



Anne Moss-Biggs Library

HANDBOOK



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1. ABOUT THE LIBRARY

A. MISSION, PURPOSE, AND VISION

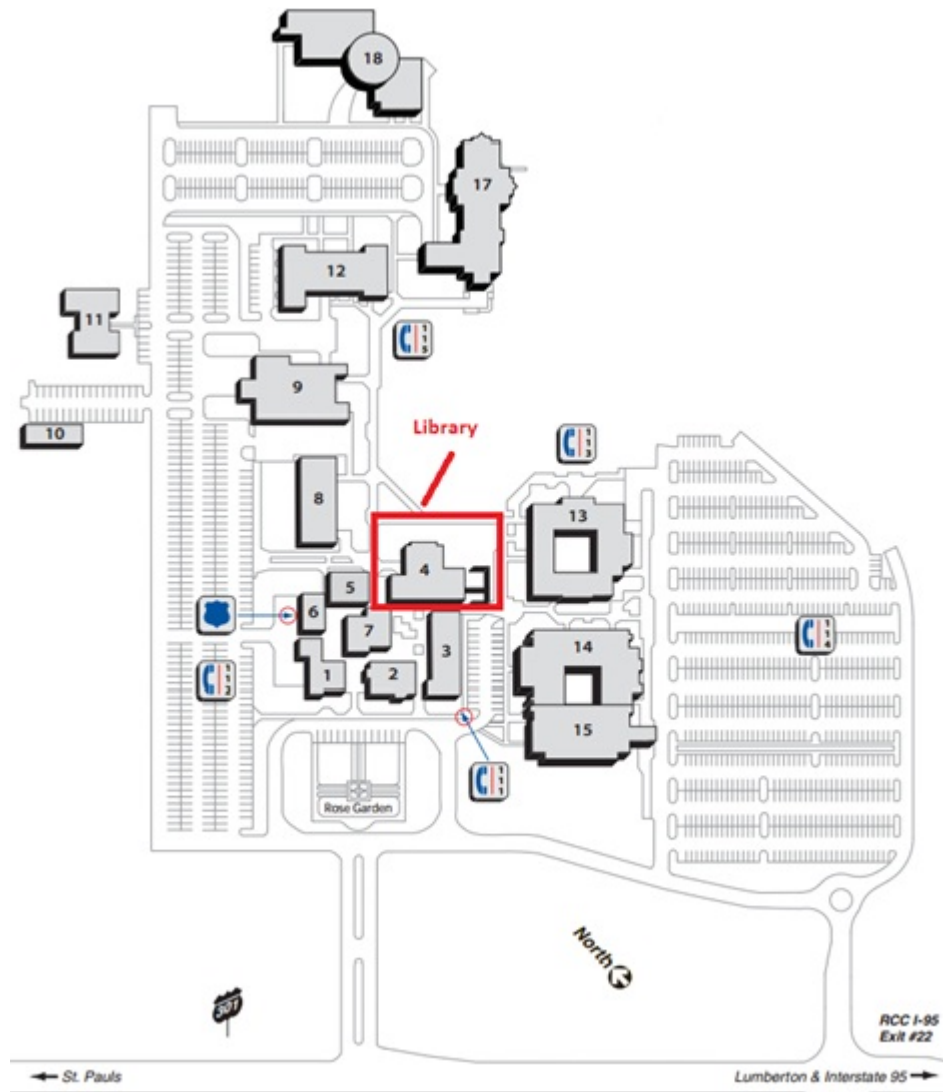
The mission of the Anne Moss-Biggs Library at Robeson Community College (hereinafter “Anne Moss-Biggs Library”) is to support and advance the long-term goals of the College by promoting information literacy in a user-centered facility, which is equipped with physical and digital environments that enhance research and instruction. That is, the purpose of the Anne Moss-Biggs Library is to provide access to the most appropriate, accurate, and high-quality research resources in support of the College’s curricula in an instructive, friendly, and interactive learning environment.

The Anne Moss-Biggs Library advances teaching, learning, and research at RCC by:

- Teaching students to be successful, ethical information seekers
- Facilitating access to information resources
- Providing welcoming spaces for reading and intellectual discovery
- Assisting workforce and community development by providing research assistance and open computer access
- Promoting the innovative adoption of emerging learning technologies

The vision of the Anne Moss-Biggs Library is to be regionally recognized as a technologically-advanced, user-focused center of research, learning, and innovation. We will be leaders in developing and utilizing the talents of everyone who works in the library to achieve excellence in service to students, faculty, staff, and to our community. We will provide leadership and support for College initiatives and priorities. We will expand our information services beyond the library’s physical boundaries, so as to serve the entire RCC community through an enhanced Web presence, through the College’s course management system, and through other outreach efforts. We will be a campus leader in the promotion of information literacy.

