

Policy Name: Access Policies	Overseen by: Access Services Librarian	Effective date: 2 February 2024	Related Policies: Learning Resources: Departmental Interlibrary Loan Policy College Administration Policies: A02.01.02 Respectful and Inclusive Environment A.IM01.03 Compliance with Freedom of Information and Protection of Privacy Act A20 Student Non-academic Misconduct A56 Acceptable Use of Computer and Information Technology Policy
Category: Circulation	Approved by: Learning Resources Management Committee	Review date: 2 February 2024	Replaces: March 2023 version of same

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Purpose

This policy governs the use of Douglas College Library services and materials and ensures maximum accessibility of Library collections in support of teaching and learning.

Scope

This document covers the following types of Library resources:

- a. Print and audiovisual resources
- b. Media equipment
- c. Online databases and other e-resources
- d. Computers and printers
- e. Study rooms

Definitions

Booking – reserving audiovisual materials and equipment in advance for a specific date.

Check Out Desk – a service counter where all books and other Library resources are loaned or returned.

Douglas College Library Borrower's Cards – See appropriate [Borrower Categories](#).

Intersession Borrowing – borrowing library materials between two semesters.

Library Account – a personal online account at the Library.

Short-term loan course reserves – Reserves materials with loan period 24 hours or less.

General Access

Any person interested in the collection or services of the Douglas College Library may use any resources shelved or stored in public areas, and any equipment or facilities that are designated for patron use, except where specific Library or licence restrictions exist.

A valid Douglas College Library borrower's card or a piece of government photo ID must be presented each time materials are borrowed.

Patrons can log in to their Library Accounts to view already borrowed items, request and renew materials (if eligible), set up Saved Searches and Alerts, etc.

Library patron privileges may be suspended due to disruptive, threatening, inappropriate or disrespectful behaviour as described under the College Student Non-academic Misconduct policy ([A20](#)).

Borrower Categories

1. Douglas College Students

Students who are currently registered and paid their student fees have full borrowing and interlibrary loan privileges and access to all electronic resources. Student ID cards serve as library cards.

Borrowing privileges expire at the end of the semester in which the student is registered. Intersession borrowing privileges are allowed when the student is registered for the upcoming semester and when they have no outstanding Library accounts.

2. Douglas College Employees

Employees and Faculty Emeritus have full borrowing and interlibrary loan privileges and access to all electronic resources. Douglas College ID cards serve as library cards.

To borrow resources during intersession contract faculty must provide proof of continuing employment at the College.

3. Associate Borrowers

Persons with current formal and informal ties to the College but no CNA login such as Board members, Foundation Board members, visiting scholars, instructional support assistants either inside or outside of the classroom (I Care tutors, sign language interpreters, etc.), Student Union, Security, Parking, Daycare and Cafeteria staff, and retired College employees are eligible to receive the Associate Borrower card. Retired employees are able to continue using their employee number if preferred.

Borrowers can access electronic resources off-campus and borrow materials during the intersession if their work continues into following semester. Interlibrary loan privileges do not apply to this group. Other loan limits may apply. To obtain an Associate Borrower card, proof of association or employment and a piece of government photo ID must be provided.

4. Reciprocal Borrowers

Faculty and students of [Reciprocal Borrowing](#) institutions may borrow from Douglas College Library. Reciprocal Borrowers must provide an identification card from the home institution, proof of current registration or employment, and a piece of government photo ID.

Intersession borrowing is available if the student provides proof of registration for the next semester at the home institution. Otherwise, borrowing privileges expire at the end of the semester in which the student is registered. For faculty from other institutions, proof of current employment is required.

Reciprocal Borrowers do not have interlibrary loan privileges or off-campus electronic resource access. Some other loan limits apply.

5. Douglas College Alumni

Douglas College Alumni are registered with their Alumni card and a piece of government photo ID. These patrons have off-campus access to only Alumni editions of electronic resources and do not have interlibrary loan privileges. Some other loan limits apply.

6. Community Borrowers

Any member of the general public may become a Community Borrower by providing a piece of government photo ID such as a BC driver's license. Children and high school students must provide a [Responsibility Form](#) signed by their legal guardian. A copy of the form can also be obtained at the Check Out Desk. A \$25.00 annual membership fee is paid at the time of registration. The fee is waived for borrowers over the age of 65. Borrowing privileges expire one year from the date of payment of annual fee.

Community Borrowers do not have interlibrary loan privileges or off-campus electronic resource access. Some other loan limits apply.

Borrowing Library Materials

1. Borrower Responsibilities

Borrowers assume full responsibility for material checked out on their library cards and will be required to pay overdue, damage and replacement fees, where applicable. It is the responsibility of each borrower to return or renew materials by the due date. Lost or stolen library cards should be reported to the Check Out Desk at either campus.

2. Reciprocal Borrowing Agreement

See the [Reciprocal Borrowing policy](#) for the list of participating institutions and additional information.

