



LIBRARY/LEARNING COMMONS HANDBOOK

REV. MARCH 11, 2014

NOTICE


The Library/Learning Commons (LLC) at each campus/center follows procedures and processes as outlined in the latest edition of the Library/Learning Commons Handbook. The Library/Learning Commons Handbook is revised as needed by the collective Associate Deans of the Library/Learning Commons in tandem with the Library/Learning Commons Council.

The LLC Handbook is not intended to be an all-inclusive listing of LLC procedures and processes. It is a fluid document designed to codify shared guidelines and common practices. Contact staff at any LLC for clarification of information contained in this document.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

The Library/Learning Commons (LLC) at Florida State College at Jacksonville (hereafter referred to as the College) provides and supports on-campus and distance student and faculty access and user privileges to library collections and services – and other learning/information resources – consistent with the degrees offered by the institution. The LLC is formally recognized by the College in Administrative Procedure Manual (APM) 10-0201 Description and Statement of Purpose – Library/Learning Commons (LLC).

College APM for the Library/Learning Commons

	ADMINISTRATIVE PROCEDURE MANUAL		
	SECTION TITLE	NUMBER	PAGE
	DESCRIPTION AND STATEMENT OF PURPOSE – LIBRARY/LEARNING COMMONS (LLC)	10-0201	1 OF 1
	BASED ON BOARD OF TRUSTEES' RULE AND TITLE	DATE ADOPTED	
6Hx7-1.6 Philosophy, Mission Statement and Institutional Goals	February 15, 2013		

Purpose

To state the purpose of the Library/Learning Commons as providers of library and learning services.

Procedure

- A. The Library/Learning Commons (LLC) is an instructional area of the College offering academic support services within an optimal learning environment by providing a variety of learning, research, and teaching resources – physical and virtual – to students, faculty, and staff of the College. The LLC supports academic success by providing library services and resources, information literacy instruction, academic tutoring, student-centered facilities, and innovative technology. The LLC is committed to facilitating accessibility of services and resources that contribute to students' success in a global knowledge economy.
- B. Service areas of the LLC include – but are not limited to – Library Services, Learning Centers/Commons, Academic Success Centers, and Technical Services.
- C. The Library/Learning Commons at each campus/center follows procedures and processes as outlined in the latest edition of the Library/Learning Commons Handbook. The Library/Learning Commons Handbook is revised as needed by the collective Associate Deans of the Library/Learning Commons in tandem with the Library/Learning Commons Council.
- D. The Library/Learning Commons Council is a formal body in the College's Participatory Governance Model. The Library/Learning Commons Council establishes procedures for the College's Library/Learning Commons. The Council functions as a general advisory committee to the College President's Cabinet regarding opportunities to enhance library and learning services for students and faculty.

Adopted Date: November 12, 1987

Revision Date: February 15, 2013

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

LLC Mission Statement and Purpose

The Library/Learning Commons (LLC) is an instructional area of the College offering academic support services within an optimal learning environment by providing a variety of learning, research, and teaching resources—physical and virtual—to students, faculty, and staff of the College. The LLC supports academic success by providing library services and resources, information literacy instruction, academic tutoring, student-centered facilities, and innovative technology. The LLC is committed to facilitating accessibility of services and resources that contribute to students' success in a global knowledge economy.

Library/Learning Commons staff and administrators actively manage library and learning collections, resources, and services to serve the students, faculty, and staff of the College through general education and core curriculum support, and support of institutional priorities. The LLC provides access to library collections and services for students and faculty both physically and virtually through maintenance of its own collections and services and formal arrangements or agreements with library partners. The LLC engages in collaborative collection development processes to ensure that library materials are appropriate, adequate, and meet the needs of the College's varied academic programs. The LLC also supports the academic needs of learners through services and resources provided in the Learning Center/Commons and Academic Success Center.

LLC Support of College Goals

The goal of the Library/Learning Commons is to implement, enrich, and support the College's educational objectives in a manner consistent with the stated Philosophy, Mission Statement and Goals by ensuring a rich, authoritative collection of library materials and resources. The LLC specifically supports four of the College's five Goals:

- Collegewide Goal One: Prepare students for distinctive success in their academic, career, and personal goals through collaboration within the College community and individual initiative.
- Collegewide Goal Two: Inspire students to a lifetime commitment of continued learning, informed civic engagement, ethical leadership, cultural appreciation, social responsibility, and multicultural awareness in an interconnected world.
- Collegewide Goal Three: Optimize access to College programs and services.
- Collegewide Goal Four: Provide students an extraordinarily positive experience in every engagement with the College.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

In support of the College's Goals, the Library/Learning Commons strives to be responsive to the evolving needs of the College's academic programs, while providing multi-modal access to relevant and appropriate materials and services in a variety of formats to support the curriculum and encourage lifelong learning and information literacy competency. The Library/Learning Commons also participates in regional, statewide, and national consortia to assist in meeting the needs of the College community. In addition, the Library/Learning Commons works to deliver outstanding service to students so experiences at the College are positive and academically rewarding.