B. LIBRARY LOCATION & HOURS



The Anne Moss-Biggs Library is located in Building 4 on the Robeson Community College Campus located at 5160 Fayetteville Rd, Lumberton, NC 28360.

During the Fall and Spring Semesters, the Library's hours are as follows:

- Monday-Thursday: 7:30 a.m. -8:00 p.m.
- Friday: 7:30 a.m.-3:00 p.m.
- Saturday and Sunday: Closed

The Library's hours are always posted at the entryway of the library. Hours are subject to change during Fall and Spring Breaks, as well as, for holidays and observances. Be sure to check the RCC website for the most up-to-date information.

C. LIBRARY FACILITIES

1. Instruction Lab

The library has an Instruction Lab on its main floor, which is used for library orientations and assignment-based instruction sessions, as well as course-related class instruction. The Instruction Lab contains twenty-two student computer stations, a SMARTboard. Each machine is equipped with standard Microsoft Office products and other software in support of the college's curriculum. Occasionally, the library, as well as other college departments, will hold other sessions in the instructional lab. Note that only faculty and staff members are authorized to reserve the Instruction Lab.

2. Open Computer Lab

The library's main floor contains forty (40) desktop computers, which constitute the RCC Campus's only computer lab open for use by students, as well as community patrons.

3. Upstairs Reading Room

The library's upstairs area has been designated as a quiet study area. In addition to a lovely view of the campus, the Reading Room offers an area perfect for contemplation and reflection. The upstairs Reading Lab may be accessed by using the stairs or by taking the elevator.

4. Study Rooms

The library has a conference room available for student and faculty use. The conference room will comfortably seat eight (8) persons around the oblong conference table. There is also a 32" flat screen tv that may be connected to a laptop for projection of presentations, etc. The conference room may be booked by using the [LibCal feature for scheduling rooms in the library](#).

5. FabLab

- a. The FabLab in the Anne Moss-Biggs Library contains a variety of equipment. Please refer to the RCC website for details on the equipment and services available. Use of the FabLab is limited to current RCC students, staff, and faculty with valid RCC I.D. Cards.
- b. Users' Responsibilities:
- c. Users agree to take precautions to avoid causing unnecessary mess or damage in the FabLab.
- d. Users must provide their own external storage devices or cloud backup
- e. Any work or changes saved on the computers in the FabLab will be deleted once the users are logged off and cannot be recovered.
- f. The College and the Anne Moss-Biggs Library are not responsible for:
 - o Manufacturing defects, or for the quality of any of the tools, materials, or equipment supplied via the Anne Moss-Biggs Library
 - o Projects that are damaged or otherwise do not meet the user's expectations
 - o Equipment or files left in the FabLab
 - o The loss of any data or information

- g. Rules & Restrictions:
 - o No food or drink of any kind are allowed in the FabLab
 - o All printing and fabricating equipment will be operated by the library staff only
 - o RCC's Computer and Internet Use Policy applies to the FabLab also
- h. Costs & Fees:

Use of some of the equipment and materials in the FabLab may be subject to a fee, such as use of the 3D and the large format printers. Users will be charged based on the amount of materials that are used. Cash is the only acceptable form of payment.

- i. Intellectual Property:

Users of the FabLab agree to this statement on intellectual property:

"I warrant that I am authorized to use the applicable files, data, images, or any other materials (collectively "Content") in the FabLab and that the use of the Content will not infringe upon any third-party's copyright, patent, trademark trade secret or other proprietary or intellectual property rights."

- j. Content & Use Limitations:

FabLab users are expected to use the FabLab exclusively for lawful purposes that respect the policies of Robeson Community College and the Anne Moss-Biggs Library, as well as the safety and well-being of all students, faculty, staff, and patrons. Particularly, we prohibit using FabLab equipment to create any objects that endanger anyone, including weapons in violation of N.C. Gen. Stat. § 14-269.2.

6. Honors College

Students who are accepted into the RCC Honors College Program will have access to the Honors College lounge, which is located on the second floor of the library. Students will need to provide the library staff with a valid RCC I.D. in order to checkout the key to the lounge, which should otherwise always remain locked.