It is the responsibility of the patron to be familiar with the policies of each library from which they borrow materials. Overdue fines and replacement costs for lost or damaged materials will be charged directly to the patron by the lending library.

3. Patron Expiration Dates

Borrowing privileges for patrons other than Community Borrowers, Alumni and Retired Employees expire at the end of each semester. Community Borrower memberships expire one year from the date on which the annual membership fee was paid. Alumni and Retired Employees records are registered until August 31 of the following year.

Information about the intersession borrowing privileges is provided under the appropriate [Borrower Category](#). During the last week of each semester patrons interested in intersession borrowing can verify their status at the Check Out Desk.

4. Loan Periods

Books, , CDs and CD-ROMs	semester loan
DVDs and Blu-ray	4 weeks
Zines	2 weeks
Reference Material and Periodicals	Library use only with some exceptions. Refer to librarian.
Course Reserves	Loan periods are set by the instructor and vary (2 hours; 4 hours; overnight; 24 hours; 3 days; 7 days)
Equipment	Loan periods vary. See Media Equipment .

5. Loan Limits

Some limits exist on the maximum number of items checked out to a borrower at any given time (limits apply per loan policy):

Patron Type	DVDs/Blu-ray	Course Reserves
Students and Employees	25	2
Associate Borrowers & Alumni	25	May not borrow
Reciprocal & Community Borrowers	May not borrow	May not borrow

Reciprocal and Community Borrowers are limited to a maximum of **five** items in total (all formats and collections combined).

Employees are not normally limited in their borrowing, unless items are in high demand, or it is deemed to be excessive and without relation to their needs as an employee of the College. The Library Director, the Access Services Librarian, or the Operations Supervisor will review such situations.

6. Requests

Any circulating material can be requested, with the exception of equipment and short-term loan course reserves, for the purpose of transfer between campuses and/or pickup convenience. Requests may also be placed on items that have a status “available” but cannot be located. Material that is currently in use can be recalled by other patrons or library.

For Alumni, Associate, Reciprocal and Community Borrowers, placing a hold on checked out material is not available but they can request available items.

Requests may be placed online through the Library Discovery Platform or in person at the Check Out Desk. Students and Employees are notified when their items are available for pick up through their college email; Alumni, Associate, Reciprocal and Community Borrowers through their personal email. Items are kept for pick-up at the Check Out Desk for a limited period of time(usually five working days).

If five or more requests are placed for an item, the item’s loan period can be changed to four hours and it is relocated to the reserve area, normally for the remainder of the current semester.

Materials with a status of “in process” or “on order” can be requested via [OneSearch](#) to speed up their processing by the Library. Requests for “in process” items are normally filled within three working days.

7. Bookings

Audiovisual materials (DVDs and Blu-ray) and equipment may be booked in advance. Some exceptions may apply. Requests may be placed online at least two working days in advance through the appropriate request form. If the material/equipment is required sooner the Check Out desk should be contacted to verify the availability. Some high-demand items (for example, laptops) will not be available for booking less than two days in advance.

Patrons should ensure that they are familiar with the equipment being borrowed and that all interfaces and connectors are operational. If needed, one-on-one or small group training should be requested prior to pick up of equipment. Those borrowing equipment are responsible for the correct operation and use of the items.

Equipment must be returned to the campus from which it was borrowed, unless prior arrangement is made when the item is booked or checked out.

8. Renewals

Reserve materials, equipment, and items on which holds or bookings have been placed may not be renewed and must be returned by the due date to avoid fines. Regular books are checked out for the whole semester and do not require renewals. DVDs/Blu-ray can be renewed up to 4 times within the semester, subject to availability.

9. Email Notices

The Library will notify patrons via their college email account about:

- requested items that are ready for pickup,
- new resources purchased by the library on a topic of patron’s interest,
- courtesy reminder of materials coming due soon,
- overdue materials or fines.

If patron does not use college email, they may choose to forward messages to their personal email account. It is patron’s responsibility to make sure that the forwarding is set up correctly.

For the patrons who do not have college email accounts (Alumni, Associate, Reciprocal and Community Borrowers), notices are sent to their personal email accounts. The patron must provide an active email account when registering.

Course Reserves

Instructors may place print and non-print items on reserve for students to use as supplemental material. They must complete the appropriate [Course Reserves](#) form available on the Library website. High demand items may be placed on reserve by the Library.

Reserve loan periods are set by the instructor or library and can be 2, 4, 24 hours; 3, 7 days. Students only may borrow a maximum of two reserve materials at any time (limits apply per loan policy).

At the end of the loan period, reserve items (regardless of format) must be returned at the Check Out Desk at the campus from which they were borrowed. If a patron needs to borrow the same item right away, they need to wait for at least 15 minutes to allow other patrons a chance to check it out. If no one else requires the item, the same borrower can check it out again.

