

# CIRCULATION SERVICES POLICY



Approved by the SJR  
State Board of  
Trustees on June 20,  
2018

**ST. JOHNS RIVER STATE COLLEGE  
LIBRARY SERVICES  
CIRCULATION SERVICES POLICY**  
Updated 2/2018

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## **THE SJR STATE LIBRARY'S CIRCULATION SERVICES POLICY**

This set of policies, referred to collectively as the *Circulation Services Policy*, define and ensure the equal application of privileges, responsibilities, and levels of access to the services and collections at the three campus locations of the St. Johns River State College Library. The SJR State Library is an [equal opportunity/equal access institution](#).

The SJR State Library provides various levels of circulation services, including access to digital materials, to a variety of user types. Additionally, each user type has varying requirements for eligibility which are defined herein. Variances in access to digital materials by user type are a result of state and vendor contractual agreements. Variances in circulation privileges by user type are a result of institutional borrowing agreements and policies. Policies regarding documents required for library transactions, privacy, and security apply equally to all user types.

This policy will be reviewed by library faculty and staff annually. Any proposed changes in policy will be submitted to College's Learning Resources Committee and, lastly, to the Board of Trustees for approval before implementation.

## **ELIGIBILITY FOR LIBRARY SERVICES BY USER TYPE**

### [SJR State Students, on-campus Dual-Enrolled Students, and Adult Education Students](#)

Automatically eligible for library services. Enrollment status may be confirmed by library staff by checking in the library's integrated library system (ILS) or Banner. Privileges will be suspended if Library or College policies are violated. Student library privileges expire at the end of the semester.

### [Current SJR State Administrators, Board of Trustees Members, Faculty, Adjuncts, Full-time College Employees, and Part-time Employees](#)

Automatically eligible for library services. Library staff may confirm one's status in the ILS or with Human Resources. Library privileges end upon termination of employment or term of service.

### [Emeritus and Retired SJR State Administrators, Faculty, and Full-time College Employees](#)

Automatically eligible for library services. Library staff may confirm one's status in the ILS or with Human Resources.

### [SJR State off-campus Dual-Enrolled Students or Collegiate High School Students](#)

Must have enrollment verified before receiving library services. Library staff may confirm a student's enrollment status with SJR State's Office of Dual Enrollment and College Access. An additional tape load of student data may be required before off-campus/high school site dual-enrolled or Collegiate High School students can access the SJR State Library's digital resources. Privileges will be suspended if Library or College policies are violated. Student library privileges expire at the end of the semester.

### [SJR State Continuing Education Students](#)

A current registration receipt should be provided to receive access to select library services. If

the applicant cannot provide a receipt or cannot retrieve a receipt online, library staff will contact the appropriate office to confirm enrollment. Privileges will be suspended if Library or College policies are violated. Student library privileges expire at the end of the semester.

#### [Other Florida State College or University \(FCS or SUS\) Students](#)

Eligible for library services as defined by [The State University System of Florida and the Community College System of Florida Library Borrowing Privileges Agreement](#) if the student is in good standing at his/her home institution's library. To confirm eligibility for library services at SJR State, the student must present a current photo ID from his/her home institution and be eligible for library services at that institution. Library staff will confirm the student's current good standing in the student's institution's ILS. Privileges will be suspended if Library or College policies are violated. Student library privileges expire at the end of the semester.

#### [Residents of Putnam, Clay, or St. Johns County](#)

Residents 18 years of age or older may apply for limited SJR State Library services. Applicants must present a valid Florida driver's license or Florida photo ID with a signature as well as a "Declaration of Domicile" or a utility invoice with home address that is within the College's service area. Applicants must be in good standing at all SJR State Campus Libraries. If an applicant has a delinquent SJR State Library account, the community patron's application will be denied. Patrons under the age of eighteen are welcome to visit the Library but must be constantly accompanied and supervised by an adult. The SJR State Library is a higher education facility and may contain material not appropriate for all ages. Privileges will be suspended if Library or College policies are violated. Community patron access is granted for three years and may be reapplied for at the end of that time.

### **DOCUMENTS REQUIRED FOR LIBRARY TRANSACTIONS**

The SJR State Library does not have a unique library card. To validate a borrower's privileges and identity when checking out materials, a patron must present a current SJR State student ID or a government issued photo ID that displays a signature.

Cards used to validate a patron's ID are not transferable. Disabled patrons may request a proxy for circulation services by signing the proxy agreement (Appendix A) that is available at each Campus Library's circulation desk.

To access digital resources and/or library computers, a MySJRstate username and password is required. As stated in College policy, MySJRstate usernames and passwords are not transferrable and may never be shared.

### **PATRON PRIVACY**

All Library registration records and circulation transactions are protected as confidential information under the State of Florida's [Confidentiality of Library Records Law](#). Furthermore, the SJR State Library supports the America Library Association's [Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#). Information about an individual's circulation transactions and library use will only be released as required by law.

