CNC Library Operational Procedures

No.1: Categories of Users
Effective Date: 10/87
Revised: 10/18

1.1 CNC Borrowers

All current CNC employees and current CNC students both at the Prince George campus and other locations throughout the College region who have appropriate identification (CNC ID card or registration slip with photo ID, as well as proof of address) may register as Library borrowers. Employees and Students can use the CNC ID Card as a joint library card. Other users can obtain a separate library-issued Borrower Card.

Bear Lake Burns Lake Dome Creek Dunster Fort Babine Fort Fraser Fort St. James Francois Lake/Southside Fraser Lake Giscome Granisle Grassy Plains Hixon Mackenzie	 Map of College Region and Main Communities	McBride McLeod Lake Nazko Nukko Lake Prince George Quesnel Red Rock Salmon Valley Tachie Topley Valemount Vanderhoof Wells

1.1.1   CNC students residing temporarily in Prince George

are asked to supply proof of their permanent address but do not need proof of "local address" (we accept the local address they supply verbally)

1.1.2 CNC students residing outside of the College region

must make special arrangements with the Library Interlibrary Loan Department to borrow materials.

1.2 Public Borrowers

All residents of the College region (School District #28 Quesnel, #55 Burns Lake, #56 Nechako, #57 Prince George) who are 16 years of age or over and who have sufficient identification (Photo ID and proof of address), or who may be under 16 but have a valid Grade 10 Student's Card, may register as public borrowers. Students who do not meet the above age requirements must have all materials checked out by an individual holding a valid CNC Library Borrower Card.

The Library does not issue borrower cards to residents of the Correctional Centre.

1.3 Special Users

Students and employees of other BC post-secondary institutions (e.g. UBC, Simon Fraser, UNBC) may obtain free on-site borrowing privileges, under the BC post-secondary library reciprocal borrowing agreement. In order to obtain a CNC borrower card, they must show proof of current enrollment or employment at their host institution (e.g. Photo ID card, registration slip, letter) as well as proof of address in BC. They must return borrowed items directly to CNC, in person or by mail. Any costs (overdues, damaged or lost materials) are paid by the borrower to CNC.

Other individuals residing outside of the College region must borrow materials by interlibrary loan, through their local libraries.

1.4 Borrower Cards

CNC Employees and Students who have a CNC ID card may use these cards as a joint library card. A library barcode is on the back of the ID card; the user should bring the card to the library to activate their library account. If a card is lost, a new card must be obtained from the Admissions/Registration department. Students are charged $15 for a replacement card. The new card will have a new library barcode on the back. Users need to bring the card to the library to update their library account.

Other users (defined in 1.2-1.3 above) may obtain a CNC Library Borrower Card directly from the library. The CNC Library card is free. Damaged or lost cards can be replaced at no charge if the borrower has suitable identification.

Library users must present their CNC ID/Borrower Card in order to check out library materials, book seminar rooms and use other services. If a user does not have their card on hand, we can put an item aside for one day so they can bring in their card. Employees who are known to staff or whose status can be easily checked do not need to have their card on hand for borrowing materials or room bookings.

1.5 User Chart

USER PROFILE	DEFINITION	CARD EXPIRES	OVERDUE THRESHOLD	BILL THRESHOLD	CHARGE LIMIT	RESERVE CHARGE LIMIT	HOLD LIMIT
Deceased	Patron who has passed away	1 year	0	0	0	0	0
Faculty	CNC faculty	1 year	10	n/a	Unlim	Unlim	Unlim
Fac_Intnl	CNC faculty in International Ed, and Homestay coordinators in community, for short-term sign-outs to visiting students	1 year	10	n/a	Unlim	Unlim	Unlim
High School	High school student age 16+	1 year	3	$5	5	2	5
StaffAdmin	CNC staff/admin	1 year	10	n/a	Unlim	2	Unlim
Student	**CNC students**	**below**	**below**	**below**	**below**	**below**	**below**
ST-BUS	Business	1 year	10	$15	50	2	5
ST-CCP-ABE	College/Career Prep, ABE	1 year	10	$15	50	2	5
ST-CE	Continuing/Community Ed (may be identified in class list)	course expiry*	10	$15	50	2	5
ST-CTC	Career Tech Centre/SchDist	1 year	10	$15	50	2	5
ST-DISTANT	Student in distance education e.g. CASS, AECE	1 year	10	$15	50	2	5
ST-ESL	Students in English as a Second Language (note, International Ed students are categorized by program, ESL, Business etc.)	1 year or course expiry*	10	$15	50	2	5
ST-HEALTH	Dental, Nursing, Home support	1 year	10	$15	50	2	5
ST-TECH	Technologies	1 year	10	$15	50	2	5
ST-TRADES	Trades	course expiry*	10	$15	50	2	5
ST-U-ARTSO	Univ.Arts, Social Science, Social Services	1 year	10	$15	50	2	5
ST-U-SCI	Univ.Science	1 year	10	$15	50	2	5
Student-SP	Student special limits, e.g. Jet/Target, Street Humanities, other users designated by Library Director	1 year	3	$15	3	2	3
Public	Public (resident of region)	1 year	3	$5	5	2	5
FriendsCNC	Friends (honorary)	1 year	3	n/a	50	2	5
Fac_UNBC	UNBC faculty	1 year	10	$5	50	2	5
Stu-Q-CNUN	Quesnel use only, joint CNC/UNBC student	1 year	10	$15	50	2	5
Stu-UNBC	UNBC student	1 year	3	$5	10	2	5
STU_FAC_BC	Students, faculty of other BC post-secondary institutions	1 year	3	$5	10	2	5