LLC Support of General Education

The LLC directly supports the College's general education program by providing specific and targeted information literacy instruction as well as student, faculty, and staff access to information, instruction, resources, and academic support services in all disciplines. Faculty librarians are actively engaged in collegewide general education assessment processes. Faculty librarians worked collaboratively with interdisciplinary general education faculty to develop a working definition for the information literacy competency that is currently being assessed in the general education program. They also worked with these faculty members to develop an institutional information literacy rubric, which is aligned with information literacy standards established by the Association of College and Research Libraries (ACRL). This information literacy rubric that was collaboratively developed by general education faculty and faculty librarians has been used for curriculum-embedded assessments by faculty in the Communications discipline since the 2009-2010 academic year as a part of the College's general education assessment effort. Faculty librarians have also served as facilitators and scorers in collective artifact scoring activities in which samples of student work were scored with this rubric.

Faculty librarians collaborate with academic faculty in all general education disciplines for collection development to ensure that the library's holdings are current and relevant and support the curricular needs of the academic programs.

LLC Governance

The LLC Council is part of the College's participatory governance model and is comprised of staff, faculty, and administrators from service areas within the LLC and from other college departments. The LLC Council fosters collegewide collaboration and ensures consistent, accessible, appropriate, and adequate LLC services and resources across the College. The District Director of Services for Students with Disabilities serves as a member of the LLC Council to guarantee compliance with the Americans with Disabilities Act, and to assist in the provision of equipment and other services or accommodations requested by students with a documented disability.

LLC Governance Statement of Purpose

**Library/Learning Commons (LLC) Council
Florida State College at Jacksonville
Participatory Governance Model
Statement of Purpose**

Approved by Cabinet February 2013

Revised by LLC Council Executive Committee July 2013

Purpose/Role:

The Library/Learning Commons (LLC) Council is a formal body in the College's Participatory Governance Model (per APM 10-0201). The Library/Learning Commons Council establishes procedures for the College's Library/Learning Commons (Library Services, Learning Centers/Commons, Academic Success Centers, and Technical Services). The Council functions as a general advisory committee to the College President's Cabinet regarding opportunities to enhance library and learning services for students and faculty.

Responsibilities:

The responsibilities of the Library/Learning Commons Council shall include the following:

- Foster collegewide collaboration and ensure consistent, accessible, appropriate, and adequate LLC services and resources across the College
- Establish recommended Library/Learning Commons procedures
- Make recommendations regarding staffing for the LLCs (Library Services, Learning Centers/Commons, Academic Success Centers, and Technical Services) and strategic planning / collection development to maintain library holdings and academic support resources
- Form standing committees and work groups tasked with developing, implementing, and revising the LLC institutional effectiveness plan and resultant projects
- Assist work groups tasked with developing curriculum and instruction related to information literacy
- Communicate with Council members who represent the College LLCs at Florida Virtual College (FLVC), Council for Instructional Affairs – Learning Resources Standing Committee (CIA-LRSC), and other statewide organizations
- Coordinate with members of the Academic Success Center Council about procedures managed by the Library/Learning Commons
- Make recommendations regarding the LLC website and library discovery tool interface
- Suggest content and assist in the maintenance of the Collegewide Library/Learning Commons Handbook

Official File of Record:

- Minutes for each meeting shall be recorded with a focus on informational and action items.
- Minutes shall be forwarded to the Executive Council and/or Council for review and approval.
- The official file of record shall be maintained in the office of the Executive Dean of Academic Foundations.
- An online archive of minutes and agendas shall be maintained by the Council co-chairs.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Membership:

The **LLC Council Executive Committee** is tasked with oversight of the Library/Learning Commons Council and shall be comprised of the following members:

- Associate Dean / Lead Representative from each LLC
- Collegewide Library Technical Services Representative
- Executive Dean of Academic Foundations (Ex officio)
- Executive Dean of Liberal Arts and Sciences (Ex officio)

The LLC Council Executive Committee shall be chaired by an LLC administrator. The Chair is appointed by members of the Executive Committee to serve a two-year term.

The **Library/Learning Commons Council** is tasked with sharing and gathering information to assist in making recommendations to the Executive Committee for consideration. LLC Council meetings are open to all staff/faculty/professional/administrative staff of the LLC and any other interested parties.

The following representatives shall be considered voting members and serve one-year terms at the recommendation of the LLC Council Executive Committee:

- Associate Dean / Lead Representative from each LLC
- Collegewide Library Technical Services Representative
- Library Services Representative from each campus or center
- Faculty Librarian Representative from each campus or center
- Learning Center Representative from each campus or center
- Academic Success Center Representative from each campus or center
- District Director of Services for Students with Disabilities
- Executive Dean of Academic Foundations (Ex officio)
- Executive Dean of Liberal Arts and Sciences (Ex officio)

The LLC Council shall be Co-chaired by the Chair of the Executive Committee and a LLC faculty/staff member. The LLC Council Co-chair is appointed by members of the Executive Committee to serve a two-year term.

