

Robeson Community College Library

Handbook

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I. Mission, Purpose, and Vision

A. Mission

The mission of the Robeson Community College Library (hereinafter “RCC 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.

The RCC 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

B. Purpose

The purpose of the RCC 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.

C. Vision

The vision of the RCC 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.

II. General Information

A. Library Hours

The RCC Library strives to accommodate library patrons, as well as the educational programs at RCC, by offering plenty of open access to the Library's facilities. To that end, the Library's hours vary depending on the academic calendar. In the fall and spring semesters, the Library's hours are Monday – Thursday 7:30 a.m. – 8:00 p.m. and Friday 7:30 a.m. – 3:00 p.m. The Library's summer hours are Monday – Thursday 7:30 a.m. – 6:30 p.m., and 7:30 a.m. – 11:30 a.m. on Friday. See the RCC Library's website for current [hours](#).

B. Library Materials

The RCC Library houses over 19,000 titles in print, which are searchable through an [online catalog](#). In addition, the Library subscribes to multiple online [databases](#) in support of the College's curriculum, which provide access to authoritative information on a variety of topics, and include e-books, journal and magazine articles, as well as videos and images. Use the Library's online research guides for a [full listing of online resources](#).

C. Library Use Policies

i. Patrons

The RCC 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.

ii. Children on Campus

RCC, as an adult educational institution, does not maintain child care facilities on campus and is not equipped, or authorized, to maintain such facilities. Therefore, students, faculty, and staff are requested not to bring children to class, to the Library, or to the work area.

iii. 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. If after a verbal warning, a student does not cease any objectionable behavior, Library staff can ask students to leave and, if needed, will call Security for assistance.

Patrons who abuse materials and/or attempt to remove materials without properly checking them out will result in the loss of library privileges.

If a patron has been barred from the Library, the offender will be asked to leave and Security will be called.

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

iv. Food and Beverages

Snacks and covered drinks are allowed in the RCC 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.

v. Cell Phones/PDAs

Cell phones should be placed on vibrate and all calls should be taken outside of the Library, so as not to disrupt other patrons. 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.

vi. Lost Personal Items

The RCC Library is not responsible for personal items and/or information left in, on, or around, the Library or the Library's computers or printers. Note that the library staff is not responsible for items left unattended.

D. Library Services

i. College I.D. Cards/Library Cards

IDs are made during all library open hours. Your I.D. card doubles as your library card.

A. Curriculum Student ID Guidelines

i. All students will need an ID card for access to library services, and before they can be issued a parking permit.

ii. Students must have a copy of their paid registration form to receive an ID.

iii. ID cards will be valid for two years after the issue date.

d. 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.

B. Non-Curriculum Student Guidelines

i. 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.

ii. ID cards will be valid for two years after the issue date.

iii. 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.

C. Employee ID Guidelines

i. All full-time RCC employees should receive an ID for campus and library use.

ii. 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*

ii. Borrowing Materials

A. RCC Students

An RCC I.D. Card with a library barcode number is required to check out materials from the Library. Students may obtain an I.D from the Library in Building 4.

- 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

B. 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

C. Community Patrons

Community patrons may check out materials; however, they must present photo identification and obtain a 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 a computer use form and library staff will log them on to one of the library's 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 five (5) books checked out at any one time

iii. 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.

iv. 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, graduating, or requesting transcripts.

v. 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.

vi. 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.

vii. Inter-Library Loans

In addition to RCC 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.

viii. Printing/Photocopying

a) 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.

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

Beginning in the fall semester 2017, Robeson Community College will be implementing a new print solution, called PaperCut, for its curriculum students. This print management system will allow the college to better manage its print resources on campus.

How to Print

- When curriculum students attempt to print from any application, they will be 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 \$20.00 allotment allowing them to print 200 black-and-white pages in the fall and spring semesters, respectively, and they will receive a \$10.00 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.

ix. Reserving Study Rooms

RCC students who wish to reserve one of the library's two study rooms, may do so online through LibCal. 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.

