

Library handbook

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I. ABOUT THE LIBRARY

A. MISSION, PURPOSE, AND VISION

The mission of the Anne Moss-Biggs Library at Robeson Community College (hereinafter, “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 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 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 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. LOCATION & HOURS

The 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.- 6:00 p.m.
- Friday: 7:30 a.m.- 3:00 p.m.
- Saturday and Sunday: Closed

The Library’s open hours are posted on the entry door of the Library. Open hours are subject to change. Be sure to check the RCC calendar for the most up-to-date information about holidays and other observances.

C. LIBRARY FACILITIES

1. Open Computer Lab

The Library's main floor contains sixteen desktop computers, which constitute the RCC Campus's only open computer lab open. Community patrons should ask the Library staff for assistance with signing on to the computers.

2. Upstairs Reading Room

The Library's upstairs area has been designated as a no-talk, 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.

3. Study Rooms

The Library has three study rooms available for student and faculty use. All of the study rooms contain erasable white boards and two are equipped with Clear Touch interactive displays. The study rooms may be booked by using the [Reserve a Room](#) feature on the Library website.

4. Archive

The RCC Library maintains an Archive on the second floor of the Library. The Archive contains physical media in preservation boxes, and select books related to the College and/or to Robeson County. Use of the Archive is by appointment only. Please contact the Director of Learning Resource Services at: library@robeson.edu

II. USE OF THE LIBRARY

A. LIBRARY, COMPUTER, AND INTERNET USE AGREEMENT

Enrolled RCC students have first priority for use of the Library's computers. Library staff has the right to ask non-affiliated patrons to vacate a computer if it is needed for school use.

The 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 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 Library, you indicate your awareness of, and consent to, the following terms and conditions of use:

- All patrons who are not affiliated with RCC must sign in and out on the iPad located at the Information Desk.
- Smoking/tobacco use is prohibited in the Library.
- Firearms/weapons are prohibited at RCC and in the Library.
- In the event of an emergency, follow signage to the designated muster point.
- Cell phone use is not allowed in the Library.
- Enrolled RCC students have priority when it comes to use of the Library's computers. The Library reserves the right to insist public patrons vacate computers for student use.
- Library staff reserves the right to ask unruly and disruptive users to leave the Library.
- Library staff reserves the right to limit daily computer use time at their discretion depending on volume of patrons.

- 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.
- Library patrons not affiliated with RCC will be signed on to a desktop computer by Library staff; repeatedly logging on and off computers will not be tolerated.
- Violations of the computer use agreement will result in loss of Library privileges and a report will be filed with Campus Security.

B. PATRON CONDUCT

RCC 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. Library users are expected to respect the facility's furnishings; this includes cleaning up after one's self. If after a verbal warning, a patron does not cease any objectionable behavior, staff may ask the patron to leave the Library. Library staff will document these occurrences and report them to the Campus Security within 24 hours.

1. Noise

The RCC Library is the only quiet place on campus for students to work on their academics. Therefore, it is imperative that all Library users refrain from making disruptive noises, including extracurricular talking. Users who do not comply with this rule will be given one verbal warning; thereafter, those who continue to make inappropriate noises will be asked to leave the Library.

2. Smoking & Vaping

Both smoking and vaping are not allowed in the Library. RCC is a breathe-free campus. No smoking or vaping is permitted on the premises.

3. Food

Small bagged snacks (i.e., granola bars, energy bars, or candy bars) are allowed in the RCC Library. **No sandwiches or meals of any kind are allowed under any circumstances in the Library.** You must dispose of any fast food meals and bags **prior to entering the Library.** Patrons who wish to eat can make use of the Fred G. Williams Student Center in Building 13.

4. Beverages

Covered drinks are allowed in the RCC Library, but not at/near any of the Library's computer terminals, as they may damage the equipment.

5. 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.

6. Personal Items

The RCC Library is not responsible for any personal items left unattended, or for information/documents left in, on, or around, the Library, including study rooms, or on/by the Library's computers or printers.

7. Study Rooms

Students are expected to follow all of the rules listed under 'Use of the Library' section of the Library Handbook. This includes using the study rooms **for academic purposes only**, i.e., studying, reading, and quiet group study. Failure to follow any of these rules will result in loss of privileges.

8. External Drives

The use of USB devices is not allowed on campus desktop computers.