* Expiries on short-term courses are entered in the system by circulation staff, based on information supplied by program or user.

2.1. Campus library collections fall into three categories, based on how they circulate:

Regular, Special and Non-Circulating. The following chart provides a more detailed breakdown.

Library Collections Chart

Regular - 14 day loans - max. 2 renewals	Special	Non-circulating (exc. to employees*)
- STACKS - CHILDREN books and videos - EASY reading - FORESTRY pamphlets - JOB-SEARCH - NIRS northern institute - PAPERBACKS	- RESERVES - 2hr, 4 hr, 1day, 3day, 1wk - no renewals except when multiple copies available, see section 6.6 for details - QRESERVE - 1 day, Quesnel reserves - ILL - 28day. Items in most collections can be circulated on Interlibrary Loan (sometimes need special approval) - MOVIES – 1 week loans, with max. 2 renewals - TEXTBOOKS - semester loans, to CCP students only; no renewals except in instructor-initiated circumstances - QTEXTBOOKS – semester loans, to Quesnel CCP students	- ARCHIVES* - GOV-STATS* Statistics Canada - GOV-DOC* gov.document - PERIODICALS* bound - REFERENCE* (with librarian approval) **Non-circulating (in-library use only)** - CALENDARS - INDEX - NEWSPAPERS - PERIODICALS unbound - PHONE BOOKS

2.2. Updating Collections

Procedures relating to ordering materials for collections are outlined in the online CNC Library Guide for New Employees.

3.1 All regular loans will be for a period of two weeks.

3.2 The number of items a user can have out at any given time

is determined by the "Charge Limit" in their user category (see Procedure No.1 Chart). Users who are over their charge limit must return all or some of the items they have out, before additional items will be loaned.

4.1 All items borrowed on a regular loan will be limited to

two renewals of 2 weeks each, after which the renewed item must be returned for re-circulation.

The patron can renew up to the number of items listed in their charge limit (see 1.5 User Chart, e.g. public users are limited to 5 items charged out at a time)
For renewals of items in special collections, such as Reserves, Movies, Textbooks etc. see 2.1 Collections chart.

4.2 A renewal request is denied if a hold has been placed on the item being renewed.

4.3 A renewal request is denied if the patron has a status of blocked on their account

See 1.5 User Chart for thresholds and limits that will change a user's status to blocked. Users must return materials and/or pay bills before they can borrow and renew items again.

4.4 A renewal request may be made in person (with library card in hand),

or online, or over the phone. Phone renewals will only be made if the person can supply validating information on the items being renewed.

5.1 CNC Library Borrowers may place a hold on any item that is on loan,

except for a reserve item. The hold can be placed by the patron (using the "Request" feature in the catalogue) or by staff.

5.2 Items that have been returned and are being held,

will be kept for 5 days after notification and then will be re-shelved if not claimed.

6.1 All CNC Library registered borrowers may borrow reserve collection items.

6.2 Reserve collection materials can be placed on any one of five different loan periods:

     2 hour, 4 hour, 1 day, 3 day, 1 week

6.3 Types of items that can be placed on reserve include:

- personal copies
- photocopies of journal articles or parts of other printed material. For multiple copies, copyright clearance is automatically granted for items that qualify under the ACCC/CNC Fair Dealing Guidelines or the CNC Access Copyright agreement. If the item is not covered under these, copyright clearance must be obtained by the instructor. At the time the copies are placed on reserve, the instructor must provide the Library with a Copyright Clearance Request Letter. For details on what the Fair Dealing Guidelines and Access Copyright Agreement covers and a sample Request Letter, see the online information sheet titled: A Guide to Copyright for CNC Faculty and Staff.
- items from the general collection

6.4 To place an item on reserve, the instructor needs to complete a Reserve Form.

     Make sure to list the item, loan period, duration on reserve and course number.

6.5 All reserve materials will be reshelved or returned at the end of the placement period,

     unless other arrangements have been made.

6.6 Persons borrowing reserve items are requested to ask for materials by title and by course.

     A borrower may only borrow up to 2 reserves at any one time.

