. In order to obtain an HCC community patron library card individuals must provide proof of residency. This can include but it is not limited to a photo ID and a current piece of mail documenting a physical address.
      2. Community patrons are limited to five books checked out at one time. Books will circulate for two weeks with no renewals.
      3. Community patrons are responsible for all items circulated on the issued card. Items should be returned to HCC libraries by the due date. Notices will be sent for all overdue items. Additional items may not be borrowed until all books are returned or paid for.

   iii. HCC Alumni Borrower: All HCC alumni will be provided an HCC Alumni library card through the HCC Alumni office. HCC alumni will have the same privileges as a community patron, which are stated in the previous section.

   iv. HCC International Baccalaureate and Dual Enrolled Students: HCC recognizes International Baccalaureate and Dual Enrolled students as special borrowers as described in the Cooperation Agreement between
HCC and the School Board of Hillsborough County and will be treated as such.

d. Process

i. The HCC Policy File contains the established borrower classes, materials codes, loan periods, renewal options, overdue notice schedule, and default prices by materials code. The established values in the Policy File govern the technology in determining when a borrower’s threshold is reached. Changes in Policy File values require the approval of the Library Cluster and the Director of Associate in Arts Programs.

ii. Borrowers with overdue materials may not borrow additional items until the materials are returned or the lost item fees paid. At the discretion of the Library faculty or staff, an override may be granted in special circumstances to allow circulation of additional items.

iii. All materials, regardless of loan period, are due the last day of an academic term.

iv. Overdue notices are generated and sent to the borrower one week after unreturned material becomes overdue. Three weeks after the due date a lost material statement is generated and sent to the borrower. If a borrower is unable to return lost material then they must pay the replacement cost shown in the item record to the HCC Bursar’s Office, or replace the item with an item of the same condition and edition, or newer.

1. Borrowers who paid for lost material must show the payment receipt to the library’s Circulation desk to have the patron record cleared of the charge and any holds removed.

2. Borrowers who have paid for lost material that are then returned, without damages, within one year of the original loan date are entitled to a full refund.

3. Students who do not return, replace, or pay for lost material are subject to having a hold placed on their academic records. Borrowing privileges at all HCC Libraries are suspended until the obligation is satisfied.
2. **INTERLIBRARY LOAN**

a. The Hillsborough Community College Library Operations Manual identifies guidelines for sharing library resources among the HCC campus libraries and with other institutions that participate in interlibrary loan through the Florida Information Network (FLIN), the Tampa Bay Library Consortium (TBLC), and the Florida Academic Library Services Cooperative.

b. Process

i. Interlibrary Loans: Interlibrary loans are those loans that take place between HCC and other institutions. This can include other state college libraries, university libraries, and public libraries throughout the United States. Interlibrary loans can be requested by HCC and from HCC. The following guidelines apply to all interlibrary loans:

1. HCC does not charge a fee for loans and will not request loans from institutions that charge a fee.
2. HCC submits and accepts requests via LINCC and OCLC.
3. Periodicals, reference materials, reserve items, audiovisual materials, and leased items are not available for loan.
4. HCC will first use LINCC to request materials from state college and university libraries. If materials cannot be obtained there, HCC will request from other lending institutions via OCLC.
5. Interlibrary loan should not be used for these purposes:
   i. To borrow material that is currently on best seller lists
   ii. To fill heavy local demand for popular titles
   iii. To borrow materials that are owned in electronic format
   iv. To replace periodical subscriptions
   v. To borrow textbooks.
6. HCC is accountable for all borrowed materials from the time they leave the supplying library until they have been returned to and received by the supplying library. If damage or loss occurs, HCC is responsible for compensation or replacement, according to the preference of the supplying library. If the material is lost or damaged while in the possession of the HCC borrower, the borrower will be billed to satisfy the restitution.
7. Photocopies are considered non-returnable items and will not be returned to the lending library.

ii. HCC Patron ILL Requests:

1. Currently enrolled HCC students, faculty, and staff may request items via interlibrary loan. Borrowers are limited to five outstanding requests.
2. Current borrowers may place requests using the LINCC library catalog. The LINCC library catalog will allow users to search for items that are owned by the state college and university libraries.

3. Current borrowers may also request items that are not owned by the state colleges or universities. The borrower may request these materials in person, by telephone, or via online form.

