

# **Library**

## **Orange County Community College**

### **General Circulation Policy**

#### **Scope**

This policy applies to the print and media collections of the SUNY Orange Libraries on the Middletown and Newburgh campuses.

#### **Eligibility or who may borrow**

The following individuals are eligible for free library privileges:

- Students, full-time, part-time, and non-credit
- Alumni, if granted a degree
- Faculty, full-time, part-time, and adjunct, including non-credit
- Retirees and Emeritus
- Staff
- SUNY Orange tutors
- SUNY Orange Board of Trustee members
- Donors
- High school students enrolled in SUNY Orange courses
- Current students, faculty and staff from SUNY institutions
- ENCORE program participants
- City of Newburgh Library Cooperative Program users (see chart below)

#### **Requirements and usage details**

Students use their SUNY Orange ID or government-issued, traceable photo ID to borrow materials or use services. Forms of acceptable government-issued ID include Driver's License, and NYS DMV ID cards. The librarian on duty may approve the use of additional types of ID that are issued by federal, state and local entities. These include high school ID, passports, permanent resident cards, and military ID. All types of ID should be current. If a student uses non-SUNY Orange ID, they may also be required to provide registration verification and/or address confirmation. Newburgh Cooperative have the additional requirement of their eligibility ID (school ID, library card) and proof of address. Between semesters and during the summer, students who are registered for the current or next semester can borrow materials.

Faculty, staff, emeritus, retirees and administrators may use their SUNY Orange ID or a Library issued card.

Newburgh Library Cooperative patrons must provide identification that includes a current address and a library card or equivalent from their home institution.

Traceable, government-issued photo identification, such as a driver's license, must be presented by any patron upon request.

Residents of Orange County and former students who did not complete a degree may purchase a community card for a \$5 annual fee if they are not eligible for the Newburgh Library Cooperative.

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Type of Borrower	Details
Student	Full-time and part-time credit students
Non-Credit	Non-credit students if they have been assigned an A number. Proof of registration is required. ESL and HSE students may be given access if they do not have an A number. CASAC, Pharmacy Tech, and Real Estate program students get full semester access. If another CAPE course is 4 sessions or more and lasts for at least 1 month, they may be given access. Please set the expiration date to the day of last session. ENCORE participants are given an expiration date of 8/31.
Faculty	Current and retired faculty. SUNY Orange + faculty must present a letter from that office verifying their employment. Their expiration date is the last day of service stated in the letter.
Emeritus and Retirees	Confirm eligibility with HR.
Administrator	President, Provost, VPs, AVPs, Directors
Staff	Full-time and part-time staff, tutors
Trustees	Confirm eligibility online at <a href="http://www.sunyorange.edu/board">www.sunyorange.edu/board</a>
Non-Campus	Residents of Orange County except Newburgh Cooperative (\$5 annual charge) Refer to Board Policy BP 2.29: Community Use of Library Services.
Donor	Assigned by SUNY Orange Foundation.
Alumni	Alumni (free if granted degree)
Public Equipment	Information Commons guest users. (No charge.)
Open Access/Walk in borrowing	Students, faculty and staff from other SUNY schools have borrowing privileges equivalent to our students, faculty, and staff except ILL and course reserves. Regular returns are accepted for other SUNY schools.
Newburgh Library Cooperative	Mount Saint Mary students, faculty and staff, Newburgh High School students and staff, and Newburgh RCLS cardholders. They are given a six-month expiration date and must verify eligibility as if they are a new patron with every renewal.

### Borrowing Limits

Type of Borrower	Number of Items (Total on card)
Student (01)	40
Non-Credit (20)	05
Faculty (30)	40

Administrator (35)	40
Staff (40)	40
Non-Campus (60)	10
Donor (62)	unlimited
Alumni (65)	05
Open Access (80)	40
Newburgh Library Cooperative (85)	10

## Loan Periods

Regular circulating material may be borrowed as follows:

Borrower Type	Loan period
Student	16 weeks or expiration date
Non-Credit	16 weeks or expiration date
Faculty	16 weeks or expiration date
Administrator	16 weeks or expiration date
Staff	16 weeks or expiration date
Non-Campus	30 days or expiration date
Donor	30 days or expiration date
Alumni	30 days or expiration date
Open Access	16 weeks or expiration date
Newburgh Library Cooperative	30 days or expiration date

Periodicals and Videorecordings may be borrowed by faculty and administrators for 30 days. Reference books may be borrowed by faculty overnight with librarian approval.