     Reserve items cannot be renewed; they must be returned to circulation desk staff after use, to ensure prompt check-in.

     If a borrower returns a reserve and wishes to borrow it again, and there are more copies of the item available, they can borrow it again right away. If their returned item is the only copy, they must wait before they can borrow it again, to allow other users who may be aware of the return date and time to come in and borrow it. The wait period is 1 hour (on 2-hour and 4-hour reserves) and 1 day (on 1-day, 3-day and 1-week reserves).

6.7 Given the high demand nature of reserve collection items,

     failure to return overdue reserve items within one day of being contacted will result in the cancellation of borrowing privileges until such time as all items have been returned.

7.1 Borrowed items are considered to be overdue

when they have not been returned by the due date/time.

7.2 Fines are charged for overdue items, at the rate of

25 cents/day on regular loans
25 cents/hour on reserves

7.3 Fine limits:

Each different category of user has a fine limit -- a "Bill Threshold", identified in Procedure No. 1 Chart.

Delinquent: A user who has overdues under the Bill Threshold is flagged as "delinquent." They may borrow more items, but are strongly encouraged to pay fines before further borrowing.

Blocked: A user who has reached or exceeded the Bill Threshold is flagged as "blocked." These users must return items or pay bills before further checkouts. CNC Students who are "blocked" will also have their student record flagged in the Colleague student record system. They will be identified as having outstanding library fines and will not be able to obtain their transcript until this record is cleared.

7.4 After three overdue notices, items not returned are considered to be lost and will be billed.

8.1 Borrowers will be held responsible for items that are lost or damaged beyond repair.

Items are considered lost after three overdue notices have been issued and items have not been returned.

8.2 The replacement charge for items that are lost or damaged beyond repair is as follows.

Charges are reviewed on an annual basis.

Catalogued Items: minimum $50.00 (e.g. books, videos; can be higher if replacement cost is more than $50, e.g. a textbook or expensive media item)

Paperbacks: $10.00

Supplies that are loaned: Scientific Calculators $40; Simple Calculators $10; Scissors $20; Headphones $20; Flash drives $10

Paperbacks may be replaced by a comparable substitute: i.e. any other paperback in good condition. If the patron brings in an acceptable replacement, their invoice will be cleared; no fines will be charged.

8.3 Failure of any CNC borrower to return overdue materials

or make restitution for lost materials will result in suspension of all borrowing privileges.

8.4 Failure of CNC students to return overdue materials

or make restitution for lost materials will result in suspension of all borrowing privileges and eventual withholding of their transcripts at the end of term.

The Library accepts payment by debit card, credit card, cash or cheque. Post-dated cheques are not accepted. There is an NSF charge of $25.00 on all returned cheques.

8.5 Any borrower who has over $200 owing on their account,

or who has not returned the material or paid the invoice within 30 days of being invoiced, will be referred to the College's Collection Agency.

8.6 If a borrower pays for a lost item and then returns it, in good condition,

within a reasonable time period, the borrower may request a reimbursement. The reimbursement will not be for the full invoiced amount. It will be for the invoiced amount minus the maximum overdue fine for that item.

8.7 Any borrower who deliberately damages an item

will have an immediate suspension of all borrowing privileges. The borrower's name may be forwarded to Administration for further disciplinary action.

No.9: Interlibrary Loans
Effective Date: 10/87
Revised: 22/14

9.1 Loans from the CNC Collection to Regional and Non-Regional Borrowers

9.1.1 All residents of the College region may gain access to CNC Library collections

through CNC regional offices or through local public, secondary school, or special libraries.

9.1.2 Residents outside of the College region may gain access to CNC Library collections

by requesting materials on interlibrary loan, through their local library.

9.1.3 Residents outside of the College region who are enrolled in a CNC course

through correspondence or other forms of distance/distributed learning may gain access to CNC Library collections by contacting the Library's Interlibrary Loan office in Prince George.

9.1.4 All loans are for a period of two weeks from the date of receipt.

Extra shipping and handling time on both sides of the two week loan period is provided; a loan period of 28 days is entered in the system to allow for shipping and handling.

9.1.5 CNC employees have no restrictions on number of items borrowed.

Students will be limited to ten loans at a time on circulating items (with no limit on photocopied items). Other borrowers will be limited to five loans at a time.

9.1.6 To make a request through a Regional Office,

complete a CNC Interlibrary Loan Form, or ask a campus staff member to forward the request by fax, email, etc.

To make a request through another library, ask that library's staff for procedures. The library or office personnel will forward the request to the CNC Library. CNC will process the request and ship the materials to the requesting library for distribution. If materials are not available a notice will be sent.

9.1.7 Materials are due back at the distributing library or office

two weeks from the date of receipt at the distributing library.

