



# COLLEGE OF THE NORTH ATLANTIC

## OPERATIONAL PROCEDURE

### TOPIC: LIBRARY SERVICES – CIRCULATION

<b>Procedure No.</b>	SS-212-PR	<b>Division</b>	Student Services
<b>Supersedes</b>	n/a	<b>Board Policy Ref.</b>	n/a
<b>Related Policy</b>	SS-212	<b>Effective Date:</b>	July 13, 2023 (R5)

## PROCEDURE

### 1.0 Definitions

Archival Fonds	A group of documents of historical significance that share the same origin.
Circulation Services	Those services involved with: circulating materials held by a CNA library learning commons; placing holds on items that are checked out; and borrowing or lending items through intercampus or interlibrary loan.
CNA ID	A unique identifier (i.e., number) for current students, current employees, and alumni. For current students and alumni, the CNA ID is their student number. For current employees, the CNA ID is their employee number.
Delinquent Borrower	A borrower who has received three notices for overdue materials and has not returned, renewed, replaced, or paid for all overdue items.
E-Book	A book that has been published in a digital format (e.g., EPUB, PDF, etc.) and can be read via a computer or mobile device.
Equipment	Items such as LCD projectors, digital cameras, tablets, laptops, and other electronic devices.

General Collection	Items in the collection of a CNA library learning commons that are on the regular shelves, circulate for two weeks with possible renewals, and are, when checked out, holdable.
General Public	Registered users of a CNA library learning commons who are not current students, current employees, or alumni.
Hold	A request by a registered user of a CNA library learning commons that a checked out item be put on hold for them when the item is returned.
Hold Priority	The priority ranking of the holds placed on a checked out item. Priority levels are as follows: current students and employees at the owning library learning commons are at First Priority; current students and employees at another library learning commons are at Second Priority; alumni and the general public at the owning library learning commons are at Third Priority; and alumni and the general public at another CNA library learning commons 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 CNA library learning commons to another.
Interlibrary Loan	A loan to or from a library outside CNA.
Monograph	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.).
Program Resources	Materials that are the property of a CNA program or programs and are deposited in the campus library learning commons for circulation to the students enrolled in that program or programs.
Reassigned Items	Items that have been reassigned, either temporarily or permanently, from a CNA library learning commons to an employee.
Reference Materials	Items that are normally non-circulating (such as directories, dictionaries, codes, encyclopedias, almanacs,

and the like) and that are kept in the reference section or another designated area.

Relocated Items	Items that have been moved, either temporarily or permanently, from a CNA library learning commons to an outside location, such as a classroom or office.
Reserve	The area or areas in a CNA library learning commons where reserve items are kept.
Reserve Items	Items placed on restricted loan, usually for a temporary period of time, at the request of CNA instructors or at the discretion of 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

- 2.1 All user information is considered confidential in accordance with CNA's Policy SS-206 – Student Records.

The right to privacy and intellectual freedom of all users of circulation services, furthermore, is recognized and honoured in accordance with the American Library Association's Library Bill of Rights, first adopted June 19, 1939, and last amended January 29, 2019, as stated herein:

- I. *Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.*
- II. *Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.*
- III. *Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.*

- IV. *Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.*
- V. *A person's right to use a library should not be denied or abridged because of origin, age, background, or views.*
- VI. *Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.*
- VII. *All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.*

2.2 In order to register for circulation services, a user must provide the following information: name, local address, home address, telephone numbers, and email addresses. Current students, current employees, and alumni should also provide their CNA ID and, for current students, the CNA programs in which they are enrolled. Members of the general public should provide photo identification.

### **3.0 Circulation of Items**

#### **3.1 General Provisions**

- 3.1.1 All circulated items are subject to recall. Recalled items must be returned as soon as possible. Recalled items that are not returned in a timely manner will become overdue (See Section 5.3).
- 3.1.2 A checked out item may be renewed, providing no person with a higher hold priority than the current borrower has placed a hold on the item.
- 3.1.3 There are no limits on the number of regularly circulating items that a borrower may check out; but Library Services staff may, when deemed necessary, place restrictions on the number of items that a borrower may check out at one time.
- 3.1.4 Library Services staff may determine at checkout that a regularly circulating item should be circulated as a reserve item.