Operating Procedures / Meeting Schedule:

The Executive Committee of the LLC meets monthly and/or as needed.

The LLC Council meets twice per academic term and/or as needed.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

LLC Facilities and Services

The College provides full service libraries, learning centers/commons with tutoring services, computer labs, classes, support for developmental education students, and Faculty Resource Centers, as well as strong technology support for vibrant virtual services for distance education. The Library/Learning Commons areas on each of the campuses and centers were designed specifically to provide academic support and information services. LLC staff and faculty members work individually with students, faculty, and staff to provide physical and electronic library services; subject-specific tutoring and assistance; workshops; and access to computers, software, and virtual tutorials.

The Library and the Learning Center/Commons at each location are housed together, an organizational structure which provides a seamless service experience for students. In addition to the staff and resources the College allocates directly to the Library/Learning Commons, many faculty members volunteer in the LLC, facilitating workshops and/or providing tutoring or other direct services to students. Student tutors and master students are employed within the Learning Centers/Commons, a staffing approach which creates a sense of student ownership and involvement in the academic culture of the institution.

Library Services house a wide range of library services including a collection of print materials, electronic database subscriptions, periodicals, and a variety of audio-visual and multimedia materials. The library collections are organized using the Library of Congress Classification System.

Florida State College at Jacksonville is part of a statewide-automated information system that electronically connects state college and community college library collections. Use of the online catalog (LINCC) allows access to the Florida State College at Jacksonville collections, other college library collections, electronic databases, and worldwide information resources.

Professional instruction, reference and research assistance are available upon request. Individual research assistance may be requested at the LLC Reference Desk. Reference resources include materials in print format and electronic databases. Instruction in searching and retrieval procedures for electronic resources is provided.

Instruction and library orientations are also offered online for students who are not on campus but need assistance, and for distance education students and dual enrollment students. Library instruction is provided both synchronously and asynchronously, with information available on the LLC website and in Blackboard. Ask a Librarian, the statewide online reference service, is highly visible on the LLC website and provides extended access to reference assistance. Librarians collaborate with faculty and act as liaisons to offer instruction in ways that best fit the needs of the faculty and students. All services are available to currently enrolled students, including distant learners.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Learning Centers/Commons provide quality tutoring to support student success. Academic tutors and student tutors are hired to work individually and with groups of students to assist with assignments in math, English, science, computers, and foreign language. The primary focus for the tutors is to assist general education students; however, these tutors are a vital bridge between the developmental education classes and the general education courses. In addition, many faculty members spend time in the LLC facilitating workshops and providing tutoring and other direct service to students.

Online assistance is available in the form of virtual tutoring labs in Blackboard and tutoring services. The College also offers Smarthinking, which enables students to receive assistance in a variety of disciplines including writing, reading, mathematics, science, Spanish, business, nursing and allied health, computers, and technology.

Academic Success Centers are one-stop sites with technology and tutors available in a welcoming environment for developmental education students. Peer tutors (Master Students) and faculty assist students using the latest hardware and software to support student success. In addition to accessing services online, distant learners and students who are taking hybrid classes can use any campus or center convenient for them.

The Open Campus at Deerwood also provides virtual support for developmental education students through the Master Student program.

The Academic Success Centers also support options for accelerated learning whereby students who master course competencies early can also complete the final exam early and thus expediently fulfill their developmental requirements.

Faculty Resource Centers (FRC) are available at each campus and center, in some cases housed within the LLC. The FRC is designed to help full time and adjunct instructors bring technology and media to their classrooms. The FRC has the full Adobe Creative Suite on Macintosh computers, in addition to Apple packages such as iLife and iWork. The FRC staff offers assistance with hardware and software such as computer programs for developing pictures, audio files and movies to further engage students in the classroom. Multimedia Specialists conduct and host workshops in the FRC and assist faculty individually on an as-needed basis. Online faculty resources are available in the Blackboard community, the "Open Campus Faculty Resource Center." The Blackboard community provides resources such as tutorials and training to faculty.

Library Technical Services is the centralized unit that provides collegewide database maintenance, cataloging, and processing of library materials. Technical Services staff ensures the College is in compliance with library cataloging standards and facilitates timely access to materials purchased for students and faculty.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Library/Learning Commons Locations / Hours of Operation

Hours of operation for each LLC are determined locally to meet the needs of the campus or center course offerings. A listing of the current hours of operation – which vary from term to term and on holidays and breaks – is available on the LLC website.

Nassau Center

The Nassau Center LLC library services currently operate under a memo of understanding as a joint use facility with Nassau County Public Library. The facilities have many unique access standards compared to the other college LLCs. Questions may be directed to Nassau Center staff members.