D. USE OF THE LIBRARY

1) Patrons

The Anne Moss-Biggs Library is open to all North Carolina residents. However, community users below the age of 18 must be accompanied by a parent or legal guardian. RCC, as an adult educational institution, does not maintain child care facilities on campus and is not equipped, or authorized, to maintain such facilities.

2) Patron Conduct

Anne Moss-Biggs Library patrons must abide by all of the College's rules and policies regarding campus conduct. Users are expected to assist in the maintenance of a quiet atmosphere, which is conducive to studying. If after a verbal warning, a patron does not cease any objectionable behavior, Library staff can ask patrons to leave and, if needed, will call Security for assistance. If Security intercedes, the RCC Director of Security is ultimately responsible for making decisions as to whether or not a patron will be allowed to continue to use the Library.

a) Loss of Privileges

Patrons who abuse materials and/or attempt to remove materials from the Library without properly checking them out will result in the loss of library privileges and patrons may be suspended or barred from use of the facility. If a patron has been barred from the Library, the offender will be asked to leave and Security will be called.

b) Smoking

Smoking is not allowed in the Library. The campus has designated smoking areas with appropriate disposal units, which patrons are asked to use.

c) Food and Beverages

Small snacks and covered drinks are allowed in the Anne Moss-Biggs Library; however, we ask that snacks and liquids not be consumed at any of the Library's computer terminals and that users respect the facility's furnishings; this includes cleaning up after one's self.

d) Cell Phones

Cell phones should be placed on silent or vibrate and all calls should be taken outside of the Library, so as not to disrupt other patrons. Talking on phones is prohibited in the library at all times, including the restrooms. Use of personal computers, smart phones, and other devices in the Library is permitted, but earbuds or headphones must be used for listening to audio of any kind.

Note that patrons are not permitted to use the Library's telephones. A pay telephone is available in the Student Lounge (Building 13) and another is located adjacent to the Library on the exterior wall near the vending machines.

e) Personal Items

The Anne Moss-Biggs Library is not responsible for any personal items left unattended or for information left in, on, or around, the Library or the Library's computers or printers.

3) Library, Computer, and Internet Use Agreement

The Anne Moss-Biggs Library provides Internet access to students, instructors, staff, and visitors. The College's Internet and Computer Network Acceptable Use Policy applies to the Library, as well as to the College as a whole (refer to the Student Handbook). Internet access at RCC is a privilege, and all users are expected to exercise responsible and ethical behavior when using computers. Users who violate rules may lose the privilege of using the Library's resources. Serious offenses may lead to disciplinary action by the College.

All users agree to the following conditions when using RCC equipment or the RCC Internet:

Visitors are welcome to visit the Anne Moss-Biggs Library (hereinafter, "Library") during hours of operation and to use the Library's computers with the following in mind: The computers and Internet systems (hereinafter, "System") are the property of Robeson Community College and are for authorized use only. By using the System, all users acknowledge notice of, and agree to comply with the College's Internet and Computer Network Acceptable Use Policy (see Student Handbook). RCC complies with state and federal law. Any and all uses of the System, and all files on the same, may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized College and law enforcement personnel. By using the System, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized College personnel. Unauthorized or improper use of the System may result in administrative disciplinary action, civil charges/criminal penalties, and/or other sanctions as set forth in the College's Internet and Computer Network Acceptable Use Policy. By continuing to use the Anne Moss-Biggs Library, you indicate your awareness of, and consent to, the following terms and conditions of use:

- a) All visitors must sign in and out at the Circulation Desk.
- b) Smoking/tobacco use is prohibited in the Library. Please use designated outside areas.
- c) Firearms/weapons are prohibited at RCC and in the Library.
- d) In the event of an emergency, follow signage to the designated muster point.
- e) Cell phone use is not allowed in the Library.
- f) Priority computer use is for enrolled RCC students; the library reserves the right to insist public patrons vacate the computer for student use.
- g) Library staff reserves the right to ask unruly and disruptive users to leave the Library

- h) Library staff reserves the right to limit daily computer use time at their discretion depending on volume of students.
- i) Library staff reserves the right to monitor computer activities and respond to reports or sightings of inappropriate material being accessed on library computers. Repeated violations of the computer use policy will not be tolerated.
- j) Non-affiliated library users will be signed on one time; logging on and off computers repeatedly will not be permitted. This includes repeated virus warnings as result of the materials viewed online.
- k) Violations of the computer use agreement will result in a user's suspension of use of Library resources for a pre-determined amount of time per the offense.
- l) Printing for non-affiliated users will be at a cost of .10 cents per black-and-white page and/or .25 cents per color page. Users should use the coin-op attached to the printer to put in their monies, and then release the job from the printer's queue. Important: Users who choose double-sided copies will pay .25 cents for a black-and-white sheet and .50 cents for a color sheet. Pricing is subject to change.