## Renewals

All circulating material from our collection may be renewed twice. Patrons may utilize Primo or ILLiad to review and renew their loans or they may appear in person. Renewed items may be subject to recall. Patrons with a Stop Hold who need to register or get grades can be given a 24 hour hold removal if what is owed is worth less than \$100.

Students who are graduating or transferring with owed materials may be asked to update their information on file before proceeding.

## Fines on Overdue Materials

Faculty, staff, and users in the Administrator category are not charged for late return. Students are charged for overdue course reserves and Interlibrary Loan. Others are charged .10 per day per item, with a maximum of \$25 per item for regular circulating materials. Closed days are excluded from fines charged. Reserve fines are .50 per open hour with a maximum of \$200 per item. ILL fines are \$1 for 7-28 days overdue and an additional \$5 for more than 28 days overdue. The maximum fine per user for regular circulating material is \$200. Reductions in the amount owed may be made using the Waive function when circumstances, such as illness or

snow cancellations, arise. Documentation may be required. The Circulation Librarian or Library Director will be consulted in these instances.

### **Delinquency Guidelines**

If the patron has 3 overdues or less that are under 14 days overdue, excluding reserves and Interlibrary Loan material, then further borrowing is allowed. Administrators and donors are allowed 10 overdue items. A patron who owes less than \$5, but has no overdue items, may check out material if they pay part of their balance. Stop Hold patrons have no privileges until they have returned or paid for all items and their cash owed balance is less than \$5.

### **Delinquency Notices**

The first overdue notice is sent when an item is 1 day overdue. The second overdue notice is sent when an item is 7 days overdue. A Stop Hold is placed on the user's account when the second notice is issued at 14 days overdue. It affects the student's ability to register, receive grades, or obtain records. When Open Access and Newburgh Cooperative borrowers reach Stop Hold status, their institution's library will be notified.

### **Claimed Returned**

If a patron claims they have already returned material, a shelf check must be performed. Material that is not found should be given claimed returned status, with a limit of 3 items per patron per semester. If a claimed returned item is not found in 60 days, the item becomes lost and the patron will have to return to resolve the matter. Their borrowing history will determine their level of responsibility for this material.

### **Lost Material**

Items are declared lost and a bill for replacement costs is issued when an item is 60 days overdue. The replacement cost of an item is the current hardcover price in amazon.com or the default price. \$35 is the default price for items that are out of print. The rate for Interlibrary Loan material is determined by the lending institution, but will include accrued fines. Please refer patrons with complex situations the Circulation Librarian.

### **Refunds**

If lost material owned by the SUNY Orange Libraries that has been paid for is subsequently recovered, a cash payment may be refunded for up to one year. Payments for Interlibrary Loan materials are not refundable.

When a refund is due to a patron, a credit will appear on their record. This credit can be used to pay for future fines and lost materials or a check can be issued by the Business Office.

### **Damaged Material**

Severely damaged material is treated as lost material (see above). The patron may keep the damaged material, which should be withdrawn from the collection and stamped when payment is received. We reserve the right to limit access to the collection if damage is frequent or severe as

deemed appropriate by the Library Director, Security, or any administrator above the Library Director.

### **Forgiveness**

Library fines and lost book charges are forgiven three (3) years after the user leaves the institution.

### **Patron Privacy**

NYS law (CPLR § 4509) requires protection of patron information at all times. Borrowing information, user address, cash transactions, and other account information should not be made available to anyone other than the user. Identification must be presented.

Students need to complete a FERPA form prior to us revealing their status as students to parents and legal guardians. If the student is not present, please refer to this form that the student needs to complete. This includes but is not limited to student status, cash transactions, and loans of all kinds. Returns may be accepted if no receipt is given.

The link to the FERPA form is <https://machform.sunyorange.edu/view.php?id=611596> . It is available at <https://sunyorange.edu/registrar/forms.html>.

Also, the telephone guidelines outlined in the SUNY Orange Procedures manual will be observed. This includes, but is not limited to, p.14 Red Flags and BP 3.12 for employees. We can describe how to access online sources of information (My Library Card in Primo) and the ILLiad main menu page.

Any law enforcement or investigative inquiries should be directed to the Library Director or Security with no information provided.

### **Dispute Resolution**

Any patron with a dispute that cannot be resolved should be referred to the Circulation Librarian. In their absence, the Library Director should be consulted.