## **NOTICE OF THE USE OF SECURITY DEVICES**

Each Campus Library protects its physical materials through the use of electronic security devices that are standards in the field. Items that are not checked-out properly set off an alarm. If a patron is found tampering with library security devices, security and Student Affairs (if appropriate) will be alerted and library privileges will be revoked.

Security cameras are in use throughout the library and computer labs. Circulation transactions are not recorded by security cameras. One's presence in the library, including areas of the collection a patron browses or retrieves items from, remains protected under state and federal patron privacy laws. Security footage will not be used as proof or denial that a user checked out or returned an item from the library.

## **SERVICES FOR PATRONS WITH DISABILITIES**

The SJR State Library is an equal access/equal opportunity institution, providing services, resources, and facilities in compliance with the Americans with Disabilities Act. Each SJR State Campus Library was audited successfully for ADA compliance by representatives of the State of Florida's Office of Civil Rights in 2014 (the last time an audit of the libraries was conducted by the State). Library staff are vigilant in their efforts to maintain ADA compliance. Users should not hesitate to report issues or ask for assistance.

Staff is available to assist patrons search for materials in the catalog, use online resources, retrieve material from shelves, and make photocopies or scans. Patrons wishing to designate a proxy to check-out items on his/her behalf may do so by signing the proxy agreement (Appendix A) that is available at each Campus Library's circulation desk.

Each Campus Library houses various assistive technology devices provided and maintained by the Counseling Department. Students with special needs that are not being met should contact the campus Counseling Department or visit the Counseling Department's [\*Services for Students with Disabilities web page\*](#) for more information:

## **CIRCULATION POLICIES APPLIED TO EACH USER TYPE**

## Summary of Borrowing and Access Privileges

Patron Type	NUMBER OF ITEMS ONE CAN HAVE CHECKED-OUT PER LOAN PERIOD OR ACCESS PER TERM								
	Books Loan varies	Periodicals 3 day loan	Ebooks Loan Varies	Articles from SJR State Libraries' database subscriptions	Streaming Video	Reserves Loan varies	DVDs 7 day loan	CDs 21 day loan	AV Equipment Loan varies
Current SJR State Students Includes Dual Enrolled, Collegiate High School & Adult Education	Unlimited	In-library use only	Unlimited	Unlimited	Unlimited	Unlimited	3 titles	5	In-library use only
Current FCS or SUS Students	Unlimited	In-library use only	0	0	0	0	0	0	In-library use only
Current SJR State Faculty, Administrators, Trustees, Staff	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	3 titles	5	Available for on-campus loan
Emeritus and Retired Faculty, Administrators, Staff	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	3 titles	5	Available for on-campus loan
Current SJR State Adjunct Faculty & Part-time Employees	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	3 titles	5	Available for on-campus loan
Community Patrons or Continuing Education Students	3	In-library use only	0	0	0	0	0	0	0

**CURRENT SJR STATE STUDENT**  
**includes Dual-Enrolled, Collegiate High School and Adult Education Students**  
ALEPH Classification 01: SJR STATE Student

**PRIVILEGES**

**DIGITAL CONTENT ACCESS**

Access is automatically granted with class registration. Digital content includes databases, ebooks, and streaming video. Digital content is accessed via the Library page in [MySJRstate](#). Students also have access to the online resources available to all Florida residents at the [Florida Electronic Library](#), however many are already incorporated into the SJR State Library’s offerings.

**COMPUTING PRIVILEGES**

Currently registered students may use computers in the library and computer lab during the current semester by logging in with a MySJRstate username and password. Students must adhere to the College’s computing policies.

**BORROWING PRIVILEGES**

SJR State Students can borrow materials from any SJR State Campus Library. Items will be delivered free to any SJR State Campus Library within two days.

MATERIAL	CHECK-OUT or ACCESS LIMIT	LOAN PERIOD
<b>PRINT MATERIAL</b>		
Books	Unlimited	21 days
Periodicals	Library use only	n/a
<b>DIGITAL CONTENT</b>		
Articles	Unlimited	n/a
Ebooks	Unlimited	Varies by vendor
Streaming video	Unlimited	n/a
DVDs	3 titles	7 days
CDs	5	21 days
A/V EQUIPMENT	Library use only	n/a
INTER-LIBRARY LOANS	6 – unlimited, see ILL section	Varies by lender
RESERVE ITEMS	Unlimited	Varies*

\*The loan periods for Reserve items is determined by the instructor or department that owns the item.

**RENEWALS OF SJR STATE LIBRARY MATERIAL**

SJR State Library books, DVDs, and CDs may be renewed unless a hold has been placed on the material by another borrower. Students may renew materials in-person, by phone, or online via the “My Account” feature in the catalog. Overdue items cannot be renewed online or by phone – they must be brought back to the Library and may be checked out again if no one has placed a hold on the item.

**INTER-LIBRARY LOAN (ILL) SERVICES**

Students may request items from other libraries via ILL. The Campus Library will obtain and return the item on the student’s behalf at no cost to the student. There are two ways to get an ILL – the statewide catalog or the nationwide OCLC system. Students may request and check-out an unlimited number of ILLs placed through the Florida



College System catalog – i.e., books from state or community colleges. Students may place the request themselves online or ask a librarian for assistance using the system.