Off-Campus Instructional Sites

Dual enrollment students who are enrolled in courses being offered at off-site locations, have the same LLC user privileges as those who are enrolled at the campuses and centers. The College's dual enrollment articulation agreements with area schools and the student dual enrollment handbook provide dual enrollment students with full access to College resources. Students may visit any of the campuses or centers to take advantage of the physical services and resources offered by the LLC. During dual enrollment orientations, these students are given an overview of LLC services and resources.

Like dual enrollment students, students who are enrolled at Naval Station Mayport and Naval Air Station Jacksonville, the College's military instructional sites, have access to the College's physical resources and services. At each of these military bases, students may use computer labs with Internet access to work on studies on-site. Additionally, students at these sites are provided with handouts identifying the hours of operation for library services and tutoring at each College-owned campus and center.

Access to Virtual Resources and Services

Library/Learning Commons electronic resources (databases, ebooks, video collections, and more) are available to faculty, staff, and currently enrolled Florida State College at Jacksonville students. Access is based on the individual's status with the institution, and some materials are available remotely (off-campus) while some are restricted to access from campus only. Staff members at each location are available to help with requests for specific articles or information.

Remote (off-campus) access to online materials for retired faculty and staff is precluded due to subscription agreements with vendors and publishers. Staff members at each location are available to help retirees with requests for specific articles or information.

The virtual resources and services are particularly helpful to distance learners, dual enrollment students taking classes at off-site locations, students taking classes at the

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

military base locations, or even campus-based students who are seeking convenient access to materials.

After completing the admissions and enrollment process, students are given access to a Connections account, a web-based student information portal. Students may access the College's electronic Library/Learning Commons materials from any location via a single sign-on access point within the Connections portal. In the Connections portal, students have a direct link to the Florida State College Library/Learning Commons website. The hours of operation for all campus and center LLC are provided for students seeking to access physical resources and services. The LLC has also created Blackboard Communities including Virtual Library Services and Virtual Tutoring Labs, which are also available via the Connections portal and house numerous academic support materials, including podcasts, digital handouts, and linkage to additional e-resources.

General LLC Access Information

The Library/Learning Commons (LLC) is an instructional area open to faculty, staff, retirees of FSCJ, and students currently enrolled in a Florida State College at Jacksonville course for which learning support services are provided.

Individuals from institutions with reciprocal borrowing agreements with the College may utilize the LLC facility and some materials on a limited basis; details upon request.

Use of LLC services and facilities implies full acceptance of LLC access standards and all FSCJ policies, including the College's Computing Facilities Policies and User Agreement: <http://www.fscj.edu/district/policies-procedures/acceptable-use/index.php>.

Individuals using campus or center facilities and services may be asked for information related to their visit to assist in statistical reporting of LLC services provided to the College community.

A valid Florida State College at Jacksonville identification card (Essential Card) must be presented upon request, and is required to borrow materials and print/copy.

Individuals using LLC facilities are expected to assist in maintaining an environment conducive to learning.

Cell phone ringers must be silenced when in the LLC, and all phone conversations must be conducted outside the facility.

Services for Retirees of FSCJ

Retirees of Florida State College at Jacksonville may request borrowing privileges for College-owned books, DVDs, audiobooks, and other physical circulating materials, and request items available via interlibrary loan.

A valid FSCJ identification card (Essential Card) is required to request and borrow items.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Remote (off-campus) access to online materials for retired faculty and staff is precluded due to subscription agreements with vendors and publishers.

LLC library services staff members at each location are available to help retirees who request specific articles or information.

Children in the LLC

At many campuses and centers, children are not permitted in the Library/Learning Commons. Contact specific campuses and centers for details.

Computer Access

Computers are available to currently enrolled FSCJ students with priority access for users completing academic work. Students may be asked to vacate a workstation if those conducting research need access.

Computers and wireless access require login using an assigned Student User ID or faculty/staff Artemis ID.

Computer activities are monitored, and users are responsible for all activity conducted under an assigned User ID.

To avoid security issues, students and staff should not share access information with others and always log out of computers.

Accessing unlawful material or sharing files illegally is strictly prohibited.

It is a violation of policy to access images, sounds, or messages that could reasonably be expected to create an atmosphere of discomfort or harassment.

Printing and photocopying are available to currently enrolled students at a charge of 10¢ per page. An Essential Card is required, and funds may be added at the Business Office or online through Connections.

Printing is not available from wireless connections/devices.

Audio-Visual / Multimedia Production

The scope of audio-visual / multimedia production services varies by location. Requests may be discussed with LLC staff.

Study Rooms

Study rooms are available by reservation at some LLC facilities.

Listening and viewing equipment may be available at some facilities upon request.

Food and Drink in the LLC

Protocol regarding food and drink in the LLC varies by location. Contact each location for details.

Services for Students with Disabilities

LLC staff and faculty make every effort to ensure students with disabilities have access to all LLC services and resources.