RCC Students Have Priority of Use

Priority for use will be given to enrolled students who need computers for research and homework assignments. If a patron leaves a computer station, but intentionally leaves personal items behind, staff may allow another patron to use the computer in question, if needed. Note that the library staff is not responsible for items left unattended. If all computers are in use, please inquire at the information desk about checking out a laptop. Staff has the right to ask patrons to vacate a computer if it is needed for school use.

2. LEARNING RESOURCES

The Anne Moss-Biggs Library provides access to learning resources in a variety of formats, including print, electronic, and online; all of which support the College's varied curricula. Refer to the Anne Moss-Biggs Library's website for up-to-date information about the collection.

A. PHYSICAL COLLECTION

The physical collection is housed on the main floor of the Anne Moss-Biggs Library, which is located in Building 4 of the Lumberton campus. The collection consists of over 19,000 titles, including books, audiobooks, magazines, journals, newspapers, reference materials, and a select archival collection.

B. DATABASES

RCC students, faculty, and staff also have access to [NC LIVE](#), a collection of over 100 databases and websites of quality research materials, provided by the State Library of North Carolina. NC LIVE includes thousands of e-books, full-text journal, magazine, and newspaper articles.

The Anne Moss-Biggs Library also subscribes to a multitude of electronic databases that enhance the learning resources for various programs of study, as well as address the needs of RCC's distance learning population. Access to these electronic databases is available on campus and remotely via a proxy server.

For ease of use, the Anne Moss-Biggs Librarians have created [online research guides](#), which contain links to all of Anne Moss-Biggs Library's databases.

C. ELECTRONIC BOOKS

The Anne Moss-Biggs Library has access to over 1.2 million electronic book titles. In addition to the e-books available through NC LIVE, RCC has independently purchased thousands of other electronic titles to supplement its print collection.

D. CONSORTIA MEMBERSHIPS

Robeson Community College is a member of the Community College Libraries in North Carolina consortium (CCLINC), which is comprised of 50 of the 58 community colleges in the NCCCS. Benefits of this membership include access to in-house and consortia holdings via a web-based catalog, [iLink](#). The Library will execute inter-library loans for titles within the consortium as part of its ILL Service.

In addition to CCLINC's inter-library loan services, the Anne Moss-Biggs Library has the ability to request material loans nationwide. Inter-library loan enhances the Library's local collection by offering educational materials that are cost-prohibitive or have a one-time use. Using NC LIVE's database, Worldcat.org, is an easy way to discover materials available at other libraries nationally.

The Anne Moss-Biggs Library is also a member of the Carolina Consortium, which allows the Library to take advantage of competitive group pricing on select resources.

E. ONLINE PUBLIC ACCESS CATALOG

Benefits of CCLINC membership include access to in-house and consortium holdings via a web-based catalog, [iLink](#). Patrons can search the Library's holdings from any computer with Internet access.

F. OFF-CAMPUS/REMOTE ACCESS

Remote access is limited to RCC students, staff, and faculty. Patrons should use their MyRCC Network Account (email and password) to logon to the proxy server when not on the RCC Internet network.

First semester ECHS students, who are not yet issued an RCC network account, must use the NCKnows link on the bottom left of the NC LIVE homepage to access NC LIVE. Simply select 'Robeson Community College' from the dropdown box and click 'Next.' Please refer to the RCC Library's Moodle page for password information, or call us at (910) 272-3327.

3. COLLECTION DEVELOPMENT POLICY

A. SELECTION PROCEDURES

Faculty, student, and staff material requests are welcomed and actively sought out by Anne Moss-Biggs Library staff. Selection priority is given to materials that support and enhance the educational goals of the College. To assist in reaching these goals, it is important that department heads and faculty take an active interest in library materials selection. However, final purchase decisions are made by the professional library staff, who evaluate the strengths and weaknesses of the total collection within the constraints of the materials budget.

