



COLLEGE OF THE NORTH ATLANTIC

OPERATIONAL PROCEDURE

TOPIC: LIBRARY – CIRCULATION OF MATERIALS

Procedure No.	SS-212-PR	Division	Student Services
Supersedes	n/a	Board Policy Ref.	n/a
Related Policy	SS-212	Effective Date:	November 4, 2016 (R3)

PROCEDURE

1.0 Definitions

Audio-Visual Hardware	Items such as overhead projectors, televisions, video cassette recorders, LCD projectors, digital cameras, and other electronic media.
Circulation Services	Those services involved with: circulating materials held by the libraries of College of the North Atlantic; placing holds on items in circulation; and borrowing or lending items through intercampus or interlibrary loan.
College Community	Current students enrolled in a course or courses offered or sponsored by College of the North Atlantic, current employees of the College, and alumni of the College.
College ID	A unique identifier for members of the College Community. For current students and alumni, the College ID is their student number. For current employees, the College ID is their employee number.
General Collection	Items in the collection of a campus library that are on the regular shelves, circulate for two weeks with possible renewals, and are, when in circulation, holdable.

General Public	Registered users of a College library who are not members of the College Community.
Hold	A request by a registered user of a library that a General Collection item currently on loan be placed on hold for them when the item is returned.
Hold Priority	The priority ranking of the Holds placed on a General Collection item in circulation. Priority levels are as follows: members of the College Community at the owning library are at First Priority; members of the College Community at another library are at Second Priority; members of the General Public at the owning library are a Third Priority; and members of the General Public at another library are at Fourth Priority. Within each priority level, Holds are ranked according to date, with those placed first given precedence over those made later.
Intercampus Loan	A loan from one College of the North Atlantic campus library to another.
Interlibrary Loan	A loan to or from a library outside College of the North Atlantic.
Monographs	A publication (such as a book or one volume of a set of books) that is complete in itself or is part of a collection of items that is (or will be) complete in itself.
Periodical	A publication (such as a newspaper, magazine, or journal) issued in successive parts (such as issues, volumes, etc.).
Reference Materials	Items that are normally non-circulating (such as directories, dictionaries, codes, encyclopedias, periodical indices, almanacs, and the like) and that are kept in the reference section or another designated area.
Reserve	Items on restricted loan, usually for a temporary period of time as set by the instructors and/or the Library Services staff.
Vertical Files	File folders (also referred to as Information Files or Pamphlet Files) containing information in loose leaf format (e.g. pamphlets, articles, clippings) on a variety of topics and arranged alphabetically by topic.

2.0 User Information

A borrower's intellectual freedom and right to privacy is recognized and honoured. All borrower information is confidential; this is in accordance with the College's Policy SS-206 – Student Records.

In order to register for circulation services, a user must provide the following information: name, local address, home address, and telephone numbers. Members of the College community should also provide their College ID numbers and, where appropriate, the College programs in which they are enrolled. Members of the general public should provide photo identification.

3.0 General Collection

Circulation of Items in the General Collection

- 3.1 Items in the General Collection may be borrowed for a two-week period. A loan may be renewed, providing no person with a Hold Priority has placed a hold on the item. In order to renew a loan, the borrower should, where practical, bring the item to the library.
- 3.2 Except under special circumstances, there is no limit to the number of items a person may borrow.
- 3.3 All circulated items are subject to recall. Any item in high demand may be recalled and placed on Reserve. If an item is recalled, the borrower will be contacted and requested to return the item as soon as possible.

4.0 Non Circulating Items

The following items do not normally circulate outside the library:

- Newspapers
- Reference Materials
- Vertical Files

5.0 Adult Basic Education Textbooks

Policies for the circulation of these items will be determined in consultation with the Adult Basic Education Personnel at each campus.

6.0 Periodicals

Back issues of periodicals (except newspapers) can circulate for one week. The circulation rules for current issues will be determined by each library.

7.0 Audio-Visual Hardware

Circulation of AV hardware under the care of the Library will be determined in consultation with campus management.

8.0 Reserve Items

- A. At the request of an instructor an item from a library collection or an item supplied by the instructor will be placed on Reserve.
- B. Library Services staff may also decide because of anticipated use or other considerations to place items from their library collection on Reserve.
- C. Limits may be placed on the number of reserve items that may be borrowed at one time.
- D. The loan periods for Reserve items will be set by Library Services staff in consultation with any instructors concerned.