Adaptive technology stations and equipment are available in various locations throughout the Library/Learning Commons. Examples of available resources include: Zoom Text and Jaws software, “Merlin” (an image enlarger), Braille (available by contacting Services for Students with Disabilities), and Sorenson VRS (Video Relay Service).

Students with documented disabilities may discuss arrangements and procedures for using accommodative services and resources with the Office of Services for Students with Disabilities and LLC staff members.

Other reasonable accommodations and learning tools are available upon request.

Suspension or Revocation of LLC Access Privileges

Anyone violating policies or disrupting the academic environment of the LLC will be asked to leave the facility. The privilege of accessing the facility and using resources may be suspended or revoked due to unacceptable behavior or violation of College policies.

LLC Data Collection

Each campus and center collects data to measure the use of the resources and facilities available. While the data collection instruments vary, the information gathered may include: the number of tutoring sessions held; the number and type of workshops offered and the number of attendees; the number of library orientations held and the number of attendees; the number of classroom visits by LLC staff; the number and type of reference and circulation desk transactions; and headcounts in the facility at various times and locations.

Individuals using campus or center facilities and services may be asked for information related to their visit to assist in statistical reporting of LLC services provided to the College community.

Statistics are collected on use of virtual resources and services to gauge the appropriateness and accessibility of LLC resources offered to the College community.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Students and faculty are invited to complete surveys and assessments regarding engagement with LLC resources and services to ensure satisfaction and target outcomes are met for intended activities.

LLC Collection Development & Maintenance Plan

Purpose

The goal of the Library/Learning Commons (LLC) is to implement, enrich, and support the College's educational objectives in a manner consistent with the stated Philosophy, Mission Statement, and Institutional Goals by ensuring a rich, authoritative collection of library materials and resources.

Audience

The LLC is an instructional area open to faculty, staff, and students currently enrolled in a Florida State College at Jacksonville course for which academic support services are provided. The Nassau Center LLC operates under a memo of understanding as a joint use facility with Nassau County Public Library.

Responsibility

Responsibility for site-based collection management resides with the LLC's Library Services team at each campus and center. Members of the Library/Learning Commons Council Executive Committee request recommendations from LLC personnel to identify the collection of eResources and collegewide acquisitions.

General Guidelines for Selection

The selection of materials is a collaborative process. Any student, faculty, or staff member may recommend materials be added to the collection. Final selection of materials is made on the basis of reviews, recommendations, listings of notable books, and subject bibliographies. Librarians use both qualitative (faculty response) and quantitative (size, age, potential use, and cost) in the selection of materials.

Cooperative sharing of resources is considered in both selection and retention of materials.

The LLC does not purchase textbooks or access to electronic textbooks for the library collection.

Criteria for Selection

Materials are chosen based on the following criteria:

- Materials that are relevant to the college curriculum and strengthen the collection;
- Materials that meet high standards of quality in content and format;
- Materials that are current or have enduring value; and
- Materials that represent diverse viewpoints.

Deselection

Weeding is essential to collection management. Outdated, inaccurate, lost, damaged, duplicate, and seldom used materials will be considered for withdrawal.

Shared Collection and Cooperative Agreements

In addition to holding a robust shared collection of all FSCJ LLC locations, the LLC participates in reciprocal borrowing with academic libraries in Florida as outlined in the State University System of Florida and Community College System of Florida Library Borrowing Privileges Agreement. The LLC is also a member of the Florida Library Information Network for the purposes of reciprocal interlibrary loan privileges for member institutions.

Intellectual Freedom

The LLC pledges to uphold the principles of intellectual freedom as denoted in the American Library Association's Library Bill of Rights and Freedom to Read Statement.

Challenges/Reconsideration of Library Resources

Patrons may register a concern over library materials by filing a formal Request for Reconsideration of Library Resources (form available on the LLC website). The Library/Learning Commons Council Executive Committee coordinates the reconsideration procedures, reviews the challenge, and informs the patron of the Executive Committee's decision.

Acquisitions

Acquisitions processes are collaboratively managed by library services staff and faculty members at each campus and center, with guidance and assistance from Technical Services staff and members of the LLC Council Executive Committee.

A manual outlining site-specific LLC acquisitions processes is maintained for use by staff and faculty at each physical facility.

Faculty and staff are encouraged to submit requests for materials to support the College's curriculum and community. The LLC Materials Request Form is available on the LLC website.

Gifts to the LLC Library Collection

Holdings in the library collection may be supplemented by donation of materials from individuals or groups.

Gifts to the library collection will be evaluated using the same criteria as the selection of new materials outlined in the LLC Collection Development & Maintenance Plan.

The LLC does not accept instructor's editions of textbooks, review copies of textbooks, and other proofs, embargoed, or proprietary materials for the library collection. This includes material labeled Instructor's Edition, Annotated Instructor's Edition, Teacher's Manual, Review Copy, or Not For Sale.