If an item isn't available in the Florida College System catalog, students may request up to nine (9) items in the nationwide OCLC system. Six (6) OCLC ILLs may be checked out at one time. Exceptions may be made as deemed necessary by the Public Services or Campus Librarian. Ask a librarian to request an ILL via OCLC.

For all inter-library loans, loan periods and renewal policies are set by the lending libraries and will vary by item. A request for renewal must be made four days prior to the due date set by the lending library. The lending library has the right to grant or deny a renewal. Ask a library services staff person or librarian for help renewing ILLs.

### RECIPROCAL BORROWING PRIVILEGES

SJR State students may visit all of Florida's community college, state college, and state university system libraries and check-out items directly without requesting said items via inter-library loan. However, the student is responsible for returning the borrowed items directly to the library from which the items were borrowed.

### OVERDUE, DAMAGED, OR LOST MATERIAL

#### MATERIALS FROM THE SJR STATE LIBRARY'S CIRCULATING COLLECTION

The Circulating Collection includes books, DVDs, and CDs. No fines are charged for materials from the SJR State Circulating Collection for slightly overdue materials. However, once an item is 6 weeks overdue, the student knows the item is lost, or the student returns an item that is damaged, the student will be billed by the College for each item and have "holds" placed on transcripts, registration, grades, and graduation with the College's Records Office. The student will be billed the replacement cost of the item (the price paid by the College or, if unknown, the full price stated on Amazon). Borrowing privileges, including ILL, will be suspended immediately. The student then has three options:

1. Return each item undamaged. When all items are returned undamaged, holds will be lifted, billed costs will be zeroed out, and borrowing privileges will be restored.
2. Replace the item with an exact copy. The item must be *new and undamaged*; the replacement copy may be refused based upon condition or edition at the discretion of the Circulation Manager, a librarian, or the Dean of Library Services. For books, the edition must be the same or newer and, ideally, the binding should be the same type as the item that was borrowed (it is understood that a hardcover book often becomes available solely in paperback after its initial printing). If the item is returned or replaced within two weeks, "holds" will be lifted, billed costs will be zeroed out, and borrowing privileges will be restored.
3. Pay the amount billed by the College for each item. Once all items are paid for, holds will be lifted, payment will be reflected on the student's College record, and borrowing privileges will be restored. If items are returned up to two academic terms after payment, the replacement costs will be refunded.

Materials that are returned damaged will not be accepted for a refund. Note: Billed items may negatively affect a student's financial aid balance.

Students are notified by letter and email when holds are placed and items are billed. The letter includes the options listed above as well as the amount billed. A sample letter is provided in Appendix B.

#### MATERIALS FROM THE RESERVE COLLECTION

Most materials in the Reserve Collection are items owned by faculty or departments, not the Library. No fines are charged for materials from the SJR State Reserve Collection for slightly overdue materials. Note: The privacy protections do not extend to items borrowed from the Reserve Collection when they were placed on reserve by faculty members because the items are borrowed from that person, not the Library. Therefore, delinquent reserve materials which are 3-5 days overdue will result in a call to the student's home. Once the item is 7-10 days overdue the instructor will be notified. If the item is not returned within the next week, "holds" of transcripts, registration, grades, and graduation with the College's Records Office. Borrowing privileges, including ILL, will be suspended immediately. The Campus Library will speak with the owner of the item to determine if s/he will accept the student buying a replacement in lieu of the student paying the billed amount to the College for a replacement or being billed since some items may not be procurable for replacement by students.

If a reserve item leaves the building when it is in-library use, it will immediately be considered stolen which will result in "holds" of transcripts, registration, grades, and graduation with the College's Records Office. The student will be billed by the College for the replacement cost of the item which may negatively affect the student's financial aid balance. Borrowing privileges, including ILL, will be revoked immediately. The owner of the item (the instructor or department head) will be notified.

#### INTER-LIBRARY LOANS

Fines may be charged at the lending library's discretion and are the student's responsibility. Bills will be provided by the lending institution. SJR State will pay the bill and recoup the cost from the student. Failure to repay the cost or return inter-library loans will result in "holds" of transcripts, registration, grades, and graduation with the College's Records Office. Borrowing privileges, including ILL, will be suspended immediately.

#### CLAIMS RETURNED REPORT

When a patron claims that s/he has returned material to the Library which has been declared overdue by the ILS, a *Claims Returned Report* may be filed by the patron at the circulation desk (Appendix C). Upon submission, the patron is notified that the Library will instigate a full search for the missing material. The Campus Library that owns the item will search its collection first. If the item is not found, each Campus Library will be asked to search their collections for the item. This entire search process will occur within one (1) month.

While the search is taking place, the student will retain full borrowing privileges. The student's Library record will be noted that the overdue block should be overridden until the search for the item is complete. No holds will be placed on said student's record.

