Library Manual

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West Virginia Northern Community College
Libraries

West Virginia Northern Community College has campuses in Wheeling, Weirton, and New Martinsville. As a comprehensive community college, West Virginia Northern's mission is to educate and empower our community by providing open access to affordable, high-quality learning opportunities. The library endeavors to provide a robust collection of print and non-print sources, facilitate learning through relevant educational support resources, and extend informational opportunities to community members.

West Virginia Northern libraries strongly believe in an informed citizenry. Thus, we ensure all users equal access to our collections and services to guarantee intellectual freedom and freedom of access to information. Our practices ensure that our library supports self-government, personal development, and social progress. To that end, WVNCC libraries do not discriminate based on age, ancestry, class, color, culture, disability, employment status, ethnicity, gender, ideology and opinions, language, marital status, national origin, politics, race, religion, sexual orientation, or veteran's status. In its collections, resources, and educational programs or displays, WVNCC libraries are a traditional forum for an open exchange of information and will not exercise limiting qualifiers for viewpoint, origin, or politics.

COLLECTIONS OF MATERIALS

Plan

The standard practice of the collections of materials provides guidance for the selection and maintenance of print and non-print materials that support and enhance the curriculum and instructional programs as well as the general informational resource needs not covered through classroom instruction. The library acquires materials and media in a variety of formats. This practice is intended to guide the development, management, and fiscal planning of our collections. It provides guidance to librarians in providing resources to support students, faculty and staff. The Library will choose materials that balance curriculum needs and general information needs of patrons. The final decision for developing and maintaining the collection remains with the Director.

The rationale used to develop the collection requires guidelines that will change with the times. In order to meet the goals of the College and the mission of the Library, these guidelines must be followed so that the collection can be appropriately evaluated and expanded.

Procedure

A.   Selection Criteria

The following criteria will be used when selecting material:

1. The collection should remain current on information needs.
2. Materials should meet high standards in content, expression, format and be timely, timeless (when appropriate,) authoritative, and significant in subject matter.
3. Materials should include widest possible coverage of subjects and viewpoints consistent with the needs of the college community.

4. Budget will be a contributing factor in the decision-making process for selection of materials. All items will be purchased at the lower price unless a specific format is required where the cost is higher.
5. Recommendations from book reviews will be considered.
6. Anticipated use of the material and level of treatment of content matter will be considered.

B.   Selection Practices

1. Textbooks may be purchased for use by the tutoring department to help support academic outcomes. Other textbooks may be considered for the collection on a case by case basis. The longevity or need may be a determining factor in the decision.
2. Flexibility in selecting material is exercised so that personal biases are avoided.
3. The Library will attempt to balance print and digital formats without unnecessary duplication. Purchasing multiple copies will be considered in order to meet requirements for alternative formats and need. Otherwise, items may be obtained through an Interlibrary Loan (ILL) if an item is needed at another location.
4. Availability of materials on the Internet and other online services, such as ILL's, may influence the decision when purchasing materials.
5. In general, the Library does not purchase textbooks, audio books, sheet music or computer software.
6. When the cost of an item is high and demand is low, the holdings of nearby libraries will be considered in determining whether material should be purchased.

C.   Reduction Procedure

Reduction, or the removal of obsolete or damaged material, is necessitated by the need to keep the collection current. Materials that fit into the following categories should be considered for removal:

• Outdated editions
• Worn or badly marked items
• Duplicate copies
• Discontinued degree programs
• Missing or lost items
• Materials that are outdated, inaccurate, seldom used, or are no longer relevant.

Weeding is the responsibility of the Director of Libraries with the support of the library staff.

E.   Challenged Materials Procedure

The Library does not promote beliefs or views nor is the selection of any given item equivalent to endorsement of the viewpoints expressed therein. It is understood that the essential purpose of any learning resource institution is to provide material in an atmosphere where the individual can examine many points of view and make his/her own decision. If an individual requests reconsideration of an item found in the Library collection, he/she will be asked to complete a request form. The request will then be forwarded to the Director of the Library, and they will consider the request and respond to the individual. If further action is needed, the Library committee will take the matter under consideration. This committee will make the final ruling. The individual will then be notified in writing of the decision.