9. Loss of Privileges

There is a variety of conduct and/or behaviors for which a patron may lose his/her Library privileges. These include, but are not limited to:

- Taking materials out of the Library without checking them out;
- Talking, or making noise, so as to interrupt other patrons (including talking on a cell phone);
- Threatening physical injury to persons, materials, or equipment;
- Eating in the Library (e.g., sandwiches, pizza, fast food, etc.). Only small bagged snacks and covered drinks are allowed;
- Smoking in the Library;
- Playing video games in the Library;
- Watching non-academic movies in the Library;
- Refusing to keep the lights and blinds open in the study rooms; and
- Disobeying the directions of the Library staff.

All decisions about losses of privilege are final, and will be made by the Director of Learning Resource Services. Patrons will lose their privileges, based on the number of offenses.

1st Offense = 1 week

2nd Offense = 2 weeks

3rd Offense = 3 weeks

4th Offense = 4 weeks

5th Offense = 1 semester (spring or fall)

Losses of privilege will be documented by the Director of Learning Resource Services, who will then notify Campus Security of the associated actions, as well as the principal of the Robeson Early College High School, if appropriate.

10. Security Cameras

While the Library values user privacy, this does not extend to an expectation of privacy in public areas monitored by cameras for safety and security.

III. LIBRARY SERVICES

A. COLLEGE I.D.s & LIBRARY CARDS

RCC I.D. cards are made in the Library during all open hours. Your RCC I.D. card doubles as your Library card.

- All students will need an I.D. card for access to Library services, and before they can be issued a parking permit.
- A \$5.00 charge will apply to cards reprinted to students for lost, damaged, or stolen cards. This fee is paid at the RCC Cashier's Window in Building 2, and students must show proof of payment in order for the Library to make a new D. card.
- Community patrons may check out materials; however, they must present valid photo identification and obtain an RCC I.D. card.
- 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

All patrons must have a valid RCC I.D. card in order to check out materials from the Library.

- Books can be checked out for 21 days;
- Laptop Computers are for in-Library use only;
- Newspapers/Magazines/Journals do not circulate; in-Library use only;
- Reserve/Archive Items are for in-Library use only (2-hour limit); and
- Patrons may check out a total of 5 books at any one time.

RCC faculty/staff may check out portable desktop projectors for classroom use.

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. Note that students will not be allowed to register until all materials are returned.

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

D. 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. Note, however, that renewals will not be allowed if a patron's account is outstanding.

E. LOST & DAMAGED 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. 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. INTERLIBRARY LOANS

In addition to the 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 search for, and request, items which are held by other libraries. Up to five interlibrary loan requests may be made at one time. Books are loaned free of charge; however, if any lost or damaged fees are charged by the lending Library, those charges become 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 interlibrary loan requests will be processed.

H. PRINTING & COPYING

The RCC campus uses a print management system called PaperCut. Enrolled RCC students will receive a small, free allotment to their PaperCut accounts with which to print. This allotment will be available on the first day of their classes. Students who need additional prints are able to add funds to their PaperCut accounts by (1) using the PaperCut portal and inputting a debit/credit card; or (2) by paying cash at the Cashier's Window in Building 13.

i. Resolving Issues with PaperCut

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 Library, students should confer with the Director of Learning Resource Services for a resolution. No cash refunds will be issued for any reason.

D. 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.

E. SERVICES FOR DISTANCE LEARNERS

To ensure equitable instruction and guidance to both seated and distance learning students, the RCC Library provides convenient links to program-specific research guides

1. Moodle

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

2. Online Research Guides

The RCC 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.

3. Remote Access

The RCC 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).

F. 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 [LibCal](#).

General Library Orientations teach basic library skills, such as: how to locate Library materials, effective Internet search strategies, and how to access and search NC Live and other databases. Custom Library Instructions focus on the skills and resources necessary to complete a particular assignment that students have been assigned in an RCC course.

G. LIBRARY FEES

1. Copies – Black and White \$0.10 per copy; Color \$0.25 per copy
2. I.D./Library Card Replacement – \$5.00 (paid at Cashier's Office)
3. Annual Book Sale – \$0.50 – \$5.00 (proceeds go to Book Budget)
4. Large-format Prints – Priced by Size (ask the Library staff for pricing information)

IV. LEARNING RESOURCES

The 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 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 Library, which is located in Building 4 of the Lumberton campus. The collection consists of over 18,000 titles, including books, magazines, journals, newspapers and a select archival collection.