The LLC reserves the right to dispose of gifts that do not support or enrich the library collection. The donor will be informed of this practice when the materials are received.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Materials become property of the College only after being catalogued and processed for integration into the permanent library collection.

The LLC issues no statement as to the value of the materials donated, yet an acknowledgement of the gift materials may be requested by the donor.

The FSCJ Foundation accepts noncash gifts, including materials for the library collection. For more information about Foundation policies or to secure a copy of the Donation Form for Non-Cash Gifts, contact the Foundation Offices.

LLC Course Reserves

A **Course Reserves** section is available in each LLC for faculty and staff to place items for in-library use by students, faculty, or staff. Simply complete a Course Reserves Request Form (available on the LLC website), noting these important details:

Library materials may be placed on Course Reserve for one term and will be returned to circulation at the end of term.

Personal items may be placed on Course Reserve for one term and will be returned to the requestor at the end of the term; the LLC is not responsible for loss or damage to personal items placed on Course Reserves.

The LLC will not accept instructor's editions of textbooks, review copies of textbooks, or other proofs, embargoed, or proprietary materials to be placed on Course Reserve; this includes material labeled Instructor's Edition, Annotated Instructor's Edition, Teacher's Manual, Review Copy, or Not For Sale.

The LLC does not purchase textbooks for Course Reserves.

Individuals placing items on Course Reserve accept responsibility for compliance with copyright laws.

American Library Association Library Bill of Rights

The College adheres to the tenets of the American Library Association Library Bill of Rights, available for review at <http://www.ala.org/advocacy/intfreedom/librarybill>.

Copyright

LLC personnel shall comply with all procedures pertaining to copyrights as established by College policy.

FSCJ Library/Learning Commons adheres to all provisions of U.S. Copyright Law (17 U.S.C.) and the Fair Use Section of U.S. Copyright Law (17 U.S.C. 107). Students, faculty, and staff must be mindful of the intellectual property rights accorded to the creator of items such as books, articles, music, drawings, digital media, videos, sound recordings, etc. The unauthorized use of such works may result in penalties.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Circulation of Library Materials

Library/Learning Commons materials are available to faculty, staff, currently enrolled Florida State College at Jacksonville students, retirees of FSCJ, and persons included in reciprocal borrowing agreements entered into by the College and other institutions. A valid FSCJ identification card (Essential Card) is required to borrow or “circulate” items and there are restrictions on some materials based upon the individual’s status with the institution.

Retirees of Florida State College at Jacksonville may request borrowing privileges for College-owned books, DVDs, audiobooks, and other physical circulating materials, and request items available via interlibrary loan. A valid FSCJ identification card (Essential Card) is required to request and borrow items.

While many library items circulate and may be taken from the library for use, there are restrictions on some materials by type and item. Staff will advise if an item has restrictions.

Book detection systems prevent the removal of LLC materials that have not been properly checked out.

Book drops are available on most campuses/centers for the return of materials.

A manual outlining site-specific circulation processes is maintained for use by staff and faculty at each physical facility.

Intralibrary and Interlibrary Loans

Intralibrary loan (borrowing and lending of college-owned library items from any FSCJ library) is a service provided to all FSCJ faculty, staff, retirees of FSCJ, and students currently enrolled in a Florida State College course for which learning support services are provided. FSCJ owned materials may be requested online for pick up at any LLC location. Assistance with this process is available upon request.

The College participates in standard **interlibrary** loan practices (borrowing and lending of items owned by other libraries) through agreements with regional, state, and national consortia. FSCJ faculty, staff, retirees of FSCJ, and students currently enrolled in a Florida State College at Jacksonville course for which learning support services are provided may request non-FSCJ owned materials be borrowed via FSCJ and picked up at any LLC location. Assistance with this process is available upon request.

Loan Periods and Renewals for Students (requires FSCJ Essential Card):

Check Out:

- Limit 10 books / 3 AV items
 - Books – 14 days
 - DVDs/VHS - 7 days

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

- Audiobooks – 14 days
- ILL – varies based on lending institution directives
- Periodicals – do not circulate

Returns:

- All materials must be returned by the end of each academic term or upon withdrawal from courses.
- Items not returned in a timely manner are declared “lost,” with library borrowing privileges blocked and a financial hold placed against the student’s College account until the item is returned, replaced, or the item’s replacement value is paid to the College.

Renewals:

- Renewals are allowed on checked out items if:
 - There are no other requests for the item.
 - The item is not overdue (overdue items require in-person renewal).
 - The renewal will not go beyond the end of the academic term.
- ILL renewals require approval from the lending institution.
- How to renew:
 - Online, log into Connections and choose Quick Links “Library/Learning Commons” to access student library account and renewal options.
 - By phone, provide student name and address.
 - At the campus/center, show Essential ID card.