RCC employees are polled yearly for serial recommendations and faculty in new RCC programs are personally contacted by Library staff and asked to develop a prioritized list of desired purchases.

Purchasing considerations include general popularity, cost, scholarship, relevancy, and alternate availability in digital format, e.g., in one of the Library's databases. Faculty, students, and staff can formally request materials for purchase via email (<mailto:library@roberson.edu>) or by submitting their ideas via our [online suggestion form](#).

Collection development priorities will be established using the following criteria*:

- Library staff will determine which courses may have the highest student requirements for learning resources. FTE figures will be used to determine enrollment in the college's curriculum programs.
- Library staff will then earmark those classes that are anticipated to make use of Library resources. This is accomplished by communication with faculty and by past usage.
- Library staff will determine if the existing collection has the breadth, depth, and size to support the curricula.

*Documentation supporting these criteria, such as email requests and usage reports, will be kept for two fiscal years.

In addition to the above prioritization process, Library staff must consider the following:

- Collection development for new programs
- Budget constraints
- External accreditors and other agency requirements
- Access to online materials

B. GIFTS

All material gifts or donations to the Anne Moss-Biggs Library are documented along with the donator's name and address. This information is forwarded to the Vice President of Instruction and Support Services. All donators will then receive letters of acknowledgement from the institution. No monetary value will be assigned to these items by RCC, and the decision whether or not to incorporate the materials into the collection will be determined by the Library's professional staff.

C. DE-SELECTION PROCEDURES

The permanent removal of materials, physical or electronic is referred to as de-selection. This practice helps a collection be at its most useful to students and faculty.

Monographs are reviewed and withdrawn, if necessary, on a biannual basis. Appropriate faculty are asked to review relevant subject areas, within a specified timeframe, before the Library begins the withdrawal process. Health science titles must be evaluated on an annual basis, to ensure collection accuracy and currency for accreditation. The Library will not retain any titles published more than five years from the date of examination.

Circulation data is reviewed to determine the extent of use of materials of various types. Purchase decisions for multiple copies of outstanding or high demand titles are made when appropriate.

Serials are inventoried annually in the fall semester and withdrawn based upon curricula needs, access, and usage statistics. Based on this review, de-selection decisions are made.

The Anne Moss-Biggs Library's staff makes all final material withdrawal decisions. Factors considered when removing materials include: physical condition, publication date, circulation/usage data, multiple copies, cost involved in renewal, currency and accuracy of content, and relevancy.

D. PROCEDURES FOR CHALLENGED MATERIAL

Despite the care taken to select valuable and appropriate materials for student and faculty use, occasional objections to a selection may be made. Any challenged material should be brought to the attention of the Director of Learning Resource Services. The Anne Moss-Biggs Library subscribes to the belief of the ALA Bill of Rights, that all libraries are forums for information and ideas, and that the following basic policies and procedures should guide their services:

The Director of Learning Resources will refer the matter to the Learning Resource Services Committee and will:

1. Place challenged material on reserve so that members of the Learning Resource Services Committee may read, reread, and/or study it.
2. Check reviews of the challenged material to get the general feeling of outside reviewers.
3. Arrange a meeting with the complainant and the Learning Resource Services Committee. The chair will facilitate the meeting to carefully weigh the value and fault of the challenged material. By majority vote, the committee should then make a recommendation to the Director of Learning Resources.
4. Any party not satisfied with the decision may forward a letter of appeal to the Vice President for Instruction and Support Services.
5. The Vice President of Instruction and Support Services will thereafter advise all concerned in writing of his/her action with respect to the complaint.

E. ARCHIVES

Selection Guidelines

The Anne Moss-Biggs Library maintains an Archive collection, which consists of a wide variety of materials in multiple formats. Selection for the Archive is based on multiple factors, including:

- Area Focus
 - Local significance
 - Regional significance
- Subject Matter Focus
 - Robeson Community College
 - Native Americans
 - Lumbee Tribe
- Uniqueness
 - Rarity of material
 - Historical context

Print Collection

The monograph portion of the Archive is maintained in the Library's staff workroom. Archive materials cannot be removed from the Library, but patrons are allowed in-library access to them. Please ask for assistance at the Circulation Desk.

North Carolina and other regional historical monographs and documents are identified and housed in the Archives Collection permanently.

Hard copies of serials (journals/magazines) are archived for two (2) years.

Newspapers are archived for thirty (30) days.