If the material is found, the student will be notified and the student's Library record will

be changed to reflect the return of the item(s). If the item is still missing, the item will be treated as lost by the student and handled in accordance with the OVERDUE, DAMAGED, OR LOST MATERIAL policy.

**OTHER FLORIDA COLLEGE SYSTEM or STATE UNIVERSITY SYSTEM  
STUDENTS**

ALEPH Classification 02: Non-SJR State Student

**PRIVILEGES**

**DIGITAL CONTENT ACCESS**

Currently registered students in the Florida College System (FCS) or State University System (SUS) have access to online databases that are subscribed to by their institution or FLVC that are available through their home institution's portal. FCS and SUS students also have access to the online resources available to all Florida residents at the [Florida Electronic Library](#). FCS and SUS students cannot access digital content subscribed to by SJR State due to contractual restrictions nor can they access MySJRstate.

**COMPUTING PRIVILEGES**

None. FCS and SUS students must use the computer facilities at his/her home institution. Local students may use the computers at the public library. Stations with online catalog access are available at each Campus Library so any patron may search the physical collection for resources.

**RECIPROCAL BORROWING PRIVILEGES**

SJR State accepts student library cards from all of FCS or SUS libraries, thereby allowing students to check out items directly from SJR State without requesting the item(s) via inter-library loan.

**BORROWING PRIVILEGES**

MATERIAL	CHECK-OUT or ACCESS LIMIT	LOAN PERIOD
PRINT MATERIAL		
Books	Unlimited	21 days
Periodicals	Library use only	n/a
DIGITAL CONTENT	No access, see above	n/a
DVDs	0	n/a
CDs	0	n/a
A/V EQUIPMENT	Library use only	n/a
INTER-LIBRARY LOANS	0, see ILL section	Varies by lender
RESERVE ITEMS	Unlimited	Varies*

\*The loan periods for Reserve items is determined by the instructor or department that owns the item.

**RENEWALS OF SJR STATE LIBRARY MATERIAL**

SJR State Library books, DVDs, and CDs may be renewed unless a hold has been placed on the material by another borrower. Students may renew materials in-person or by phone. Overdue items cannot be renewed by phone – they must be brought back to the Library and may be checked out again if no one has placed a hold on the items.

## INTER-LIBRARY LOAN (ILL) SERVICES

Inter-Library Loans must be arranged at the student's home institution.

## OVERDUE, DAMAGED, OR LOST MATERIAL

### MATERIALS FROM THE SJR STATE LIBRARY'S CIRCULATING COLLECTION

No fines are charged for materials from the SJR State Library's Circulating Collection for slightly overdue materials. However, once an item is 6 weeks overdue, the student knows the item is lost, or the student returns an item that is damaged, the FCS or SUS student will be billed by the SJR State for each item (the price paid by SJR State or, if unknown, the full price stated on Amazon). SJR State Library Borrowing privileges will be suspended immediately. A "hold" may be placed on the student's records by the home institution. The student may return or pay for the item to have the holds lifted and privileges restored or the student may replace the item with an exact copy. The replacement item must be new and undamaged; the replacement item may be refused based upon condition or edition at the discretion of the Circulation Manager, a librarian, or the Dean of Library Services. For books, the edition must be the same or newer and, ideally, the binding should be the same type as the item that was borrowed (it is understood that a hardcover book often becomes available solely in paperback after its initial printing).

SJR State Library borrowing privileges will remain suspended until each item is returned, replaced, or paid for. The SJR State Campus Library Circulation Manager will notify the FCS or SUS student's home library when each item is returned, replaced, or paid for so the student's records may be cleared accordingly.

### MATERIALS FROM THE RESERVE COLLECTION

Most materials in the Reserve Collection are items owned by faculty or departments, not the Library. No fines are charged for materials from the SJR State Reserve Collection for slightly overdue materials. Delinquent reserve materials which are 3-5 days overdue will result in a call to the student's home. Once the item is 7-10 days overdue the instructor will be notified. Note: The privacy protections do not extend to items borrowed from the Reserve Collection when they were placed on reserve by faculty members because the items are borrowed from that person, not the Library. If the item is not returned within the next week, "holds" of transcripts, registration, grades, and graduation with the home institution's Records Office. Borrowing privileges will be suspended immediately. The Campus Library will speak with the owner of the item to determine if s/he will accept the student buying a replacement or in lieu of the student paying the billed amount to the College for a replacement since some items may not be procurable by students.

If a Reserve item leaves the building when it is in-library use, it will immediately be considered stolen which will result in "holds" of transcripts, registration, grades, and graduation with the home institution's Records Office. The student will be billed by the College for the replacement cost of the item. Borrowing privileges will be revoked immediately. The owner of the item (the instructor or department head) will be notified.

## INTER-LIBRARY LOANS

FCS and SUS students procure ILLs from the home institution's library and must adhere to its policy. Any fines or holds will be administered by the home institution library.