4. Lending periods are determined by the loaning institution.

   iii. ILL Requests from other institutions (HCC as lender): HCC lends items to other institutions as requested. Materials are loaned for 30 days and may be renewed once if not on hold for another borrower.

   iv. Intercampus Loans: Currently enrolled HCC students, faculty, and staff may request materials from other campus libraries via intercampus loans (holds). Borrowers may request these items via the LINCC catalog or by contacting their campus library in person, by telephone, or online.
3. **DISTANCE LEARNING**
   a. **Distance Learner Defined**: The Hillsborough Community College Library Operations Manual defines the distance learner as a current full or part-time student who is enrolled in either a hybrid or fully online course offered through HCC and identifies guidelines on distance learner interactions.
   b. **Process**
      i. **Borrowing Privileges**: HCC Distance learning students have equivalent borrowing privileges and library use privileges to on-campus students. Distance learning students must have an active electronic library card or HCC ID.
      ii. **Other Institutions**: Through a reciprocal borrowing agreement between institutions, Distance learning HCC students have borrowing privileges at other state university and community college libraries of Florida. The loan policies of the host institution apply to all transactions and services provided. Users must present their photo ID when requesting materials at another library.*Through the agreement, limited interlibrary loan services may also be available through a host library.

   *Lending policies vary by institution
## CHILDREN IN THE LIBRARY

a. The Hillsborough Community College Library Operations Manual identifies guidelines for children under the age of 17 who are not currently enrolled as an HCC Student.

b. Process:
   i. Refer to Hillsborough Community College policy on unattended children as found in the HCC Catalog.
5. BORROWER RECORDS PRIVACY
   b. The Family Education Rights and Privacy Act affords students certain rights with respect to their education records under Statute 20, United States Code, section 1232g. This requires that all student records, including library borrower records be private. In order to comply with this law, no information regarding circulation transactions or fines will be released without a valid photo ID (HCC ID for current students). Library staff can only give general information over the phone to comply with the college privacy policy since we do not have a way to verify identity over the phone.
   c. All borrower registration and circulation records, in any format including but not limited to microform, paper copies and electronic files, are confidential and exempt from the provisions of Section 119.07(1), F.S. Every library is responsible for protecting the privacy of its borrower records.
   d. Record retention is limited to the period that such information is needed for normal library operations, after which the information is purged in accordance with the state record retention requirements.
   e. Conditions for Access, Modification, Discussion, Printing and Release:
      i. Circulation records may be accessed by enrolled students or current faculty and staff who request his or her own borrower records in person provided that the requester has a valid HCC ID.
      ii. All third party requests (defined as anyone outside of the HCC library staff) must go through HCC administration or legal.
6. **RESERVE MATERIALS**
   a. Faculty may request that specific materials owned by their campus library or other sources be placed on reserve. Reserve materials can include, but are not limited to, books, textbooks, calculators, models, and item collections.
      i. Reserve requests must be approved by library faculty or staff.
      ii. Library staff process the materials and place item on reserve.
      iii. Requesting faculty may determine the duration of time that items remain on reserve shelf.
   b. Reserve materials are accessible to currently enrolled students only.
   c. If a student’s library record is blocked because of overdue items, staff may sign out a reserve item to the student at the discretion of the library faculty or LRC Coordinator.
7. SURVEYS AND STATISTICS
   a. Usage statistics: Usage statistics for established categories are maintained at each campus library and reported to the District Library Technical Services (DLTS) department monthly. Categories for data collection are periodically reviewed by the Library Cluster and DLTS Business Information Analyst to ensure that the collected data are relevant to institutional needs and aligned with external reporting requirements. Modification of the data collection categories requires the approval of the Library Cluster and Director of Associate in Arts Program. The DLTS Business Information Analyst compiles monthly and annual statistical summaries that are shared with the campus libraries.
   b. Student and faculty surveys: Biennial student and faculty satisfaction surveys will be coordinated with the Office of Institutional Research (IR) and will be conducted in the year opposite to the IR biennial student and staff satisfaction surveys. Additional faculty, staff, and administration satisfaction will be assessed using data collected annually in the HCC faculty/staff satisfaction survey.
   c. National statistical reports: Annual and biennial nationally requested statistics are gathered and submitted by the District Library Technical Services department.
   d. Additional data collection: Occasionally a campus library may identify an area to study for a specific purpose (e.g. number of students using facility during selected hours). Such studies are encouraged. The results may be for internal use by the campus or shared by posting under reports on the HCC Libraries website if approved by the Library Cluster.
8. OPERATIONS MANUAL UPDATES
   a. The Hillsborough Community College Library Operations Manual should be reviewed every three years starting with 2018. However, it is recommended that the cluster review the manual on an annual basis and make updates and changes accordingly.