F.   Gift & Exchange Procedure

The Library welcomes donations of money, books, or other materials that are current and relevant for improving the existing collection. Donations are not accepted without prior arrangements since many donations do not meet our selection criteria. All accepted donation will become the property of the College and the Library and will be incorporated into our collection, or be subject to disposal. The Library may determine to withdraw, recycle, or reject any portion of a donation according to our collection practice and needs as determined by the library.

The Library will acknowledge receipt of materials via letter, but cannot and will not, appraise materials nor inform the donor of the dollar value. The Library is free to dispose of any gifts that are not needed or exchange them for materials needed from other libraries, companies, or institutions.

Donations for tax purposes must be made through the WVNCC Foundation and the donor is responsible for determining the value. All letters of acknowledgment for donations shall be made by the WVNCC Foundation.

INTERLIBRARY LOAN

Borrowing from Other Libraries

The Library offers interlibrary loan service for materials not available through the Library Catalogs to meet the research needs of our patrons.   Students, faculty and staff members of West Virginia Northern Community College are eligible for borrowing privileges through interlibrary loan. Every effort will be made to locate lending libraries that do not charge for the use of their materials and do not charge, or charge a minimal amount, for providing photocopies of periodical articles. If, however, the lending library does charge, the requesting patron will have the option to specify a dollar amount that she/he is willing to pay for the item(s). All charges must be paid before the ILL item will be given to the patron.

Requests must be submitted via a completed ILL request form and costs associated with the request will be assessed to the borrower before the request is submitted. Community members should first use their local public library for such requests. If their local public library is unable to fulfill such request, WVNCC libraries will only consider requests of an academic nature and will pass on fees associated with that request to the community member. Community members are permitted up to three ILL requests per month. Any fees for items that are late, damaged, lost, or stolen charged to WVNCC libraries for ILL's will be passed on to the student, faculty, staff, or community member who incurred them. If a renewal is needed, patrons should contact our library in advance, and WVNCC library staff will request a renewal from the lending library. Renewals must be approved by the lending library. If the lending library does not approve a renewal, the patron may reorder the item from another library.

The time involved in processing interlibrary loan requests depends upon the nature of the material requested. Esoteric materials may take longer to identify and locate at another library. More common titles may be obtained within a shorter period.

Library staff try to accommodate all research needs, but during especially busy periods, they reserve the right to limit the number of requests that may be submitted at any one time as deemed necessary. This

allows as many people as possible to access a heavily used service. If a patron repeatedly disregards ILL policies, the patron may lose ILL privileges.

The following items are usually not available for interlibrary loan:

- reference materials.

- reserve materials.

- Career materials.

- periodicals (photocopies are provided instead).

- microforms (photocopies are provided instead).

- audiovisual materials by special arrangement only.

- rare or valuable materials.

- bulky or fragile materials which are difficult or expensive to ship.

- items to be put on reserve.

- theses and dissertations.

- current textbooks.

- new books (published within the last 12 months).

- copies of titles owned by WVNCC.

Lending to other Libraries

Any library may request materials from our Library. The request must come on an OCLC or ALA form or electronic mail.

There are no ILL charges for books. There are also no charges for photocopies up to the first 20 pages and $.10 per page for all copies beyond twenty pages.

In accordance with standard practice and national guidelines, the borrowing library is responsible for replacing any lost item. This is true if the loss occurs through patron negligence or due to losses in the mail.

Public Libraries

The West Virginia Library Commission provides Interlibrary Loan (ILL) Services through the Statewide ILL Request System. Interested users can fill out the form provided on the Statewide ILL Request System to make loan requests.

COMPUTER USAGE

Each library has computers available for use by students, faculty, staff, and community patrons. Any persons using the college computers must follow any federal, state, and local laws that apply as well as the rules and regulations of West Virginia Northern Community College.

In addition to those rules:

The Library allows service with proper and current documentation i.e., staff/student ID or photo ID for community patrons.

- WVNCC students have first access to Library computers

- Food is not permitted in the computer area and drinks must be in closed containers

- The Library Staff is not responsible for damages, direct or indirect, arising from a patron's use of electronic information resources or misinformation obtained on the internet.

- Printing is restricted by a college mandated print management system for students.

- Users should have their own storage devices to save files. Do not save to the hard drive or rely on documents saved to your domain.

- The Library and IT staff reserves all rights in determining if a computer is being used responsibly or not and reserves the right to refuse or terminate use due to the violation of rules and regulations.