## CLAIMS RETURNED REPORT

When a patron claims that s/he has returned material to the Library which has been declared overdue by the ILS, a *Claims Returned Report* may be filed by the patron at the circulation desk (Appendix C). Upon submission, the patron is notified that the Library will instigate a full search for the missing material. The Campus Library that owns the item will search its collection first. If the item is not found, each Campus Library will be asked to search their collections for the item. This entire search process will occur within one (1) month.

While the search is taking place, the student will retain full borrowing privileges. The student's Library record will be noted that the overdue block should be overridden until the search for the item is complete. No holds will be placed on said student's record.

If the material is found, the student will be notified and the student's Library record will be changed to reflect the return of the item(s). If the item is still missing, the item will be treated as lost by the student and handled in accordance with the OVERDUE, DAMAGED, OR LOST MATERIAL policy.

**CURRENT SJR STATE ADMINISTRATORS, BOARD OF TRUSTEES  
MEMBERS, FACULTY, AND FULL-TIME EMPLOYEES**

ALEPH Classification 20: SJR State Faculty

OR

ALEPH Classification 30: SJR State Staff

**PRIVILEGES**

**DIGITAL CONTENT ACCESS**

Access is automatically granted upon hiring or appointment. Digital content includes databases, ebooks, and streaming video. Digital content is accessed via the Library page in [MySJRstate](#). Patrons also have access to the online resources available to all Florida residents at the [Florida Electronic Library](#), however many are already incorporated into the SJR State Library’s offerings.

**COMPUTING PRIVILEGES**

Current administrators, trustees, faculty, and employees may use computers in the library and computer lab at any time by logging in with a MySJRstate username and password. All users must adhere to the College’s computing policies.

**BORROWING PRIVILEGES**

SJR State administrators, trustees, faculty, and employees can borrow materials from any SJR State Campus Library. Items will be delivered free to any SJR State Campus Library within two days.

MATERIAL	CHECK-OUT or ACCESS LIMIT	LOAN PERIOD
<b>PRINT MATERIAL</b>		
Books	Unlimited	End of term
Periodicals	Unlimited	3 days
<b>DIGITAL CONTENT</b>		
Articles	Unlimited	n/a
Ebooks	Unlimited	Varies by vendor
Streaming video	Unlimited	n/a
DVDs	3 titles	7 days
CDs	5	21 days
A/V EQUIPMENT	On-campus loan permitted	Varies by item
INTER-LIBRARY LOANS	See ILL section	Varies by lender
RESERVE ITEMS	Unlimited	Varies*

\*The loan periods for Reserve items is determined by the instructor or department that owns the item.

**RENEWALS OF SJR STATE LIBRARY MATERIAL**

SJR State Library books, DVDs, and CDs may be renewed unless a hold has been placed on the material by another borrower. Current administrators, trustees, faculty, and employees may renew materials in-person, by phone, or online via the “My Account” feature in the catalog. Overdue items cannot be renewed by phone or online – they must be brought back to the Library and may be checked out again if no one has placed a hold on the items.

## INTER-LIBRARY LOAN (ILL) SERVICES

Current administrators, trustees, faculty, and employees may request items from other libraries via ILL. The Campus Library will obtain and return the item on the patron's behalf at no cost to the patron. There are two ways to get an ILL – the statewide catalog or the nationwide OCLC system. Patrons may request and check-out an unlimited number of ILLs placed through the Florida College System catalog – ie, books from state or community colleges. Patrons may place the request themselves online or ask a librarian for assistance using the system.

If an item isn't available in the Florida College System catalog, patrons may request up to nine (9) items in the nationwide OCLC system. Six (6) OCLC ILLs may be checked out at one time. Exceptions may be made as deemed necessary by the Public Services Librarian, Campus Librarian, or Dean of Library Services. Ask a librarian to request an ILL via OCLC for you.

For all inter-library loans, loan periods and renewal policies are set by the lending libraries and will vary by item. A request for renewal must be made four days prior to the due date set by the lending library. The lending library has the right to grant or deny a renewal. Ask a library services staff person or librarian for help renewing ILLs.

## RECIPROCAL BORROWING PRIVILEGES

Current administrators, trustees, faculty, and employees may visit all of Florida's community college, state college, and state university system libraries and check-out items directly without requesting said items via inter-library loan. However, the patron is responsible for returning the borrowed items directly to the library from which the items were borrowed.

## OVERDUE, DAMAGED, OR LOST MATERIAL

### MATERIALS FROM THE SJR STATE LIBRARY'S CIRCULATING COLLECTION

The Circulating Collection includes books, DVDs, and CDs. No fines are charged for materials from the SJR State Circulating Collection for overdue materials.

Lost materials should be reported to the circulation desk as soon as possible. The patron is responsible for paying the replacement cost of each lost item (the price paid by SJR State or, if unknown, the full price stated on Amazon) or replacing the item with an exact copy. The replacement item must be *new and undamaged*; the replacement copy may be refused based upon condition or edition at the discretion of the Circulation Manager, a librarian, or the Dean of Library Services. For books, the edition must be the same or newer and, ideally, the binding should be the same type as the item that was borrowed (it is understood that a hardcover book often becomes available solely in paperback after its initial printing). If an item is paid for and later returned undamaged, a refund will be issued.