E. Computer and Internet Use Policy

The RCC 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.

i. Unaffiliated Computer Use Agreement

All users of Robeson Community College's computer resources must abide by the following rules of usage:

This computer system is the property of Robeson Community College and is for Authorized Use Only. By using this system, all users acknowledge notice of, and agree to comply with, the College's Internet and Computer Network Acceptable Use Policy. This College complies with state and federal law., Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized College and law enforcement personnel, as well as authorized individuals. By using this 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 this 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 this system, you indicate your awareness of and consent to these terms and conditions of use.

By signing or accepting (via click-through agreement) the user rules, you acknowledge the following:

- (1) Cell phone use is not allowed in the library.
- (2) Priority computer use is for enrolled RCC students; the library reserves the right to insist public patrons vacate the computer for student use.
- (3) Library staff reserves the right to ask unruly and disruptive users to leave the library
- (4) Library staff reserves the right to limit daily computer use time.
- (5) 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.
- (6) Nonaffiliated library users will be signed on once; logging on and off computers repeatedly will not be permitted. This includes repeated virus warnings as result of the materials viewed online.
- (7) 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.

(8) Printing for non-affiliated users will be at a cost of ten (10) cents per black-and-white copy and twenty-five (25) cents per color copy.

ii. 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.

F. Library Instruction

i. Library Orientations

RCC 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.

ii. Customized Information Literacy Workshops

The RCC 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.

G. Services to Students Off-Campus

To ensure equitable instruction and guidance to both seated and distance learning students, the RCC Library website contains convenient links to subject-specific research guides, tutorials, and help pages. To make these helpful resources even more accessible, a specifically-designed Library course module can be found in the college's course management system, which is accessible by all distance learners. Students should use their network accounts (email address & password) to obtain remote access to the Library's subscription databases, which include an extensive e-book collection.

III. General Collection Information

The Library strives to make materials, print and electronic, available for our students and faculty that support our varied curriculum at each campus.

A. Physical Collection

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

B. Consortium Membership

RCC is a consortium member of CCLINC (Community Colleges Library of North Carolina).

C. OPAC

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.

D. 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. Also included in materials that students have access to are high quality videos through PBS as well as numerous digital images.

The RCC Library also subscribes to other electronic databases that enhance the learning resources for various programs of study, as well as address the needs of RCC's distance learning population. These databases are available remotely after obtaining the password list from the Library. Note that passwords are also made available to the RCC community on Moodle, which is a dedicated course management system, and on the MyRCC college portal.

For ease of use, librarians have created [online research guides](#), with links to all of RCC's library databases.

E. Electronic Books

The RCC 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. All of the e-books are available to RCC users both on campus and remotely.

IV. Collection Development Policy and Procedures

Robeson Community College Library Collection Development Policy and Procedures

A. Learning Resources - Background

Robeson Community College is a consortium member of the Community College Libraries in North Carolina consortium (CCLINC). Benefits of this membership include access to in-house and consortia holdings via a web-based catalog, [ilink](#). Library materials are organized by the Library of Congress Classification System. Inter-library loan services are available for titles within this system as well. Patrons can search for materials from any computer with Internet access.

RCC students, faculty, and staff also have access to [NC LIVE](#), a collection of over 100 databases and websites of quality research materials, including thousands of full-text journal, magazine and newspaper articles. Also included in NC LIVE are high quality videos through PBS, as well as numerous digital images. The Library also subscribes to a multitude of other 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 after obtaining a password from the Library.

In addition to CCLINC's inter-library loan services, the RCC 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 physical collection is housed on the main floor of the Library in Building 4 of the Lumberton campus. The collection consists of approximately 19,000 titles, including books, magazines, journals, newspapers, reference materials, and an archives collection.

B. Material Selection Procedures

Faculty, student and staff material requests are welcomed and actively sought by 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. 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.