COMMUNITY ACCESS

While current students and employees of WVNCC are given priority, the College's libraries are open to the community in its immediate service area. To secure services, community individuals must be 18 years of age or older and provide a photo ID or proof of residency. All College policies as well as local/state/federal laws must be followed when using library facilities and equipment. Non-disruptive and courteous behavior is expected of all individuals. Safety and health protocols (i.e. face mask coverings if mandated by the College) are to be followed. Meeting these requirements, community members are afforded the following privileges:

- Computer use for 90 consecutive minutes
- Three items may be checked out at a time (except videos and magazines)
- The processing of interlibrary loan requests must be for academic purposes and a fee may be passed on to the community member
- Print 10 pages per day for free. Additional pages are at a cost of .20/page.

Any modification to privileges listed above is left to the discretion of the individual library staff member on duty to determine.   Library staff reserves the right to determine if any rules and regulations have been violated. Violations may result in temporary or permanent loss of privileges.

CONFIDENTIALITY AND PRIVACY

1. West Virginia Northern Community College library will protect the essential confidential relationship that exists between the library user and the library.
2. The Library will protect the confidentiality of the following information:

    a. circulation records.

    b. registration records.

    c. materials request records.

    d. reference and Internet search records.

3. The Library will not reveal to any outside source any information from these records which may lead to individual identification, except:

4. when compelled by legal authority such as a subpoena;

5. when authorized in writing by the individual concerned;

6. when performing a loan transaction with another library on behalf of the individual concerned.

7. The Library will follow College policy with respect to the confidentiality of class registration records.

8. Legal interpretations of the West Virginia Public Records Act and the Federal Privacy Act will be recognized as they relate to community college libraries.

9. Nothing in this manual shall restrict the rights of West Virginia Northern Community College to use these records in accordance with its own lawful policies and procedures.

    (for detailed procedures for requests by law enforcement, see PROCEDURES FOR LAW ENFORCEMENT INFORMATION REQUESTS section later in this manual)

COPYRIGHT

Copyright Law protects the author's rights to his or her work, including the right to receive financial remuneration from the reproduction and distribution of that work. In general Copyright Law protects literary works, musical works, dramatic works, choreographic works, artistic works, audiovisual works, sound recordings, and software. Copyright Law gives the copyright owner the exclusive right to reproduce, distribute, modify, and publicly display the works.

Use of copyrighted materials by educators is governed by the statute itself and by guidelines that have been developed to interpret the Fair Use exception that is set forth in the statute. The responsibility for following copyright law and securing copyright clearance rests with the individual requesting the service.

Copyright provisions as it relates to Library copying are found in U.S. Section 108 of the Copyright Law.

1. There cannot be any commercial advantage resulting from making a copy and the copy must bear the notice that the material copied has been copyrighted.

2. It is possible to reproduce a copy of a published work for the purpose of replacement of material that is damaged, deteriorating, lost or stolen if it has been owned by the Library and after a reasonable effort has been made to obtain a duplicate copy if a replacement copy cannot be obtained at a fair price.

3. Copies can be made from items in a library for a user at their request if not more than one article, or other part of a copyrighted collection, periodical, or recording is involved provided that the copy becomes the property of the user and the copy will not be used for any purpose other than private study, scholarship or research.

4. The library must prominently display, at the place where orders for copies are taken or copies are made, a warning of copyright infringement and that the use of the items copied must be only the use indicated above.

5. There shall be no liability for copyright infringement upon the institution or its employees for unsupervised use of various types of reproductive equipment located on its premises, provided that such equipment displays a notice that making such a copy shall be subject to copyright law.

6. The person making the copy for their use has the liability for determining whether or not use of the copy fits the criteria for Fair Use as described in Section 107 of the Copyright Law.

7. The law specifically states that permissions given in Section 108 does not include any musical work, pictorial, graphic or sculptural work, motion pictures or other audiovisual works.

GROUP STUDY ROOMS

Conference study rooms may be available to students who wish to study in small groups or collaborate on projects. The College has the first right to these rooms for meetings. Reservations of the rooms by faculty and staff should be made through the Wheeling Campus Library Coordinator. Students can reserve the rooms by calling the Library or use them on a first come first serve basis when they make the request at the circulation desk.

Guidelines

- Conference study rooms are available to current registered WVNCC students. Reservations may be made in person at the circulation desk or by phone at each campus location.

- Each room may be reserved for a two- hour block per day during open Library hours. The schedule will be kept at the Library circulation desk. Rooms not occupied 10 minutes after the reservation will be forfeited and made available to others.

