	Title: Procedure For Policy #POL 401	Procedure # PRO-403 Revision # 2
Prepared By:	Valerie McBeth, Library Director	Date Prepared: 4/13/2023
Approved By:	Administrative Team	Date Approved: mm/dd/yyyy
Effective Date: mm/dd/yyyy	College President's Signature	Date Approved: mm/dd/yyyy

403.1   PURPOSE
The purpose of this procedure is to guide the implementation of the Library Use Policy

403.2   SCOPE
These procedures apply to all who use the library, either in person or remotely, and all who work in the library, whether paid or unpaid.

403.3 RESPONSIBILITY
It is the responsibility of all who work in the library, whether paid or unpaid, to implement these procedures.

403.4 PROCEDURES

403.4.1 Library Planning
The Library Advisory Board will create a five-year plan to coincide with policies and procedures review and monitor the plan at least annually. The procedure for creating the plan is attached as Appendix I.

403.4.2 Library Services

Library instruction:
Library instruction is available to individuals and to classes, in the library, the classroom, and remotely. The instruction plan is attached as Appendix II.

Computer lab:

Computers with internet access, Office software, and printing capacity are available to the college and community.

Time limits may apply to use of community computers if there are patrons waiting to use them.

Data is not to be saved to the computers locally but may be saved externally.

Other equipment-based services in the library:

Video playback of VHS and DVD
Audio playback of CD and cassette
Copy machine
Scanning
Fax

Whatcom Connections:

With photo ID and proof of address NWIC students, faculty, and staff can register at any of the public or academic libraries in Whatcom County.
Materials requested from WCLS or BPL can be delivered to the Lummi Library for checkout.
Materials borrowed from any participating library can be returned to any other participating library or book return.

Reciprocal borrowing agreements:

The library has reciprocal borrowing agreements with BTC, WCC, WWU, and the Skagit Valley College. With NWIC identification borrowing privileges may be more generous than with the Connections program. Contact any participating library for details.

Interlibrary loan:

If the library does not own a title it may be possible to borrow it from another library.

This service is available to students, faculty, staff, and community members.

Where possible, the library will borrow materials for libraries that do not charge for the service. If the requested material can only be borrowed for a fee, the library will consider paying the fee if the material is to be used for scholarly purposes.

Please note that most libraries do not lend non-print, reference, or rare materials.

403.4.3 Distance Learning Students and Faculty

Distance learning students and faculty have access to the same services as those at the Lummi Campus. Students' enrollment and address will be verified with the Registrar.

Library Collections:

Requests for library materials may be made via email, phone, fax, or postal service.

The library will mail items from the circulating collections to library patrons. The library will include a return address label and a return postage label to facilitate the return of materials.

If appropriate, the library will copy and send portions of larger or reference works.

In some cases, non-circulating materials will be sent to a site for on-site use only.

Reference help: the library staff will be happy to help find facts or locate resources.

Local libraries: All the distance learning sites are in service areas of public libraries, and many are close to other academic libraries. These are listed on a page linked to the Distance Learning page on the library website. It may be easier to get general and basic materials from a local library.

403.4.4 Displays

There is one glass display case and associated bulletin board which is normally reserved for library use.

There is one bulletin board between the east double doors which is available for college or community posting.

Postings are to be apolitical and not-for-profit.

Postings will be removed by library staff when outdated or worn.

The library does not have gallery space for display of artwork by students, faculty, staff, or community members.

403.4.5 Conduct in the library

As stated in the policies, all library patrons and staff are expected to conduct themselves in a safe, legal, and respectful manner.

Food and drink:

Food and covered drinks are allowed in designated areas.
Food with strong odors are to be avoided.
Spills should be reported to library staff.
Trash should be disposed of appropriately.

Noise:

Noise levels should not disturb others. If others are disturbed the patron(s) will be notified once. If the disturbance continues, the patron(s) will be asked to leave.

Children:

Children's activities outside the children's room should not disturb others. If others are disturbed, the responsible adult will be notified once. If the disturbance continues, the adult will be asked to remove the child.

403.4.6 Court-ordered supervised family visits in the library

Arrangements for such visits should be made in advance to assure that the library has sufficient staff and space to accommodate them.