9.1.8 All interlibrary loan material will be limited to two renewals of two weeks each

after which materials must be returned to CNC Library for re-circulation. A request will be denied if a hold has been placed on the item being renewed. All borrowers requesting a renewal must do so through the local library or Regional office that processed their original request.

9.1.9 Items will be considered to be overdue if not received by the CNC Library

by the due date. Borrowers with overdue materials will not receive any further interlibrary loans until such time as all overdue materials have been returned.

9.1.10 Photocopies of journal articles, microfiche, etc. will be provided at 10 cents/page.

There is no charge for loans of books and other materials, except to other post-secondary libraries in the BC interlibrary loan NET and MEC system. A complete breakdown of interlibrary loan charges is given in Procedure No. 9.4

9.2. Loans from Other Agencies to CNC Borrowers with Access to Prince George

9.2.1 All individuals with a valid CNC Library Borrower card

are eligible to request materials from other lending libraries.

9.2.2 To make a request, complete a CNC Interlibrary Loan Form

and hand it in to the Interlibrary Loan office at the Prince George campus - or order by e-mail (where online ordering is an option).

9.2.3 Individuals will be notified as to when items will be received

or given reasons why an item has not been received.

9.2.4 Material is supplied in various formats.

In the case of microfilm and microfiche, the loan is considered to be "complete" when the patron receives the film or fiche. If print copies of this information are required, extra printing charges apply.

9.2.5 Materials must be returned to CNC Library on or before the due date.

The loan period is for two weeks. Failure to return materials by the due date may result in cancellation of borrowing privileges. Note: There is no need to return photocopies of journal articles.

9.2.6 Renewals must be done through the CNC Library on or before the due date.

CNC will process the renewal request and have the loan extended if possible. Notification will be provided. If a renewal is denied, the item must be returned immediately to the CNC Library.

9.2.7 Any fines charged to the CNC Library as a result of overdue or lost items

will be charged to the borrower.

9.2.8 There are charges for various types of loans and various categories of borrowers.

A complete breakdown of interlibrary loan charges is given in Procedure No. 9.4.

9.3. Loans from Other Agencies to CNC Borrowers with Access to Regional Offices

9.3.1 All CNC regional registered borrowers are eligible for loans.

Loans from other institutions are in general due back at the lending library two weeks from the date of receipt at the Regional Office.

9.3.2 The Regional Office processing such requests must send them

to the CNC Library in Prince George. The Library in Prince George will process all interlibrary loans for the regional offices.

9.3.3 Charges may apply to some types of loans and some categories of borrowers.

A complete breakdown of interlibrary loan charges is given in Procedure No. 9.4.

9.4. Interlibrary Loan Charges

9.4.1 Charges apply to certain types of loans and certain categories of borrowers,

as shown in the following chart. These charges are primarily designed to cover photocopying costs (at 10 cents/page) and costs passed on to CNC by other libraries (at an average of $6/loan). Charges are reviewed annually.

Interlibrary Loan Charges Chart

BORROWER CATEGORY	Charge for Loans from CNC Collections: PHOTOCOPIES	BOOKS/OTHER	Charges for Loans from Other Libraries: PHOTOCOPIES	BOOKS/OTHER
CNC Students	10 c/page (min$1)	Loan is free but overdue fines apply	-	$1/day overdues
CNC Employees - program related	-	-	-	-
- special or funded projects	10 c/page (min$1)	-	$6/loan	$6/loan
Public	10 c/page (min$1)	-	$6/loan	$6/loan
Special Users - UNBC students/faculty	*(referred to UNBC for all loan requests)*			
- Other BC post-secondary students/faculty at CNC (reciprocal borrowers)	10 c/page (min$1) *but prefer they use their host institution*	-	$6/loan	$6/loan
CNC Regional Campus Libraries	-	-	-	-
- if public borrower at campus requests 10+ items	-	-	$6/loan	$6/loan
Other Libraries in Region	10 c/page (min$1)	-	$6/loan	$6/loan
CPSLD/ELN members	*(charged through*	*network)*		

9.4.2 Where charges apply, borrowers will normally be asked to pay

at the time they pick up the material. CNC employees may request a departmental charge-back for program-related or project-related loans. Out-of-town borrowers may request either institutional or direct billing.

9.4.3 Failure to pay will result in suspension of borrowing privileges

and may, in the case of CNC students, lead to withholding of their transcripts at the end of term. Overdue invoices (of over $15) may be referred to the CNC Accounting Department for follow-up.

No.10: Gifts and Donations
Effective Date: 10/87
Revised: 08/02

10.1 The Library welcomes gifts of books or other library related materials,

but reserves the right to later dispose of items that are found to be duplicated or considered to be unsuitable for the collection.

Disposal may involve offering the item to another library, making it available to CNC Library patrons at no cost, selling it to generate revenue, or discarding it.