Loan Periods and Renewals for Faculty & Staff (requires FSCJ Essential Card):

Check Out:

- Unlimited number of items
 - Books – 4 weeks
 - DVDs/VHS - 7 Days
 - Audiobooks – 14 days
 - ILL – varies based on lending institution directives
 - Periodicals – do not circulate
 - Equipment and materials specifically available to faculty and staff – inquire at each location for details

Returns:

- All materials must be returned by the end of each academic term or upon separation of employment.
- Items not returned in a timely manner are declared “lost,” with library borrowing privileges blocked until the item is returned, replaced, or the item’s replacement value is paid to the College.

Renewals:

- Renewals are allowed on checked out items if:
 - There are no other requests for the item.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

- The item is not overdue (overdue items require in-person renewal).
- The renewal will not go beyond the end of the academic term.
- ILL renewals require approval from the lending institution.
- How to renew:
 - Online, log into Artemis and choose College tab, then “Library/Learning Commons” to access employee library account and renewal options.
 - By phone, provide name and campus address.
 - At the campus/center, show Essential ID card.

Loan Periods and Renewals for Retirees of FSCJ (requires FSCJ Essential Card):

Check Out:

- Limit 10 books / 3 AV items
 - Books – 14 days
 - DVDs/VHS - 7 days
 - Audiobooks – 14 days
 - ILL – varies based on lending institution directives
 - Periodicals – do not circulate

Returns:

- All materials must be returned by the end of each academic term.
- Items not returned in a timely manner are declared “lost,” with library borrowing privileges blocked until the item is returned, replaced, or the item’s replacement value is paid to the College.

Renewals:

- Renewals are allowed on checked out items if:
 - There are no other requests for the item.
 - The item is not overdue (overdue items require in-person renewal).
 - The renewal will not go beyond the end of the academic term.
- ILL renewals require approval from the lending institution.
- How to renew:
 - Online, log into Connections and choose Quick Links “Library/Learning Commons” to library account and renewal options.
 - By phone, provide retiree name and address.
 - At the campus/center, show Essential ID card.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Lost Materials, Debt, & Account Holds Processes

1. Patrons are sent an initial email alert (generated from Kent Campus LLC) when any library item is due in three days.
2. Patrons are sent a second email alert (generated from Kent Campus LLC) once any library item has been declared overdue (one day past due date).
3. Patrons are sent a third email alert (generated from Kent Campus LLC) once any library item has been declared lost (30 days past the due date). Patrons are asked to return the item immediately to avoid further action.
4. Staff at each campus/center print a Lost Report of any items declared lost. Lost Reports are run on the first day of each month (for example, on November 1, the Lost Report will be run for items with a due date of August 1-31 and were declared lost September 1 - 30).

Lost Report Pull Calendar

Current Month	Run for Due Dates
January	October 1-31
February	November 1-30
March	December 1-31
April	January 1-31
May	February 1-28/9
June	March 1-31
July	April 1-30
August	May 1-31
September	June 1-30
October	July 1-31
November	August 1-31
December	September 1-30

5. Staff members then do a shelf check for items on the Lost Report.
6. If an item is not found on the shelf:
 - a. A Global Block is placed on the patron's account in Aleph (including a Global Note on the account indicating why the account is blocked), and
 - b. For student patrons, a **financial hold** is placed on the student's College account through the Business Office at the item's owning campus or center.
7. When a lost item is returned, replaced, or paid for:
 - a. ***If all lost items have been returned***, LLC staff clear the global block from the patron's Aleph record.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

- b. ***If the patron still has outstanding items***, the Global Block in Aleph remains in effect until the patron has returned, replaced, or paid for all lost items.
- c. ***If a student patron***, LLC staff notify the Business Office at the campus or center where the lost item was returned to remove the financial hold for the specific amount assigned to the item the student returned (as there may be more than one financial hold on the student's account).
- d. ***If the lost item returned is owned by another campus***, the owning campus should be notified of the removed financial hold by emailing the contact below (if applicable), and the item returned via standard courier processes.

Cecil	Patrick Bertram
Downtown	Jennifer Grey
Kent	Julie Miller
Nassau	NassauLLC@fscj.edu
North	NorthLLC@fscj.edu
Open/Deerwood	Trina McCowan
South	Anthony Harmon & Peggi Patrick

Value of Items / Default Values

The value of items in the LLC collection is added to the catalog record of the item at the time of purchase.

Gift items added to the collection are assigned a value based on the replacement amount of the item researched at the time of cataloging.