Digital Collection

The Anne Moss-Biggs Library seeks to make its archived materials easily accessible to all citizens of the State of North Carolina. To that end, RCC participates in the North Carolina Digital Heritage Center's efforts to digitize North Carolina history for all citizens. Patrons can visit the Anne Moss-Biggs Library's [Archives & Local History](#) research guide for more information and for links to the Library's digitized collections online.

4. LIBRARY SERVICES

A. COLLEGE I.D.S & LIBRARY CARDS

RCC I.D. Cards and Anne Moss-Biggs Library Cards are made in the Library (Building 4) during all open hours. For RCC students, staff, and faculty, please note that your I.D. card doubles as your library card.**

Curriculum Student I.D.s:

- All students will need an ID card for access to library services, and before they can be issued a parking permit.
- Students must have a copy of their paid registration form to receive an ID.
- ID cards will be valid for two years after the issue date.
- A \$5.00 charge will apply to cards reprinted to students for lost, damaged, or stolen cards. This fee is paid at the RCC Business Office in Building 2, and students must show proof of payment in order for the Library to make a new ID card.

Non-Curriculum Student I.D.s:

- College and Career Readiness ("CCR") students and Career and College Promise ("CCP") students may be escorted with a faculty member (class roster in hand) to have their IDs created at the library, but if a student comes individually, they should bring a copy of the departmental forms that have been completed in triplicate, e.g., the CCR Testing Form or the CCR Registration Form. Note that the "Office Use Only" portions of the forms should be completed by the appropriate department.
- ID cards will be valid for two years after the issue date.
- A \$5.00 charge will apply to cards reprinted to students for lost, damaged, or stolen cards. This fee is paid at the RCC Business Office in Building 2, and students must show proof of payment in order for the Library to make a new ID card.

Employee I.D.s:

- All full-time RCC employees should receive an ID for campus and library use.
- ID cards will be valid for two years after the issue date.

***Per campus security, all head wear (headwear and/or facial scarves, etc.) must be removed for I.D. photos. Exceptions can be made with special permission for cultural or religious reasons.*

B. BORROWING MATERIALS

RCC Students

An RCC I.D. Card with a library barcode number is required to check out materials from the Library.

- Books: 21 days; Overdue fine = 10 cents/day
- Headphones: In-library use only
- Laptop Computers: In-library use only
- Newspapers/Magazines/Journals: Do not circulate; in-library use only
- Reserve/Archive Items: 2 hours; In-library use only (at faculty request)
- RCC students may have a total of five (5) books checked out at any one time

RCC Faculty/Staff

- Books: 90 days (No overdue fines will be assessed)
- Headphones: In-library use only
- Newspapers/Magazines/Journals: Do not circulate, but portions can be scanned/copied at faculty request
- Reserve or Archive Items: 2 hours; In-library use only, but portions can be scanned/copied at faculty request
- Reference Books: In-library use only, but portions can be scanned/copied at faculty request
- Faculty/staff may check out audiovisual equipment, as needed

Community Patrons

Community patrons may check out materials; however, they must present valid photo identification and obtain an RCC Library Card (see the staff at the circulation desk). Community patrons may also use the Library's computers for their research purposes, provided they show picture identification, if students are not in need of the terminals. Community patrons will be asked to sign in at the Circulation Desk and agree to the Library, Computer, and Internet Policy. Thereafter, a library staff member will log them on to one of the library's main floor desktop computers.

- Books: 21 days; Overdue fine = 10 cents/day
- Printing: ten (10) cents per copy for black-and-white and twenty-five (25) cents per copy for color; cash can be deposited in the attached coin-op machine, which also accepts bills as large as \$5.00.
- Headphones: In-library use only; users must ensure that the volume is low as to disturb other patrons
- Newspapers/Magazines/Journals: Do not circulate; in-library use only
- Reserve/Archive Items: 2 hours; In-library use only

- Community patrons may have a total of two (2) books checked out at any one time

C. RETURNING BOOKS

Books can be returned at the Information Desk or placed in the book drop located between the flagpoles in front of the main campus. When returning overdue items, please inform the Library staff member so he/she can inform you of the associated charges. Note that students will not be allowed to register until all Library fines are satisfied.

If you need to return items by mail, please remit to: Robeson Community College Library, P.O. Box 1420, Lumberton, NC 28359.

D. OVERDUE BOOKS

If materials are not returned by the due date, a fine of .10 will be charged for each item per day (holidays and weekends are excluded) not to exceed \$10.00.