## CLAIMS RETURNED REPORT

When a patron claims that s/he has returned material to the Library which has been declared overdue by the ILS, a *Claims Returned Report* may be filed by the patron at the circulation desk (Appendix C). Upon submission, the patron is notified that the Library will



instigate a full search for the missing material. The Campus Library that owns the item will search its collection first. If the item is not found, each Campus Library will be asked to search their collections for the item. This entire search process will occur within one (1) month.

While the search is taking place, the patron will retain full borrowing privileges. The patron's Library record will be noted that the overdue block should be overridden until the search for the item is complete.

If the material is found, the patron will be notified and the patron's Library record will be changed to reflect the return of the item(s). If the item is still missing, the item will be treated as lost by the patron and handled in accordance with the OVERDUE, DAMAGED, OR LOST MATERIAL policy.

#### MATERIAL INVENTORY

All checked-out material must be returned to your local Campus Library for the semester inventory. Current administrators, trustees, faculty, and employees may then check-out materials again after presenting the items to the Circulation Manager.

## **EMERITUS AND RETIRED SJR STATE ADMINISTRATORS, FACULTY, and FULL-TIME STAFF**

ALEPH Classification 20: SJR State Faculty or  
ALEPH Classification 30: SJR State Staff

### PRIVILEGES

#### DIGITAL CONTENT ACCESS

Access is automatically granted. Digital content includes databases, ebooks, and streaming video. Digital content is accessed via the Library page in [MySJRstate](#). Patrons also have access to the online resources available to all Florida residents at the [Florida Electronic Library](#), however many are already incorporated into the SJR State Library's offerings.

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Emeritus and retired SJR State administrators, faculty, and full-time staff may use computers in the library and computer lab at any time by logging in with a MySJRstate username and password. All users must adhere to the College's computing policies.

#### BORROWING PRIVILEGES

Emeritus and retired SJR State administrators, faculty, and full-time staff can borrow materials from any SJR State Campus Library. Items will be delivered free to any SJR State Campus Library within two days.

MATERIAL	CHECK-OUT or ACCESS LIMIT	LOAN PERIOD
PRINT MATERIAL		
Books	Unlimited	End of term
Periodicals	Unlimited	3 days
DIGITAL CONTENT		
Articles	Unlimited	n/a
Ebooks	Unlimited	Varies by vendor
Streaming video	Unlimited	n/a
DVDs	3 titles	7 days
CDs	5	21 days
A/V EQUIPMENT	In-library use	Varies by item
INTER-LIBRARY LOANS	See ILL section	Varies by lender
RESERVE ITEMS	Unlimited	Varies*

\*The loan periods for Reserve items is determined by the instructor or department that owns the item.

#### RENEWALS OF SJR STATE LIBRARY MATERIAL

SJR State Library books, DVDs, and CDs may be renewed unless a hold has been placed on the material by another borrower. Emeritus and retired SJR State administrators, faculty, and full-time staff may renew materials in-person, by phone, or online via the "My Account" feature in the catalog. Overdue items cannot be renewed by phone or online – they must be brought back to the Library and may be checked out again if no one has placed a hold on the items.

## INTER-LIBRARY LOAN (ILL) SERVICES

Emeritus and retired SJR State administrators, faculty, and full-time staff may request items from other libraries via ILL. The Campus Library will obtain and return the item on the patron's behalf at no cost to the patron. There are two ways to get an ILL – the statewide catalog or the nationwide OCLC system. Patrons may request and check-out an unlimited number of ILLs placed through the Florida College System catalog – ie, books from state or community colleges. Patrons may place the request themselves online or ask a librarian for assistance using the system.

If an item isn't available in the Florida College System catalog, patrons may request up to nine (9) items in the nationwide OCLC system. Six (6) OCLC ILLs may be checked out at one time. Exceptions may be made as deemed necessary by the Public Services Librarian, Campus Librarian, or Dean of Library Services. Ask a librarian to request an ILL via OCLC for you.

For all inter-library loans, loan periods and renewal policies are set by the lending libraries and will vary by item. A request for renewal must be made four days prior to the due date set by the lending library. The lending library has the right to grant or deny a renewal. Ask a library services staff person or librarian for help renewing ILLs.

## OVERDUE, DAMAGED, OR LOST MATERIAL

### MATERIALS FROM THE SJR STATE LIBRARY'S CIRCULATING COLLECTION

The Circulating Collection includes books, DVDs, and CDs. No fines are charged for materials from the SJR State Circulating Collection for overdue materials.

Lost materials should be reported to the circulation desk as soon as possible. The patron is responsible for paying the replacement cost of each lost item (the price paid by SJR State or, if unknown, the full price stated on Amazon) or replacing the item with an exact copy. The replacement item must be *new and undamaged*; the replacement copy may be refused based upon condition or edition at the discretion of the Circulation Manager, a librarian, or the Dean of Library Services. For books, the edition must be the same or newer and, ideally, the binding should be the same type as the item that was borrowed (it is understood that a hardcover book often becomes available solely in paperback after its initial printing). If an item is paid for and later returned undamaged, a refund will be issued.