Items that are not in good condition, or which show any evidence of microbial growth, water damage or other potentially hazardous condition, will be discarded immediately.

10.2 If an income tax receipt is requested,

the valuation will be done by the Library Director, in consultation with outside valuation experts as appropriate.

10.3 Donors may request a book plate,

which will be prominently placed in the item to identify the name of the donor.

10.4 The Library also welcomes donations of money or other assets to support any aspect

of its operation. In these cases, the Library Director will consult with the donor and with CNC Financial Services, as appropriate, to ensure the most appropriate placement of the funds. People who wish to make a lasting donation to the Library are encouraged to contribute to the Library Legacy Fund. Information about the Fund is posted on the CNC Library website.

11.1 The Library has a number of display case facilities and areas suitable for display purposes.

11.2 The Library welcomes displays by College employees.

Outside organizations are also welcome to put up displays.

11.3 The Library reserves the right to refuse displays that have

political, commercial or religious affiliations. The final decision on any display rests with the Library Director.

11.4 To reserve a suitable display space and time, the Library Director should be contacted.

Complete the Library Display Form, listing a description of the display, display period and person responsible for the display. The normal display period is two weeks.

11.5 Items to be displayed must be suitable for the areas available.

Putting items on display and removing them is the responsibility of the group or person in charge of the display.

11.6 The Library is not responsible for loss or damage of items while they are on display.

Those who display must provide their own insurance for items on display.

College of New Caledonia Library Display Form

Please fill in entire form

Description of display:

_____

_____

_____

Items to be displayed:

_____

_____

Will library materials (books, magazines etc.) be used to supplement the display?

_____

Display period from _____ to _____

Person responsible for display _____ Phone _____
(set-up and removal)

Name of class or organization _____

Date of request _____

12.1 The Library offers laminating of ID cards and library cards, at $1 each.

Larger laminating requests are referred to Media Technology Services.

12.2 The Library offers binding, at a charge of $3.00 for Therm-a-Binding and $3.00 for Spiral

binding.

12.3 CNC employees/students must pay cash for items determined to be for personal use

or present Departmental Budget codes for College-related projects. Public members must pay cash at the time the work is done.

12.4 Book repairs may also be done on request,

at a charge of 50 cents/repair or higher depending on the work needed. In the case of difficult repairs which cannot be done in house, the requestor will be referred to a commercial binding agency.

12.5 Supplies such as book pockets, cards, date due slips and labels

will be sold on an "at-cost" basis to other College departments, regional campuses, and (with the prior approval of the Library Director) to external groups. Regional campus library requests are not charged. Regional campus requests for other departments at the campus are charged. Costs are available from the Technical Services department.

No.13: Computer Searches
Effective Date: 10/87
Revised: 08/06

13.1 The Library has access to licensed commercial databases on a wide variety of subjects.

Computer searches are available to all Library patrons.

13.2 If a librarian conducts the search

and if the search involves paying a separate fee from a commercial vendor, users may be asked to pay a $10 search fee, as well as database charges (i.e. access, searching and printing costs identified during their search). Charges vary depending on the type of search being performed. A librarian should be contacted for more information. Charges may be billed back to a CNC department if the search is for instructional or general college use. In special circumstances, students may bill a search back to their instructor's department, with prior departmental approval.

No.14: General Use of Library Facilities
Effective Date: 10/87
Revised: 09/15

This section covers the general use of library facilities, including equipment and machines in public areas. Charges for equipment use, where applicable, are noted.

14.1 Study Areas and Noise/Disruption

There are a variety of study areas in the Library. Library staff will monitor noise and activity levels in these areas. The Library reserves the right to disband noisy groups, or temporarily suspend a person from the Library if that person is disrupting or interfering with the work of others. If the pattern continues, the person's name may be forwarded to Administration for further disciplinary action.

Noise-related signage: "Quiet Study"; "No Cell Phones"

14.2 Signs

Signs posted in the Library must have the prior approval of the Public Services Librarian or Library Director (see also Procedure No. 11 for Displays).

14.3 Food/Drinks

Patrons are advised, through posted signs, that "Library policy is… No on food - Yes on drinks."

To help enforce this policy, library staff are asked to use discretion and good judgment in their own work areas. Light snacks (such as candy, chocolate bars, or fruit) in work areas are acceptable, but meals (such as sandwiches and hot food) should be eaten in the lounge or outside of the workplace, and away from patron view.

The Library may, from time to time, host special events at which food is served, in designated areas such as the Library Classroom or adjacent areas such as Media Technology Services – with prior approval and on the understanding that the organizers of these events are responsible for their own clean-up.

14.4 Telephones

Public use of Library telephones is restricted to emergencies and a staff member must be present to authorize the call. As a general rule, users are referred to the pay-phones outside of the Library.