Persons with fines, or overdue materials, are required to settle their account with the Library before checking out new materials, registering for classes, graduating, or requesting transcripts.

E. RENEWING BOOKS

Renewals may be made by visiting the library with the materials or by calling. A maximum of two (2) renewals are allowed for each book checked out. All checked out materials should be returned to the library or the library book drop located between the flag poles in front of the college. Note, however, that renewals will not be allowed if a patron's account is outstanding.

F. LOST MATERIALS

For lost materials, the patron will be charged with replacement costs (unless the student replaces the item themselves), as well as a \$5.00 processing fee. The student is responsible for the Library's materials he/she uses, as well as any overdue fines (maximum fee of \$10.00 per item). Library materials should not be marked in, defaced, destroyed, or altered in any way. Anyone doing so will be required to pay for the replacement of the item, as outlined above. Persons with fines, or overdue materials, are required to settle their account with the Library before checking out new materials, registering, graduating, or requesting transcripts.

G. INTER-LIBRARY LOANS

In addition to Anne Moss-Biggs Library's ability to borrow from within the CCLINC system (a consortium of Community College Libraries in North Carolina), the Library also has the ability to request material loans nationwide through OCLC (Online Computer Library Center). Patrons can ask any Library staff member to request items, which are held by other libraries. Up to five inter-library loan requests may be made at one time. Books are loaned free of charge; however, if any lost or damaged fee is charged by the lending library, that charge becomes the responsibility of the patron.

Regarding journal/magazine articles, every effort will be made to obtain articles from lending libraries that do not charge; however, in the event that a charge is made, the cost will be passed on to the requesting patron.

Finally, the College requires that patrons clear up all existing fees owed to the Library before inter-library loan requests will be processed.

H. PRINTING/PHOTOCOPYING

Printing/Copying for Non-Curriculum Students & Community Patrons

In the Anne Moss-Biggs Library (Building 4), all patrons, including Community Patrons, can make black-and-white or color prints/copies via use of a coin-operated machine (7855i Xerox). The cost of color printing is twenty-five (25) cents per copy, and the cost for black-and-white copying is ten (10) cents. Note that users will be charged for two copies, if they select double-sided printing. The coin-operated machine accepts coins (no pennies) and bills up to \$5.00.

Note that, on this machine, patrons must **select** whether they wish to make black-and-white copies (10 cents) or color copies (25 cents).

Print jobs are sent to a hold queue on the 7855i Xerox printer until patrons insert sufficient funds into the coin-op. Patrons may also choose to delete a job in the queue, if they do not wish to pay the fee.

Printing/Copying for Curriculum Students and Career & College Promise Students

RCC has implemented a new print solution, called PaperCut, for its curriculum students. This print management system allows the College to better manage its print resources on campus.

How to Print

- When curriculum students attempt to print from any application, they are prompted to log in to their individual PaperCut accounts.
- PaperCut account access: Student's **full email address** and student's RCC network password.
- If you do not know your username or password, please go to the MyRCC page and click on Password Management to set up or reset your information.
- Students will be able to print on the first day of the semester, or within 24 hours after their late registration as their PaperCut accounts will be created overnight.

PaperCut Allotments

Enrolled RCC curriculum students will receive a \$25.00 allotment allowing them to print 200 black-and-white pages in the fall and spring semesters, respectively, and they will receive a \$15.00 allotment during the summer semester. Thereafter, students will be able to add funds to their accounts in order to print additional pages when needed.

Curriculum students will be able to print in black-and-white for ten (10) cents per copy. Note that this means that students will be charged for two copies (or 20 cents), if they choose double-sided printing.

Allotments are given to curriculum students at the beginning of each semester. If these allotments go unused, they will disappear at the end of the semester and will not transfer to the next semester. However, any monies which students have added to their PaperCut accounts, and which have not been used by the end of the semester, will carry over to the following semester.

Viewing a Summary of Your PaperCut Account

Curriculum students will their PaperCut account while logged in to any RCC computer. Simply click on the “Summary” link to see what funds are available. From there, you will also be able to view the number of print jobs and the number of pages you have printed.

Adding Funds to Your PaperCut Account

If your PaperCut account balance becomes low, and it is necessary to add funds, curriculum students will be able to add funds in increments of \$5.00 (cash only). Monies can be added at the RCC Business Office (Building 2) from 8:00 am – 5:00 pm. Beyond these hours, students may visit the Circulation Desk in Building 4, during library open hours.