## CLAIMS RETURNED REPORT

When a patron claims that s/he has returned material to the Library which has been declared overdue by the ILS, a *Claims Returned Report* may be filed by the patron at the circulation desk (Appendix C). Upon submission, the patron is notified that the Library will instigate a full search for the missing material. The Campus Library that owns the item will search its collection first. If the item is not found, each Campus Library will be asked to search their collections for the item. This entire search process will occur within one (1) month.

While the search is taking place, the patron will retain full borrowing privileges. The patron's Library record will be noted that the overdue block should be overridden until the search for the item is complete.

If the material is found, the patron will be notified and the patron's Library record will be

changed to reflect the return of the item(s). If the item is still missing, the item will be treated as lost by the patron and handled in accordance with the OVERDUE, DAMAGED, OR LOST MATERIAL policy.

#### MATERIAL INVENTORY

All checked-out material must be returned to your local Campus Library for the semester inventory. Patrons may then check-out materials again after presenting the items to the Circulation Manager.

## CURRENT SJR STATE ADJUNCT FACULTY AND PART-TIME EMPLOYEES

ALEPH Classification 22: SJR State Adjunct

### PRIVILEGES

#### DIGITAL CONTENT ACCESS

Access is granted upon hiring and expires at the end of the semester. Digital content includes databases, ebooks, and streaming video. Digital content is accessed via the Library page in [MySJRstate](#). Patrons also have access to the online resources available to all Florida residents at the [Florida Electronic Library](#), however many are already incorporated into the SJR State Library's offerings.

#### COMPUTING PRIVILEGES

Current adjunct faculty and part-time staff may use computers in the library and computer lab during the current semester by logging in with a MySJRstate username and password. All users must adhere to the College's computing policies.

#### BORROWING PRIVILEGES

Current adjunct faculty and part-time staff can borrow materials from any SJR State Campus Library. Items will be delivered free to any SJR State Campus Library within two days.

MATERIAL	CHECK-OUT or ACCESS LIMIT	LOAN PERIOD
<hr/>		
PRINT MATERIAL		
Books	Unlimited	End of term
Periodicals	Unlimited	3 days
DIGITAL CONTENT		
Articles	Unlimited	n/a
Ebooks	Unlimited	Varies by vendor
Streaming video	Unlimited	n/a
DVDs	3 titles	7 days
CDs	5	21 days
A/V EQUIPMENT	On-campus loan permitted	Varies by item
INTER-LIBRARY LOANS	See ILL section	Varies by lender
RESERVE ITEMS	Unlimited	Varies*

\*The loan periods for Reserve items is determined by the instructor or department that owns the item.

#### RENEWALS OF SJR STATE LIBRARY MATERIAL

SJR State Library books, DVDs, and CDs may be renewed unless a hold has been placed on the material by another borrower. Current adjunct faculty or part-time employees hired for the next semester may renew materials in-person, by phone, or online via the "My Account" feature in the catalog. Overdue items cannot be renewed by phone or online – they must be brought back to the Library and may be checked out again if no one has placed a hold on the items.

#### INTER-LIBRARY LOAN (ILL) SERVICES

Current adjunct faculty and part-time employees may request items from other libraries via ILL. The Campus Library will obtain and return the item on the patron's behalf at no cost to the patron. There are two ways to get an ILL – the statewide catalog or the nationwide OCLC system. Patrons may request and check-out an unlimited number of ILLs placed through the Florida College System catalog – i.e., books from state or community colleges. Patrons may place the request themselves online or ask a librarian for assistance using the system.

If an item isn't available in the Florida College System catalog, patrons may request up to nine (9) items in the nationwide OCLC system. Six (6) OCLC ILLs may be checked out at one time. Exceptions may be made as deemed necessary by the Public Services Librarian, Campus Librarian, or Dean of Library Services. Ask a librarian to request an ILL via OCLC for you.

For all inter-library loans, loan periods and renewal policies are set by the lending libraries and will vary by item. A request for renewal must be made four days prior to the due date set by the lending library. The lending library has the right to grant or deny a renewal. Ask a library services staff person or librarian for help renewing ILLs.

## OVERDUE, DAMAGED, OR LOST MATERIAL

### MATERIALS FROM THE SJR STATE LIBRARY'S CIRCULATING COLLECTION

The Circulating Collection includes books, DVDs, and CDs. No fines are charged for materials from the SJR State Circulating Collection for overdue materials. All checked-out materials must be returned at the end of the semester for which the adjunct or part-time employee was employed.

Lost materials should be reported to the circulation desk as soon as possible. Please note, material that goes unreturned is considered lost by the library after 6 weeks of the item's due date. The patron is responsible for paying the replacement cost of each lost item (the price paid by SJR State or, if unknown, the full price stated on Amazon) or replacing the item with an exact copy. The replacement item must be *new and undamaged*; the replacement copy may be refused based upon condition or edition at the discretion of the Circulation Manager, a librarian, or the Dean of Library Services. For books, the edition must be the same or newer and, ideally, the binding should be the same type as the item that was borrowed (it is understood that a hardcover book often becomes available solely in paperback after its initial printing). If an item is paid for and later returned undamaged, a refund will be issued.