14.5 Supplies

The Library provides free access to some supplies, such as a stapler, ruler, 3-hole punch, paper-cutter, scrap paper, scissors and pencil sharpeners. All other supplies, such as paper, pens, tape, correcting fluid, etc. should be purchased elsewhere by the user. In special circumstances only, for example if the College Store is closed, Circulation staff will sell paper at comparable College store rates (currently 5 cents/page).

14.6 Change

Change is generally available at the Circulation Desk for amounts up to $10.

If a person needs change while paying for any service (photocopying, laserprinting, fines etc.) the $10 limit does not apply. We will give change, if we have the change on hand.

14.7 Photocopiers

The charge for copying is 10 cents/page for regular and legal size paper and 20 cents/page for oversize 11 x 17" paper. Charges may be billed back to an employee's department if the copying is for instructional or college business use.

Colour copying/laserprinting is available in Media Technology Services; costs are itemized on the forms next to printers.

14.8 Microform reader/printers

The charge for printing is 10 cents/page. CNC employees may request a departmental charge-back if printing is for instructional or college business use. Requestors may be invoiced if printing is done for them by library staff. External groups may be invoiced if prior arrangements have been made with the Library.

14.9 Fax machine

There is a public fax machine in Media Technology Services, available for use by the public and by college employees doing personal faxing. There is no charge for sending, and $1/page for receiving (paper is filed at circulation desk for patron to pick up). For college-related business, college employees should be directed to use the machine in the Mailroom or in their office areas instead.

14.10 Computers

Computers are available for patron use in 3 different areas of the library.

(1) Reference/Catalogue "public" area
> The computers in this area may be used by anyone for reference, catalogue and Internet searches, quick email (under1/2 hour), quick printing. These stations are permanently logged on to the College Network. Note: Students and community users are charged 10 cents/page for printing.

(2) Student Lab #1
> The networked computers in this lab (which require a login) are available to anyone with a College computer account, on a first come, first served basis.
> Some stations in this lab are available on a pay-for-use basis, for people who do not have a College computer account but want extended access (e.g. for e-mail sessions longer than a half hour). These people must book a station at the circulation desk, obtain a temporary account, and pay on a pro-rated basis for use.
> Charges are: $20 for 4 hours – or $5 for 1 hour – or $1.25 for 15 minutes (plus printing at 10 cents/page).

(3) Student Lab #2
> The networked computers in this lab (which require a login) are available to anyone with a College computer account, on a first come, first served basis.

Wireless
> Wireless access is available in the library. Users need a CNC account to login to the network.
> Free Wireless 'visitor' logins are available at the circulation desk for
> - out of town visitors to Prince George
> - out of town people staying in residence on a temporary basis
> - temporary guests of CNC who may be using our library meeting rooms and may require an on-site login. Network plug-in ports are available in each of the study rooms, and if users require a cable they may borrow one at the circulation desk
> - temporary guests of CNC in other special situations, login pre-approved by Library Director or VP Student Services
> - Note: users who wish to pay for access to network stations are covered under Student Lab #1 above.

The Library is not responsible for the maintenance of machines or for software reliability. Equipment and software problems are referred to Information Technology Services staff.

14.11 Media equipment

Two TV/VCR/DVD/Blu-Ray units are available in the library. Users are asked to supply their own headphones, or borrow a headphone set from the circulation desk. This equipment is available on a first come, first served basis and may not be reserved or booked in advance. Circulation staff reserve the right to "bump" a person from a machine after extended use, or if there is a waiting line for the machine, or in other special circumstances. Study-related use takes priority over recreational use. In addition to these units, a variety of other equipment is available for booking in Media Technology Services.

14.12 Holding Personal Items

The Library does not generally hold personal items for people to pick up; e.g. an assignment from a student to an instructor (there is a drop box for these outside the mailroom for this purpose) or something from an instructor to a student (they are asked to make other arrangements).

Signs have been posted on carrels, tables, etc. alerting people that they should not leave personal items unattended. Personal items that are left unattended in the library are the responsibility of the owner. Library staff do not pick up items, or attempt to find the owner. Security may be alerted to the location of items that have been left for some time, or prior to closing time.

14.13 Damage

Any person who willfully or carelessly damages or defaces a piece of library furniture or equipment will have his/her borrowing privileges suspended. The person's name may be forwarded to Administration for further disciplinary action.

15.1 Rooms are available for booking to any registered library patron.

15.2 Size

In the library, there are 8 seminar rooms available for booking. Seven small rooms are suitable for groups of 1-5 people; one large room is for 1-12 people

Single-person use: Rooms can be booked for single-person use, except during Exam Weeks.

In Media Technology Services, there are 2 equipment rooms available for booking. The small meeting room (2-713, for 1-4 people) is equipped with a DVD/VCR unit. The large meeting room (2-714, for 1-8 people) is equipped with similar video equipment, as well as computer presentation equipment (computer, speakers, projection unit, speakerphone) for webcasts and other online presentations. These rooms are booked at the library circulation desk.