Families using the library for such visits are expected to conform to the same standards of conduct as other library patrons.

Behavior which does not meet this standard will be addressed with a notification by a staff member once. If the behavior continues the visitors will be asked to leave.

If there is resistance to a request to leave such that the staff feels the need to request help from either campus security or the Lummi Police Department the family will no longer be allowed to use the library for supervised visits.

Examples of inappropriate behavior include, but are not limited to:
Running
Noise loud enough to disturb others
Expressions of anger or aggression

The library encourages families to use this time to share books together. Library staff will be happy to help families select appropriate books.

403.4.7 Loan periods and limits

DVDs check out for a period of three days with a limit of three items at one time.
Other materials check out for four weeks; the library does not set a limit on the number of items.
Items may be renewed twice if no one is waiting for them.

403.4.8 Challenges to a patron's account

If a patron's challenge to an account is not resolved by the patron and the library director the patron will be asked to submit a Request for Resolution form.

Within three business days the librarian or appropriate staff will acknowledge receipt of the form in writing, including an anticipated timeline for its consideration.

The form will be forwarded to the board, which may meet in-person or may choose to discuss the matter via telephone or email.

The board will offer a written response to the patron with an invitation to further discussion if necessary.

If the board and the patron do not come to agreement the decision of the board will stand.

403.4.9 The Vine Deloria Jr. Collection

The collection is kept in a locked room, and a staff member must be in the room when patrons are present.

Availability of drop-in use depends on staffing.

Appointments to use the collection are welcome.

The books in the collection do not circulate, although the library may own other copies that do circulate.

When a patron would like to use material from the collection elsewhere in the library, the material will be brought to the patron, the patron will leave an item of value, such as a phone or keys, at the desk while the patron uses the material.

403.4.10 Use of the Study Rooms

There are two study rooms available in the library with audio and video playback, wireless internet access, and the capacity to connect a computer to the installed monitor.

The rooms may be reserved with library staff.

The primary function of the rooms is to support the academic mission of the library. Watching movies for entertainment is a secondary capacity of the rooms.

In order to give priority to the primary function the following restrictions will apply to the use of the rooms for entertainment:
    Only one room at a time will be used for entertainment.
    There will be a time limit of two hours per day per individual or group.
    Reservations for academic use will have priority over reservations for entertainment.
    There is a sign in sheet at the desk to monitor entertainment use.

403.5   REVIEW DATE
This procedure is subject to review every five years.

403.6   RELATED DOCUMENTS
Library Use Policy (POL 401)
Library Collection Development and Management Policy (POL 402)
Library Collection Development and Management Procedure (PRO 402)

Appendix I

Procedure for Library Planning

The library plan will be developed jointly by the director and the Library Advisory Board

I.   The Board will meet to review extant plans and to plan next steps

II.   Assess and evaluate community needs
   A. Who
       Faculty, 4 year programs
       Faculty, 2 year programs
       Students
       Administrators
       Staff
   B. How
       Surveys: targeted and broad, electronic and print
       Meetings with faculty groups (department heads, FIGs, etc.)
       Meetings with Leadership Team

III.   Evaluate results of the collections assessment

IV.   Investigate and consider trends and practices in the profession

V.   Board reconvenes
   A. List and prioritize goals
   B. Create objectives/activities related to those goals
   C. Create a timeline

VI.   Library Director writes the plan

VII.   Review: the Board will review the plan annually

Appendix II

Library Instruction Plan

The library offers instruction, individually and to classes, in person and via Zoom, as requested.
A LibGuide, available from the library webpage, provides asynchronous library instruction.
The library offers and promotes instruction, but is not in a position to assure that all students receive it.

Initial instruction
Where the library is, physically and virtually
What collections are held and now to access them
What services are available and how to access them
Availability of other libraries
Library web page
Library catalog
Overview of subscription databases
Practice in at least on database
Handouts:
Brochure
Library etiquette
Library Bill of Rights
Database usernames and passwords
Evaluating sources
Information literacy
LC classification
Invitation to return

Advanced instruction has been offered on various topics as requested such as covering additional databases and advanced searching techniques.