Collection development priorities will be established using the following criteria:

- a. FTE figures will be used to determine enrollment in the college's curriculum programs. This will begin to determine which courses may have the highest student requirements for resources.
- b. Library staff will then earmark those classes that are anticipated to use library resources. This is accomplished by communication with faculty and by past usage of library resources.
- c. Library staff will determine if the existing collection has the breadth, depth, and size to support curricula. Library staff will also note materials that library users are unable to obtain when needed.
- d. Documentation supporting these procedures, 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:

- a. Collection development for new programs
- b. Budget constraints
- c. SACS accreditation
- d. Access to online materials

Selection procedures are as follows and may also be found in the faculty handbook.

- a. Department heads and faculty are invited to visit the Library each semester to review the collection and recommend material additions.
- b. Books and other materials related to the health science curricula must be evaluated by library professionals, and appropriate department heads and faculty on an annual basis to ensure collection accuracy and currency for accreditation.
- c. Vendors' material catalogs are distributed to appropriate faculty occasionally as they become available. Faculty is encouraged to select materials from the catalogs.

- d. Faculty, students, and staff can formally request materials for purchase via email (<mailto:library@roberson.edu>).
- e. Faculty of new RCC programs are personally contacted by library staff and asked to develop a prioritized list of desired purchases.
- f. Informal requests for materials by faculty, students, and staff occur routinely.
- g. RCC employees are polled yearly for serial recommendations. Purchasing considerations include general popularity, cost, scholarship, relevancy, and availability in electronic form in one of our databases.
- h. Replacements for outdated or damaged materials are selected during the withdrawal process.
- i. 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.
- j. Bibliographic reports limited to a particular subject area are available to faculty upon request. Reports supplement, rather than replace, faculty visits to the Library.

C. Computers, Software, and Electronic Media

- a. It is important for the RCC Library staff to keep abreast of new technology and offer hardware, software, and electronic media which are compatible with RCC's current programs of study.
- b. The RCC Library purchases equipment as needed while considering the faculty's needs when possible, contingent on funding.
- c. The RCC Library's computers run on the Windows platform and include the Microsoft Office suite. Every attempt is made to ensure that all software is compatible and current. Other software may be uploaded onto the Library's computers by the Information Services staff, as needed.
- d. Electronic databases are evaluated by the RCC Library staff before final subscription decisions are made. In addition to selection criteria already mentioned, databases are evaluated for currency, accuracy, availability (on site and remote), suitability, and ease of use. Usage statistics and cost are considered when evaluating subscription renewals.

D. Gifts

All material gifts or donations are documented along with the donator's name and address. This information is forwarded to the Vice President of Institutional Services. All donators will then receive letters of acknowledgement from the institution. No monetary value will

be assigned to these items by RCC. Incorporation into the collection is determined by the Library's professional staff.

E. Material Archiving

- a. North Carolina and other regional historical monographs and documents are identified and housed in the Archives Collection.
- b. Hard copies of popular serials are archived for three (3) years.
- c. Newspapers are archived for thirty (30) days.

F. Material Deselection

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.

- a. Print materials are reviewed and withdrawn, if necessary, on a biannual basis.
- b. Faculty is requested to review relevant subject areas in a specified timeframe before the Library begins the withdrawal process.
- c. Serials are inventoried annually in the fall and withdrawn based upon the annual faculty serials poll.
- d. Library staff makes the 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. Decisions about material replacements are also made at this time.

G. 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:

- a. The person receiving the complaint should be polite, but make no commitments regarding the challenged material. The complainant should be asked to submit a formal complaint in writing to the Director of Learning Resources.
- b. The Director of Learning Resources will refer the matter to the Library Advisory Committee and will:
 1. Place challenged material on reserve so that members of the Library Advisory 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 Library Advisory 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.
- c. Any party not satisfied with the decision may forward a letter of appeal to the Vice President for Institutional Services.
 - d. The Vice President of Institutional Services will thereafter advise all concerned in writing of his/her action with respect to the complaint.

V. 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:

- (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 RCC Library complies with other privacy laws, including the Family Education Rights and Privacy Act (FERPA).