15.3 First Come-First Served

Rooms will normally be booked on a first come-first served basis.
In cases of conflict, college-related use will be given a higher priority

15.4 Advance Bookings

Rooms can be booked for up to a semester/term (4 months) in advance, for pre-planned events. If a group wants to book the room more frequently (e.g. "every week" "every day") they must book it on a week-by-week basis.

15.5 Multiple Rooms

Requests to book more than one room at a time should be referred to the Public Services Librarian or Library Director, for a decision on whether or not the request can be accommodated.

Bookings of more than one room will be accepted by circulation staff (without referral to Public Services Librarian or Library Director) for student-employer interviews, and students writing exams (e.g. invigilations).

15.6 Length of Time

The normal limit on any booking is 2 hours per day, per person.

There is no limit on pay-for-use.

Bookings of more than 2 hours will be accepted by circulation staff (without referral to Public Services Librarian or Library Director) for student-employer interviews, and students writing exams (e.g. invigilations).

If someone wishes to book "another slot" on the same day, another booking is possible if a room is free.

If any group or individual is more than 10 minutes late, or absent from the room for more than 10 minutes, they may be bumped or told to revise their booking.

15.7 Booking Procedure

Rooms must be booked at the circulation desk.

Rooms can be booked by phone if the person provides the following details:
    Employees: name, phone local
    Students/Public: name

ID
    Students/Public must leave their library card at the circulation desk before using the room. Remind them to pick it up when they leave. Abandoned cards will not be kept long. Replacement cards are $5.00.

    Employees do not need ID but should stop by the circulation desk when they arrive and leave. Insert a special "Interview/Meeting/Class" card in booking binder to show room is occupied.

Marker Pens
    The contact person can obtain marker pens from the circulation desk. Make sure people know that these are the only pens to use (or if they bring their own, check that they are whiteboard-suitable). The person must return the pens at the end of the booking in order to retrieve their card.

15.8 Misconduct/Damage

Cases of misconduct or inappropriate behaviour by members of a group while in the room, or of damage to room furnishings or fixtures, will be referred to the Public Services Librarian or Library Director (or evenings/weekends to College Security staff) for disciplinary action. The Library reserves the right to disband or temporarily suspend noisy groups, or deny room access to any group or individual based on a prior case of misuse or if they are not in good standing with the Library.

15.9 Charges

Library rooms

NO CHARGE – for any person or group using the room for STUDY purposes
NO CHARGE – for groups doing College-related activities (including student groups/clubs)
CHARGES - for Public/External Groups:
Note about Paid Tutoring: Rooms are free to book for paid tutoring appointments as long as at least one person in the group is a current CNC student, and the room must be booked on that student's card. In other cases rooms booked for paid tutoring appointments will be charged at the library's regular room rental rate.

Time Period	Cost
@ hour	$30.00+1.50 GST=$31.50
@ half day up to 4 hour	$60.00+3.00 GST=$63.00
@ day	$120.00+6.00 GST=$126.00

Media Technology Services rooms

NO CHARGE – for CNC employees and students using the room for STUDY purposes
NO CHARGE – for CNC groups doing College-related activities (including student groups/clubs)
CHARGES - for all Public/External users:

Time Period	Cost
@ hour	$30.00+1.50 GST=$31.50
@ half day up to 4 hour	$60.00+3.00 GST=$63.00
@ day	$120.00+6.00 GST=$126.00

These charges are based on current College Room Rental Rates Schedule.
The person who books the room should fill out a Room Booking Form
(copy 1-2 to Library Assistant, Office – c.3 to Applicant)

No.16: Lost and Found
Effective Date: 12/04
Revised: 06/13

16.1 The PG Campus Lost and Found is located in the Security Office at the front entrance.

People who find items can drop them off at the Security Office or (optionally) at the Library, for referral to Security.

16.2 If items are dropped off at the Library, we follow these procedures:

DISCARD

a. unhygienic items - soiled or wet clothes, food/drink containers - dispose of immediately. If it's a special drink mug or thermos/flask, keep until the end of the day but discard at closing time.

KEEP in Library

b. items of little value - e.g. pens, pencils, paper * - re-use, recycle or toss

c. small electronic items – e.g. calculators, CDs, flash drives – call if able to identify owner, if not hold for a few weeks, then re-use, recycle or toss

d. books and binders – date items as they come in, phone if there is a name in them; otherwise, items are held for a few weeks at the circulation desk and then referred to back office; books may be catalogued; binders may be re-used

KEEP in Library and refer

e. CNC Photo ID cards - staff will attempt to contact the person (since the card is a joint ID/library card). Mark item with phone number and date contacted. If card is not picked up within 4 months of receipt/contact, we will shred the card.