3.2 Items in the General Collection

3.2.1 Items in the general collection may be checked out for a two-week period with possible renewals.

3.3 Items Outside the General Collection

3.3.1 The following items do not normally circulate outside a CNA library learning commons:

- Archival Fonds
- Newspapers
- Reference Materials
- Vertical Files

3.3.2 Periodicals

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

3.3.3 E-Books

The circulation of e-books will depend on licensing and platform restrictions. Where possible, loan periods will be set to match those of their respective print versions (i.e., general collection, reference materials, or reserve items).

3.3.4 Equipment

The circulation of equipment purchased by a CNA library learning commons will be determined by Library Services staff. The circulation of equipment provided to a library learning commons will be determined by Library Services staff in consultation with campus administration.

3.3.5 Other Items

Items outside the general collection not included in Sections 3.3.1 – 3.3.4 that need to circulate will do so as reserve items with loan periods determined by the owning library learning commons.

**4.0 Relocated and Reassigned Items**

4.1 Procedures for the relocation and reassignment of items held by a CNA library learning commons will be established by Library Services staff in consultation, where necessary, with campus administration and any

instructors concerned. The relocation and reassignment of fixed assets will be done in accordance with Policy CS-306.

## **5.0 Reserve Items**

- 5.1 At the request of an instructor an item from the collection of a CNA library learning commons or an item supplied by the instructor will be placed on reserve.
- 5.2 Library Services staff may also decide because of anticipated use or other considerations to place items from their collection on reserve.
- 5.3 Limits may be placed on the number of reserve items that a borrower may check out at one time.
- 5.4 Program resources will be circulated as reserves.
- 5.5 The loan periods for reserve items will be set by Library Services staff in consultation with any instructors or instructional coordinators concerned.

## **6.0 Holds**

- 6.1 A registered user may request that a hold be placed on an item that is currently checked out. 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.
- 6.2 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 check out 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.
- 6.3 A borrower cannot renew an item with holds unless that borrower has hold priority over all the persons having holds on that item.
- 6.4 A person that has currently borrowed an item cannot place a hold on that same item.
- 6.5 Holds cannot be placed on items that are not currently checked out.
- 6.6 Holds cannot be placed on reserve items or interlibrary loans.

## **7.0 Lost, Damaged, Overdue or Non-Returned Items**

- 7.1 General Provisions

- 7.1.1 All checked out items should be returned by the date indicated and in the same condition as when checked out.
  - 7.1.2 Library Services staff may decide, in consultation with their campus administration, to remove a lost, damaged, or non-returned item from the library catalogue.
  - 7.1.3 Borrowers will be billed for the replacement costs of items that are not removed from the library catalogue. Any funds received by a CNA library learning commons for the replacement costs for lost, damaged, or non-returned items will be handled in accordance with directives from the Division of Finance and Administration.
- 7.2 Lost or Damaged Items
- 7.2.1 Borrowers who lose or damage a checked out item may be billed by CNA for replacement costs or they may be permitted to provide an acceptable replacement subject to the determination of the lending library learning commons.
  - 7.2.2 The lending library learning commons may suspend all borrowing privileges until lost or damaged items are replaced or paid for.
- 7.3 Overdue Items
- 7.3.1 When a borrower has an overdue item, all borrowing privileges may be suspended until the item has been returned, renewed, replaced, or paid for, or the item is removed from the library catalogue. Fines will not be levied for overdue items. Overdue notices will not be sent for any overdue items that have been removed from the library catalogue by the lending library learning commons.
  - 7.3.2 Three overdue notices may be sent to borrowers as follows:
    - 7.3.2.1 First Notice: When a borrower has one or more overdue items, the borrower will be sent a written notice. This notice will indicate that the overdue items should be returned or renewed immediately and that borrowing privileges may be suspended until restitution is made.
    - 7.3.2.2 Second Notice: 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 be suspended. This notice will also indicate that, unless

restitution is made within two weeks, the borrower will be billed by CNA for the replacement cost and that transcripts, certificates, and diplomas will be withheld.