Color Printing for Curriculum Students

In the Anne Moss-Biggs Library (Building 4), Curriculum Students can make color prints/copies via use of a coin-operated machine (7855i Xerox). The cost of color printing is twenty-five (25) cents per copy. Note that users will be charged for two copies, if they choose double-sided printing. The coin-operated machine accepts coins (no pennies) and bills up to \$5.00.

Note that, on this machine, patrons must select whether they wish to make black-and-white copies (10 cents) or color copies (25 cents).

Print jobs are sent to a hold queue on the 7855i Xerox printer until patrons insert sufficient funds into the coin-op. Patrons may also choose to delete a job in the queue, if they do not wish to pay the fee.

Resolving Issues with Printing

Curriculum Students may contact the I.T. Help Desk for assistance with issues related to printing, such as if you believe that there has been a printing malfunction. However, if a printing problem or issue occurs at the Anne Moss-Biggs Library, students should confer with the Library’s director for a resolution. If necessary, and after reviewing each situation and making a case-by-case determination, the help desk technicians or the library director can make adjustments to a student’s PaperCut account. Finally, **no** cash refunds will be issued for any reason.

I. Reserving Study Rooms

RCC students who wish to reserve one of the Library’s two study rooms, may do so online through the LibCal system. A link to the room reservation system can be

found on the library's website. Students can make reservations from home or from the iPad which is mounted outside of the library's study rooms for this very purpose.

J. Services for Distance Learners

To ensure equitable instruction and guidance to both seated and distance learning students, the Anne Moss-Biggs Library provides convenient links to subject-specific research guides, tutorials, and help pages.

Moodle Library Course Page

A specifically-designed Anne Moss-Biggs Library course module can be found in the college's course management system, Moodle, into which all current students are automatically enrolled.

Online Research Guides

The Anne Moss-Biggs Librarians have created a variety of online research guides, which direct patrons to the Library's resources (in all formats) that are appropriate for their research.

Remote Access

The Anne Moss-Biggs Library utilizes a proxy server so that RCC students, staff, and faculty may access the Library's e-resources from off-campus. Users will be directed to a landing page from which they should enter their RCC network accounts (full email address & password).

K. Assistance with Use of the Library's Resources

Library Instruction

Faculty may request bibliographic instruction for groups of students by emailing the Director of Learning Resource Services, or via the room booking form when reserving use of the Library's Instruction Lab through the LibCal system.

General library orientation teaches basic library skills, how to locate library materials using online catalogs, effective Internet search strategies, and how to access and search NC Live and other databases. Custom library instruction focuses on the resources necessary to complete a particular assignment that students have been assigned in an RCC course.

Library Orientations

Anne Moss-Biggs Librarians conduct in-person orientations to introduce students to the resources available to them both in the physical Library and electronically on the Web. Students are brought into the Library to see the layout and location of materials and equipment and a library team member details important information that they should know about the Library and its services.

Customized Information Literacy Workshops

The Anne Moss-Biggs Library provides a variety of formal instruction. Customized information literacy workshops are designed around specific research or paper assignments and given to seated classes in a computer lab environment.

5. CONFIDENTIALITY OF LIBRARY RECORDS

The Anne Moss-Biggs Library respects each user's right to privacy and confidentiality regarding information sought or received and resources consulted, borrowed, acquired, transmitted, or services provided. The Library complies with the North Carolina General Statutes regarding confidentiality of library user records. The relevant North Carolina statutes are:

§ 125-18. Definitions.

As used in this Article, unless the context requires otherwise:

- (1) "Library" means a library established by the State; a county, city, township, village, school district, or other local unit of government or authority or combination of local units of governments and authorities; community college or university; or any private library open to the public.
- (2) "Library record" means a document, record, or other method of storing information retained by a library that identifies a person as having requested or obtained specific information or materials from a library. "Library record" does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.

(1985, c. 486, s. 2.)

§ 125-19. Confidentiality of library user records.

- (a) Disclosure. – A library shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the library, except as provided for in subsection (b).
- (b) Exceptions. – Library records may be disclosed in the following instances:
 - (1) When necessary for the reasonable operation of the library;
 - (2) Upon written consent of the user; or
 - (3) Pursuant to subpoena, court order, or where otherwise required by law.

(1985, c. 486, s. 2.)

In addition, the Anne Moss-Biggs Library complies with all other privacy laws, including Article IX and the Family Education Rights and Privacy Act (FERPA).