- Group study rooms are to be used for college approved activities.

- Groups should not leave rooms unattended while reserved. The Library staff is not responsible for loss or theft of personal property.

- Drinks are permitted in the rooms but must have a lid to prevent spills.

- Students using the rooms must follow the Rules and Regulations for Conduct in the Library.

- Students using the rooms must maintain a moderate noise level as the rooms are not soundproof.

- Students must clean up after themselves and leave the room in an appropriate condition. They must also return any Library resources or equipment borrowed for the use of the room.

** FAILURE TO FOLLOW THESE POLICIES OR OTHER APPLICABLE LIBRARY POLICIES MAY RESULT IN A TEMPORARY OR PERMANENT SUSPENSION OF ACCESS TO THESE ROOMS.

MAKERSPACE

The Makerspace is designed to provide a professional and safe environment for Members (defined as staff, students, faculty and visitors) to create and collaborate on projects of their design. All Members must follow the Rules and Regulations for the Makerspace as well as any federal, state, and local laws and West Virginia Northern Community College Rules and Regulations. The Makerspace personnel and the College reserve the right to change any rules and regulations that shall be needed for the operation, safety, protection, care and cleanliness of the Makerspace area. Failure to follow the rules and regulations will result in immediate removal from the Makerspace area and possible revocation of further privileges.

1. All faculty, staff, and students must have a current West Virginia Northern Community College ID.
2. Members will receive training on equipment with Library staff and prove knowledge before using machines and materials.
3. Members must be properly protected with the appropriate Personal Protective Equipment (PPE's) while working in the Makerspace area. PPE's may include goggles, masks, ear protection, gloves, etc.
4. Members should not wear loose clothing that is not secured, hanging jewelry, or any other entanglement hazards. Closed toe shoes and pulled back hair are always required.
5. Members must know all the location of all first aid, fire, and safety equipment.
6. Members are responsible for any damage to equipment and materials
7. No food is permitted in the Makerspace and drinks are only allowed in proper containers with lids.
8. Sleeping is prohibited in the Makerspace
9. The Makerspace is not responsible for any lost or stolen property, equipment, money, or other valuable belonging to Members.
10. No animals or pets of any kind shall be brought into the Makerspace except for service animals.
11. The Makerspace is not responsible for any damage to personal computers including the usage of the Library's internet connection, software and hardware. Members will not modify any software or hardware on the Makerspace computers
12. Members shall not place, install or operate any engine, stove, or machinery in the Makerspace. Members also cannot conduct mechanical operations, cook, or use any explosives, gasoline, kerosene, oils, acids, or other inflammable hazardous material in the Makerspace without prior consent of the Makerspace staff.
13. No person shall disturb other occupants of the Makerspace by talking loudly or playing music at a high level.
14. The Makerspace equipment is offered in a non-commercial capacity for prototype uses.
15. Members must remove any trash, waste or materials from the Makerspace when they leave each day. All items used must be returned to the proper area. The floor around the machinery is to be clean, dry, and free of hazards.

TESTING

The library provides testing when a request is made. Walk-in testing is dependent on staff availability. All ADA testing requires a 24 hrs. notice. Instructors requesting class proctoring must provide 72 hours (3 working days) notice. Accommodations will be provided based upon pre-determined and pre-approved needs as regulated by ADA laws. Testers agree to adhere to the WVNCC Student Code of Conduct. Tester must provide a photo ID to be admitted for the test. No cell phones, smart watches, or electronic device of any kind is allowed during testing. All electronic devices making noise will need to be turned off. Backpacks/jackets, hats; anything not needed for the test will be put away in another location. No food or beverages will be allowed in the testing area during the test. Testers will be directed to a seat by staff. Once testers begin testing, breaks are granted at the discretion of the staff based upon testing regulations or if the professor permits students a restroom break. Students will not be allowed to access their personal belongings until after the testing has finished. If the testing staff suspects academic dishonesty, the test will be terminated immediately and the tester may be subject to disciplinary action. The testing area is monitored by security cameras.

Completed tests will be scanned to the instructor's email and the hard copy will be kept in the library until the end of the semester for pick up by the instructor. At the end of the semester, any tests not picked up will be shredded.