B. DATABASES

RCC students, faculty, and staff also have access to [NC LIVE](#), a collection of 90 databases containing 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 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 RCC Librarians have created [online research guides](#), which contain links to the Library's databases.

C. ELECTRONIC BOOKS

The 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

RCC is a member of the North Carolina Community College Evergreen consortium (NCCCE), 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](#). The Library can request books for RCC patrons from the other NCCCE libraries via an interlibrary loan service.

In addition to NCCCE's interlibrary loan services, the Library is a member of OCLC. OCLC publishes and maintains WorldCat, the largest online public access catalog in the world. WorldCat displays holding records from public and private libraries worldwide; thus, facilitating discovery of materials available at other libraries nationally.

Finally, the RCC Library is 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 NCCCE membership include access to both in-house and consortial holdings via a web-based integrated library system called [Evergreen](#). Patrons can search all print holdings from any computer with Internet access.

F. DISCOVERY SERVICE

The Library utilizes Ex Libris's [Summon](#), which is a discovery solution that enables patrons to search the entirety of the Library's holdings (both print and digital) through a simple, user-friendly interface. The Summon search box called 'One Search' is located on the Library's [homepage](#).

G. 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.

In order to access NC LIVE, first semester ECHS students, who have not yet been issued RCC network accounts, should use the link on the bottom of the [NC LIVE homepage](#). 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.

V. COLLECTION DEVELOPMENT POLICY

A. SELECTION PROCEDURES

Faculty, student, and staff material requests are welcomed and actively sought out by RCC 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) (library@roberson.edu) or by submitting their ideas via the Library's [online suggestion form](#).

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

1. 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.
2. 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.
3. 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 circulation reports, will be kept for two fiscal years.

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

1. Collection development for new programs
2. Budget constraints
3. External accreditors and other agency requirements
4. Access to online materials

B. GIFTS

Donors of material gifts or donations to the RCC Library must complete the Library's [Gift of Deed Form](#). 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 Director of Learning Resource Services.

C. DE-SELECTION PROCEDURES

The permanent removal of materials, physical or electronic is referred to as deselection. 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 RCC 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 RCC 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 Vice President of Instruction and Student Support Services and will:

1. Place challenged material(s) on reserve so that the Assistant Vice President of Instruction and Student Support Services may read, reread, and/or study it.
2. Check reviews of the challenged material to get the general feeling of outside reviewers and forward this information to the Assistant Vice President of Instruction and Student Support Services.
3. Arrange a meeting between the complainant and the Assistant Vice President of Instruction and Support Services; whereafter, the Assistant Vice President of Instruction and Student Support Services will make a decision as to the disposition of the material(s).
4. Any party not satisfied with the decision may forward a letter of appeal to the Vice President of Instruction and Student Support Services .
5. The Vice President of Instruction and Student Support Services will thereafter advise all concerned in writing of his/her action with respect to the complaint.

E. ARCHIVES

i. Selection Guidelines

The RCC 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:

1.
 - a. Local significance
 - b. Regional significance
 - c. Subject matter focus, i.e., Robeson Community College
 - d. Local Native American Tribes, i.e., Lumbee, Tuscarora, Waccamaw Sioux, Occaneechis, Meherrins, Haliwa-Saponis, and Coharies.
 - e. Uniqueness
 - f. Rarity of material
 - g. Historical context

ii. Print Collection

Monographs, yearbooks, photographs/negatives, scrapbooks are all located in the Archive Suite on the second floor of the Library. Archive materials cannot be removed from the Library, but patrons are allowed in-Library access to them.

Robeson County and 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.

iii. Digital Collection

The RCC 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 RCC Library's [Archives & Local History](#) research guide for more information and for links to the Library's digitized collections online.

VI. CONFIDENTIALITY OF LIBRARY RECORDS

The RCC 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:

- "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.
- "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 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).
 - – Library records may be disclosed in the following instances:
 - When necessary for the reasonable operation of the Library;
 - Upon written consent of the user; or
 - Pursuant to subpoena, court order, or where otherwise required by law. (1985, c. 486, s. 2.)

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