FOR SECURITY: Phone 250-561-5827 (alternate 250-961-0786; emergency 200)

f. Clothing - hold for Security to pick up on their next round. (Note: the college does not return unclaimed clothing to the person who found it. Do not record the "finder's" name on the item; tell them if they turn it in, they have no call on it later).

g. Valuables – e.g. jewellery, watches, purses, wallets, cell phones and other electronic devices, any piece of ID (but note (d.) above) – call Security immediately for pick-up. Note that the person who found the item has no later claim on it; Security does not return to finder.

No.17: Fire Safety and Evacuation
Effective Date: 10/87
Revised: 10/18

In the event of a fire or safety drill, a voice announcement will tell us to evacuate. Library staff are asked to open the emergency exits and direct patrons through these doors, to the assembly points shown on the map below.

Staff in the back room are asked to go out the emergency exit door located next to the periodical lounge area. On their way, they should help clear adjacent areas, including the lounge and the computer labs.

Circulation and reference staff are asked to go through the rest of the library directing patrons to the nearest exit, and exit themselves.

Media Technology Services staff are asked to go through the department and direct patrons to the nearest exit, and exit themselves. If there are no staff in Media Technology Services, library staff will need to clear the area.

Physically challenged patrons should be directed outside the main library door towards the stairwell, where a representative from Facilities/Security will be there to assist them.

Note that staff are being asked to direct patrons. They are not responsible for patrons who do not wish to leave. If a patron won't leave, a designated Facilities/Security person will deal with them when they conduct their final sweep of our area.

The last person out the front door does not need to lock it – simply exit.

Once outside and at a Muster Station (identified by yellow E signs located in the parking lot, and at the east entry sidewalk), people must wait for Facilities/Security staff to give the "all clear" before they can go back in.

On nights and weekends – Security may need to recruit help; e.g. if two library staff are on duty, one of the two may be asked to help with evacuation/re-entrance.

Fire alarm exits map (CNC Facilities Services)
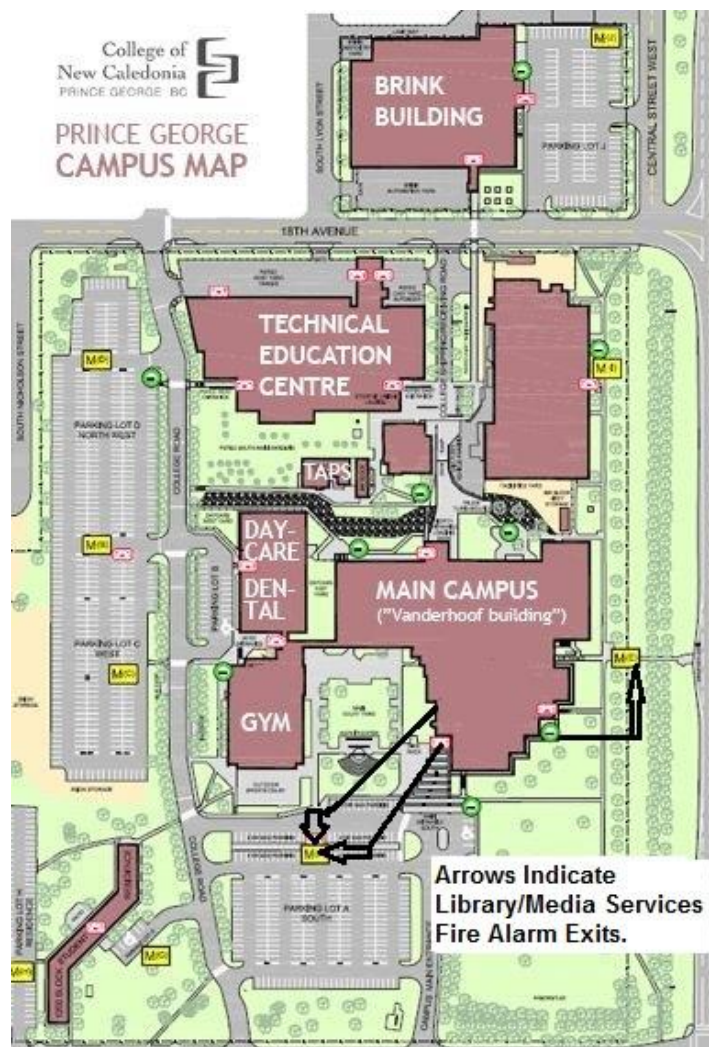
Evacuation in other situations

Power failure:

If there is a power failure, the generator will kick in. We generally wait for power to return; but if it is still out after two hours, the library and Media Technology Services should be shut down and people sent home. This direction will usually come from the Library/Media Technology Services Director or from a senior executive member or Facilities/Security personnel. However, in the absence of any direction (e.g. off-hours, on weekends) staff can close the service after two hours and simply notify Facilities/Security and Library/Media Technology Services Manager after the fact.