Loanable Equipment

Equipment is usually used during class time and checked out for 5 hours, 24 hours or 7 days. Some types of equipment may be checked out for a longer period of time depending on availability. Borrowers assume full financial responsibility for theft, loss, or damage of equipment while in their care.

The Library does not circulate department-specific equipment and reserves the right to reject any donated equipment. Equipment does not circulate to students during winter break.

Associate Borrowers can use circulating equipment with approval from the Media technician or Operations Supervisors.

Reciprocal and Community Borrowers may not borrow equipment.

Equipment must be returned to the campus from which it was borrowed. If it cannot be returned when the Library is open, it is the equipment borrower's responsibility to contact Security. Security staff will let the patron into the Library Lobby to leave the equipment.

Community members are able to rent equipment for the events held on campus. Borrowing is fee-based and should be arranged at the time of room booking. See [Media Equipment Rates for Community Rentals](#) for the list of available equipment and rates.

Use of Computers

Computers in the Douglas College Library are available to Douglas College students, faculty, and staff. Users must comply with Douglas College [Acceptable Use of Computer and Information Technology Policy](#) as well as all college and library policies, licensing, and contractual agreements. Individuals who have business with the College may be temporarily signed in at the discretion of the library, provided that there are sufficient spaces available for students and employees.

Study Rooms

Study rooms are available in the Library for small groups of two to six students for collaborative study related to Douglas courses. Advance booking is available to registered students only. With a valid College Network Access account, a study room may be booked in person at either campus' Study Room Booking computer station, at the Check Out Desk, by phone or online.

Groups may book rooms up to two hours per day and twice a week. Bookings may be made up to one week in advance. Booked rooms not occupied within the first fifteen minutes are then available for any

other student to use or book.

Fines

1. Overdue Fines

Fines are charged as follows:

Books, DVDs, Blu-rays, CDs, CD-ROMs*	\$1.00/day to a maximum of \$20.00
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**If there are no requests on the materials returned late, overdue fines will be waived.*

Fines will not be waived for:

Course Reserves and Equipment	\$1.00/hour to a maximum of replacement cost of the item
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High Demand Material - any type of material above might fall into this category at the discretion of the Library	Fines will continue to accrue up to the replacement cost of the item.
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Maximum fines are per item only. There is no total maximum fine for all items overdue. College employees are not charged for overdue fines.

2. Replacement Fees

At the end of each semester, borrowers with outstanding material due on or before the last day of that semester will be issued a bill for replacement.

Books and Audio materials	Original price of the item
Equipment, Video materials and Periodicals	Replacement cost of the item

3. Suspension of Borrowing Privileges

Borrowing privileges will be suspended when a borrower owes \$10.00 or more in overdue fines, unpaid bills for replacement for Library material, and/or charges for damaged material. Off-campus access to the library databases or other electronic resources could be restricted, at the discretion of the Library.

A block will be placed on the Registrar's files for students who have overdue materials that are on hold or booked for other patrons and have not responded to the Library's phone calls/emails. At the end of a semester a registration block will be placed on students who owe \$20.00 or more in overdue fines or billed materials until the fines are paid. Final grades and transcripts will not be issued to students until billed material has been returned or paid for. Registration and other access to the Registration system will also be denied.

A list of patrons (except employees) with long overdue materials from the previous semester will be forwarded to the Finance office for Collection Agency purposes after a replacement bill has been sent and three phone calls have been made in attempting to retrieve the outstanding material.

Library privileges of the employees, who have overdue materials for longer than a semester, are revoked. The privileges are restored upon return of the materials at the discretion of the Library.

4. Long Overdue Material

The Library reserves the right to refuse returned material that is more than two years overdue and to demand payment of replacement costs. Lost & Paid items will not be refunded after two years after their due date should they be returned. Otherwise, the refund could be granted at the discretion of the appropriate Collections Librarian.

Privacy of Borrowing Records

In compliance with BC's Freedom of Information and Protection of Privacy Act, the Library does not release personal information about patrons, including information about items on loan. Patrons can access their borrowing records directly online through their Library Account. To maintain confidentiality of personal information, patrons are responsible for ensuring that their CNA login or Douglas College Library card number is kept confidential.

Food, Drink & Noise

The Library allows cold snack foods that do not disturb others. Covered beverages are also permitted. Employees reserve the right to determine what is acceptable.

Talking and group studying is permitted on the main level, providing it does not exceed normal conversational noise levels. The upper floor and the Quiet Study Room on the main level of the New Westminster Library and the lower floor of the Coquitlam Library are designated as areas for quiet study. No talking is permitted.

Security

No library patron may leave personal belongings unattended. Items turned in to Library staff are immediately taken to the Security Desk and may be claimed there.

In cooperation with appropriate College departments, the Library provides open environment that is safe and secure for everyone. If patrons feel threatened or otherwise uncomfortable in the Library, they are encouraged to alert the Library staff or call the Security Desk. Please consult [Emergency Phone Numbers](#).

In case of emergency the Library follows the Douglas College [Emergency Procedures](#).