- 7.3.2.3 Third Notice: If restitution is not made within two weeks of the date of the second notice, the borrower will be sent a third, delinquent notice. This notice will state that, according to the CNA policy, the borrower will be billed by CNA for the replacement cost. The notice will also indicate that the borrower's transcripts, certificates, diplomas will be withheld and that the borrower will not be permitted to register for future courses at CNA until restitution is made.

The suggested text for these three notices is included as an appendix.

- 7.3.3 After sending the delinquent notice and determining that one or more non-returned items will not be removed from the library catalogue, the lending library learning commons will forward an invoice request to Finance and Administration for replacement costs and will also inform the campus administration office. A notice will be added to the account of the delinquent borrower. The borrower will be denied transcripts, certificates, and diplomas and will not be permitted to register for any CNA courses until restitution has been made and any other outstanding balances have been paid.

## **8.0 Intercampus/Interlibrary Loans**

### **8.1 Initiated by a CNA library learning commons:**

8.1.1 All registered users may request materials through intercampus/interlibrary loan.

8.1.2 All costs incurred from requests needed for CNA courses will be absorbed by the requestor's library learning commons. Persons requesting materials that are not course-related will be responsible for any charges incurred.

8.1.3 Notwithstanding 8.1.2, the following restrictions may apply:

- Since interlibrary loan charges can be considerable, Library Services staff may use discretion in limiting what can specifically be requested and the number of items requested.
- The requestor's library learning commons will not absorb the costs for an interlibrary loan to obtain a textbook required for a



CNA course. The requestor, furthermore, will need to pay the projected costs for such a loan prior to Library Services staff submitting the request to the lending library.

- 8.1.4 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.
  - 8.1.5 The lending library specifies the conditions under which an interlibrary loan can be provided to the requestor and when that loan must be returned to the lending library.
  - 8.1.6 Unless otherwise specified by the lender or not possible owing to the lender's return due date, the library learning commons will check out an interlibrary loan item to the requestor for two-weeks with possible renewals. These items are subject to recall.
  - 8.1.7 Notwithstanding Section 7.0, the replacement policy of the lending library will apply to items on interlibrary loan that are lost, damaged, overdue or non-returned.
- 8.2 Requested from a CNA library learning commons:
- 8.2.1 Articles from periodicals or reference materials and essays, chapters, or sections from monographs:
    - 8.2.1.1 Requests for such documents will be sent by electronic mail.
    - 8.2.1.2 The owning library will, where permitted by the Canadian Copyright Act, make a photocopy or digitized version of the requested document and, mail, fax, or email it to the requestor.
    - 8.2.1.3 Such photocopies or digitized versions of documents remain, unless otherwise indicated, the property of the requestor.
  - 8.2.2 General Collection and Other Items
    - 8.2.2.1 Requests for loans will be sent by electronic mail.
    - 8.2.2.2 General collection items will be loaned free of charge for four weeks from the date of receipt by the requesting library learning commons with possible renewals.

- 8.2.2.3 In the case of intercampus loans, the requesting library learning commons may, on request to the lender, receive a longer loan period than the four weeks specified in Section 8.2.2.2 above; but the loan to a borrower at the requesting library learning commons should not exceed the two-week loan period for general collection items specified in Section 3.2.1 above.
- 8.2.2.4 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 learning commons. In making this determination, however, the owner will strive to be as flexible as possible, in particular for intercampus requests.
- 8.2.2.5 Intercampus and interlibrary loans are subject to immediate recall.
- 8.2.2.6 Procedures for overdue items outlined in Section 7.3 will apply, but an allowance will be made for reasonable in-transit time.
- 8.2.2.7 Any restrictions on the loans will be dictated by the lending library learning commons.

Approval History	
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