The following “default values” for library items have been provided to FLVC by the LLC Council Executive Committee and become the amount used for the placing of financial holds for lost items if no value has been assigned to an item in the library management system (this is not a comprehensive list of all item types):

Book Loan	\$48
Reference Book	\$52
Audiobook	\$32
DVD	\$100
Software	\$32

Orientation Programs & Library Instruction

Library instruction is provided in many formats, both for individual students and for classes/groups. Presentations may be tailored for specific subject areas, and instructors from all disciplines are encouraged to request customized instruction for their classes. Methods of instruction include lecture/demonstration, use of audio-visual materials, computerized adaptive instruction, and individual instruction. Contact any LLC Reference Desk for more information.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Faculty librarians have developed a collegewide standard curriculum, per se, for library orientation sessions. The following represents the model available for use at each LLC:

Library Orientation Curriculum (draft August 2013 rev. Feb 2014):

1. Demonstrate student online access to Library/Learning Commons resources
 - a. Online Catalog
 - i. **Searching techniques for the following:**
 1. Subject headings
 2. Boolean operators: AND, OR, NOT
 - ii. **Books**
 1. Requesting books from other locations (Interlibrary and Intralibrary loans)
 2. Details and description of material
 3. Access: Location, Call Number, Collection, Availability
 - iii. **eBooks**
 1. Access
 2. Navigation
 - iv. **Articles**
 1. Access
 2. Navigation
 3. Citation information
 - v. **Audio-visual materials**
 1. Identify format
 2. Physical or virtual access
2. Demonstrate student access to other Library/Learning Commons resources
 - a. Website evaluation
 - b. Citation guides
 - c. Ask a Librarian service
 - d. Locations and hours
3. Demonstrate student physical access to Library/Learning Commons resources (in-house tour)
 - a. Sign-in stations (if applicable)
 - b. Circulating Collection: Print
 - c. Reference Collection: Print (if separate)
 - d. Audio-visual materials
 - e. Periodicals: Print, in-house collection, back issues
 - f. Course Reserves
 - i. By instructor/course at Library Service desks
 - ii. In-house or limited loan period
 - g. Special Collections
 - h. Facilities: copier, printer, computers, study rooms, lab areas, service desks
 - i. Essential ID required*
*copying, printing, check out, reserves, study rooms.
4. Introduce Instructional support for Library/Learning Commons
 - a. Reference Librarian
 - b. Learning Center/Commons staff
5. Provide contact information for administrative support for Library/Learning Commons
6. Feedback via Library Orientation Student Survey

Tutoring Services

Each Learning Center/Commons of the LLC provides students with multi-modal instructional assistance designed to foster learning. These Learning Center/Commons services include tutoring in subjects such as math, English, science, computer skills, foreign languages, and are provided by degreed staff members and peer tutors. Ongoing subject content and tutoring skills training are provided for staff and tutors at each site. Below is a list of some of the many resources and services provided in the Learning Center/Commons:

- Qualified, service-oriented full and part-time staff members with degrees and/or specializations in areas such as math, science, English, foreign languages, and computer science;
- Information desks where students, faculty, and staff receive direction in addition to being able to check out and reserve materials and items;
- Academic computer labs (both Windows and Macintosh platforms) with staff to assist students;
- Foreign language labs with tutoring and study areas, as well as computer classrooms with specialized tutorial software for foreign language courses;
- Writing labs with tutoring and study areas, as well as computer classrooms with specialized tutorial software for reading, writing, and grammar;
- Accounting and business labs with tutoring and study areas;
- Math labs with tutoring and study areas and specialized software for specific math courses;
- Science labs with tutoring and study areas, anatomical models, other manipulatives, and specialized tutorial software for nursing, chemistry, physiology, anatomy, biology, and other science courses;
- Adaptive technology such as Sorensen, Merlin, Kurzweil, and more;
- Whiteboards and resources for study groups and classes;
- Handouts and subject-specific materials by discipline; and
- Workshops and podcasts in a variety of disciplines and study skills.

Learning Center/Commons administrators constantly review student utilization of academic support services, tracked by time and use databases, entrance gate counters, and tutoring logs at physical facilities. This information is used in tandem with course schedules to plan for staffing and provision of resources in a manner that adequately meets demands from students and faculty.

Academic tutoring labs are designed to assist currently enrolled Florida State College at Jacksonville students seeking subject-specific support.

Tutors may assist students with a variety of course-related tasks, with the exception of graded assignments or tests.

FSCJ LIBRARY/LEARNING COMMONS HANDBOOK

Virtual Tutoring Services

In addition to on-site tutoring services, virtual tutoring labs are available with Smarthinking services available for a variety of disciplines.

Access information is available on the LLC website and in Blackboard.

Responsibility for LLC Property and Control

The Associate Dean/Lead of the LLC or site designee is the accountable custodian for College property contained in the Library/Learning Commons.

Maintenance and Repair of Equipment

The Associate Dean/Lead of the LLC or site designee is the responsible party for ensuring the maintenance and repair of equipment in the Library/Learning Commons.

Authorization for Purchase of Materials

The Associate Dean/Lead of the LLC or site designee is the responsible party for assuring the purchase of appropriate, adequate, and accessible materials for the Library/Learning Commons.

LLC Documents and Forms

A repository of official LLC documents and forms is available in the LLC Council Blackboard Community.

These documents include the LLC Council and LLC Council Executive Committee meeting agendas and minutes.