9.0 Holds

A registered user may request that a hold be placed on a General Collection item that is currently in circulation. Upon the return of the item, Library Services staff will notify the person who requested the hold and it will be held for a maximum of three days.

- A. If there is more than one hold on a returned item, the person with the higher or highest Hold Priority will be notified first. If that person declines to checkout the item, then the next person in terms of hold priority will be notified. This process will continue until all the holds on an item have been exhausted.
- B. A borrower cannot renew an item with holds unless that borrower has Hold Priority over all the persons having holds on that item.
- C. A person cannot place a hold on an item that he or she has currently borrowed.
- D. Holds cannot be placed on items that are not currently in circulation.
- E. Holds cannot be placed on reserved items.

10.0 Overdue Items

- a. All borrowed items should be returned by the date indicated and in the same condition as when borrowed.
- b. When a borrower has an overdue item, all borrowing privileges will be suspended until the item has been returned, renewed, replaced, or paid for.
- c. When a borrower has one or more overdue items, he or she will be sent a written notice. This notice will indicate that the overdue items should be returned or renewed immediately and that borrowing privileges will be suspended until restitution is made.
- d. If overdue materials are not returned, renewed, replaced, or paid for within one week of the date of this first notice, the borrower will be sent a second written notice. This notice will indicate that all borrowing privileges will remain suspended and that transcripts, certificates, and diplomas will be withheld until restitution is made. This notice will also indicate that, unless restitution is made within two weeks, the borrower will be billed by the College for the replacement cost.
- e. If restitution is not made within two weeks of the date of the second notice, the borrower will be sent a delinquent notice. This notice will state that, according to College policy, the borrower will be billed by the College for the replacement cost. The notice will also indicate that the borrower's transcripts, certificates, diplomas will be withheld and that he or she will not be permitted to register for future courses at College of the North Atlantic until restitution is made.
- f. After sending the delinquent notice, the lending library will forward an invoice request to the accounting office and will also inform the Campus Administration office. A notification will be placed in the person's file and will not be removed until restitution is made. Delinquent borrowers will be denied transcripts, certificates, and diplomas and will not be permitted to register for courses at any campus of College of the North Atlantic until all overdue materials have been returned, renewed, replaced, or paid for.
- g. Any funds received from payments for replacement materials will be handled in accordance with directives from the Division of Finance and Administration.
- h. Fines will not be levied for overdue materials.

11.0 Intercampus/Interlibrary Loans

A. Initiated by College of the North Atlantic Libraries:

- All registered users may request materials through intercampus/interlibrary loan.
- All costs incurred from requests needed for College of the North Atlantic courses will be absorbed by the requestor's library. Persons requesting materials that are not course-related will be responsible for any charges incurred.
- Since interlibrary loan charges vary, Library Services staff may use discretion in limiting the number of items requested.
- Photocopies or digitized versions of documents obtained through intercampus or interlibrary loan are, unless otherwise indicated by the lender, the property of the requesting library.

B. Requested from College of the North Atlantic Libraries

Articles from periodicals or reference materials and essays, chapters, or sections from monographs:

- The owning library will, where permitted by the Canadian Copyright Act, make a photocopy or digitized version of the requested document and, depending upon the media, mail, fax, or email it to the requestor.
- Such photocopies or digitized versions of documents remain, unless otherwise indicated, the property of the requestor.
- Requests for such documents will be sent by electronic mail.

11.0 General Collection and Other Items

A. General Collection items will be loaned free of charge for two weeks from the date of receipt by the requesting library with possible renewals.

B. In the case of intercampus loans, the requesting library may, on request to the lender, receive a longer loan period than the two weeks specified in 10.0 E but the loan to a borrower at the requesting library should not exceed the two-week loan period specified in 10.0 E.

C. Whether items outside the General Collection will be made available through intercampus/interlibrary loan and for what loan periods will be

determined by the owning library. In making this determination, however, the owner will strive to be as flexible as possible, in particular for intercampus requests.

- D. Intercampus and interlibrary loans are subject to immediate recall.
- E. Procedures for Overdue Items outlined in Section 10.0 will apply, but an allowance will be made for reasonable in-transit time.
- F. Any restrictions on the loans will be dictated by the lending library.
- G. Requests for loans will be sent by electronic mail.

Approval History	
Approved by President	June 14, 1999
Reviewed	September 12, 2007
Revision 1	September 16, 2008
Revision 2	July 29, 2013
Revision 3	November 4, 2016