SAFETY INFORMATION AND PROCEDURES

IN CASE OF AN EMERGENCY – CALL 911

Campus Security – Resource Officer RJ Faldowski

Phone #: 304-650-9994

Office: B & O Building Room 115

Office Hours: Mon – Fri 10AM – 6PM

Evening Emergency Officer

Phone #:304-650-9996

Office Hours: Mon – Thurs 6-10 PM

Report Injuries and Accidents

Members should immediately report ALL accidents, injuries, or accidents to Library staff. An Emergency First Aid Station is in the Makerspace. Members should also immediately discontinue use of tools or equipment if it becomes unsafe, damaged, or in a state of disrepair.

In Case of Fire

•   Activate the nearest Fire Alarm Pull Station and pull the handle.

•   Locate and use Fire Extinguisher to extinguish fire if it is manageable to do.

- Call 911 at nearest opportunity without endangering lives to give more specifics.

- Evacuate the area in a calm manner using the nearest exit to the stairwell. Assist persons with disabilities or special needs. DO NOT use the elevator.

- Do not reenter the building until authorized by Emergency Personnel.

In Case of Medical Emergency

- Call 911 immediately.

- Call Campus Security

- Stay with the individual and DO NOT attempt to move them unless they are in immediate danger.

Calmly allow Emergency Personnel to address the situation.

PROCEDURES FOR LAW ENFORCEMENT INFORMATION REQUESTS

Should an individual or individuals representing themselves as law enforcement agents approach a library staff member and ask he or she to provide library records involving patron data or information about library users, DO NOT disclose any information. Use the following procedures.

Procedures

- Staff should ask for identification if an agent or officer approaches them.

- Immediately refer the agent or officer to the Library Director (if on campus,) the Campus Director, or their designee.

- The Library Director or Campus Director will ask to see official identification and will photocopy the ID.

- If the officer does not have a court order compelling the production of records, the Director or staff member should state to the officer that due to confidentiality laws library patron's records are not available except when a proper court order in good form has been presented to the library.

- Without a court order, neither the FBI nor local law enforcement has the authority to compel cooperation with an investigation or require answers to questions other than the name and the address of the person speaking to the officer.

- If the officer persists, or make an appeal to patriotism, the Director should explain that as good citizens the library staff will not respond to informal requests for confidential information, in conformity with professional ethics, First Amendment freedoms, and state law.

- If the officer does have a court order, the Director should refer the court order to the Vice President of Student Cares and Engagement or Human Resources who will then forward the court order to the college's legal counsel for review.

Subpoena

This request does not have to be executed immediately. Accept the subpoena and give the subpoena to the Director or Campus Manager. The subpoena should then be given to the Office of the College President who will contact legal counsel. The subpoena will be examined for any legal defect, including the manner in which it was served on the library, breadth of the request, or its form. Any defect should be fixed before records are released. Once approval to proceed is given by the College President or designee, follow the subpoena strictly and do not provide any information that is not specifically requested in it. If disclosure is required, ask the court to enter a protective order (drafted by counsel,) keeping the information confidential and limiting its use to that particular case.

Search Warrant

A search warrant is executable immediately, unlike a subpoena. The officer may begin a search of library records or equipment as soon as the court order is served to a library staff member. Inform the Library Director and/or Campus Director as quickly as you can. Cooperate with the search. Keep a record of all legal requests or any equipment that is taken. Keep a record of all cost incurred by any search and/or seizures. Warrants could entail the taking of computers or placing tracking devices on the computers. Fax the warrant to NAME, GENERAL COUNSEL, OF THE WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION (PHONE NUMBER). He or one of his attorneys will examine the search warrant to ensure that the search conforms to the terms of the search warrant and inform the College President of any other action.

Gag Order

If the search warrant is issued under the Foreign Intelligence Surveillance Act (FISA) of the USA PATRIOT ACT, the procedures for a regular search warrant still apply. However, a search warrant issued by a FISA court will also contain a "gag order." This means that a person or institution served with the warrant cannot disclose that the warrant has been served or that records have been produced pursuant to the warrant. The library staff must comply with this order. Only the staff involved, the Director, Campus Manager, and designated college personnel will be informed. No information can be disclosed to any other party, including the patron whose records are the subject of the search warrant. The library does have a right to legal counsel during the search.

Emergency Disclosures of Communication

If in the normal course of business the library staff observes what can be reasonably construed to be a threat of imminent danger to life and limb, they are to contact law enforcement immediately. Staff should then contact the Director or Campus Manager.