## CLAIMS RETURNED REPORT

When a patron claims that s/he has returned material to the Library which has been declared overdue by the ILS, a *Claims Returned Report* may be filed by the patron at the Circulation Desk (Appendix C). Upon submission, the patron is notified that the Library will instigate a full search for the missing material. The Campus Library that owns the item will search its collection first. If the item is not found, each Campus Library will be asked to search their collections for the item. This entire search process will occur within one (1) month.

While the search is taking place, the patron will retain full borrowing privileges. The student's Library record will be noted that the overdue block should be overridden until the

search for the item is complete.

If the material is found, the patron will be notified and the patron's Library record will be changed to reflect the return of the item(s). If the item is still missing, the item will be treated as lost by the patron and handled in accordance with the OVERDUE, DAMAGED, OR LOST MATERIAL policy.

#### MATERIAL INVENTORY

All checked-out material must be returned to your local Campus Library for the semester inventory. Adjuncts and part-time employees who have been hired for the next semester may then check-out materials again after presenting the items to the Circulation Manager.

## COMMUNITY PATRONS and CONTINUING EDUCATION STUDENTS

ALEPH Classification 40: Community Patrons

### PRIVILEGES

#### DIGITAL CONTENT ACCESS

Due to contractual restrictions, these patrons cannot access SJR State's digital content. These patrons have access to the online resources available to all Florida residents at the [Florida Electronic Library](#).

#### COMPUTING PRIVILEGES

None. Computing facilities are available at each county's public library. Stations with online catalog access are available at each Campus Library so any patron may search the physical collection for resources.

#### BORROWING PRIVILEGES

Community patrons or continuing education students can borrow materials from any SJR State Campus Library. Items will be delivered free to any SJR State Campus Library within two days.

MATERIAL	CHECK-OUT or ACCESS LIMIT	LOAN PERIOD
PRINT MATERIAL		
Books	3 books	21 days
Periodicals	Library use only	n/a
DIGITAL CONTENT	No access, see above	n/a
DVDs	0	n/a
CDs	0	n/a
A/V EQUIPMENT	Library use only	n/a
INTER-LIBRARY LOANS	0 See ILL section	Varies by lender
RESERVE ITEMS	0	n/a

\*The loan periods for Reserve items is determined by the instructor or department that owns the item.

#### RENEWALS OF SJR STATE LIBRARY MATERIAL

SJR State Library books, DVDs, and CDs may be renewed unless a hold has been placed on the material by another borrower. Patrons may renew materials in-person, or by phone. Overdue items cannot be renewed by phone – they must be brought back to the Library and may be checked out again if no one has placed a hold on the items.

#### INTER-LIBRARY LOAN (ILL) SERVICES

Inter-Library Loans must be arranged at the patron's local public library.

### OVERDUE, DAMAGED, OR LOST MATERIAL

#### MATERIALS FROM THE SJR STATE LIBRARIES' CIRCULATING COLLECTION

No fines are charged for materials from the SJR State Circulating Collection for slightly overdue materials. However, once an item is 6 weeks overdue, the patron knows the item is lost, or the patron returns an item that is damaged, the patron will be billed by



SJR State for each item (the price paid by SJR State or, if unknown, the full price stated on Amazon). SJR State Library borrowing privileges will be suspended immediately. SJR State Library borrowing privileges will remain suspended until all each item is returned undamaged, replaced, or paid for.

In lieu of payment, patrons may replace each item with an exact copy. The replacement item must be *new and undamaged*; the replacement copy may be refused based upon condition or edition at the discretion of the Circulation Manager, a librarian, or the Dean of Library Services. For books, the edition must be the same or newer and, ideally, the binding should be the same type as the item that was borrowed (it is understood that a hardcover book often becomes available solely in paperback after its initial printing).

#### CLAIMS RETURNED REPORT

When a patron claims that s/he has returned material to the Library which has been declared overdue by the ILS, a *Claims Returned Report* may be filed by the patron at the circulation desk (Appendix C). Upon submission, the patron is notified that the Library will instigate a full search for the missing material. The Campus Library that owns the item will search its collection first. If the item is not found, each Campus Library will be asked to search their collections for the item. This entire search process will occur within one (1) month.

While the search is taking place, the patron will retain full borrowing privileges. The patron's Library record will be noted that the overdue block should be overridden until the search for the item is complete.

If the material is found, the patron will be notified and the patron's Library record will be changed to reflect the return of the item(s). If the item is still missing, the item will be treated as lost by the patron and handled in accordance with the OVERDUE, DAMAGED, OR LOST MATERIAL policy.

## APPENDICES

**APPENDIX A: Proxy agreement wording**

**PROXY AGREEMENT FOR CIRCULATION SERVICES  
FOR PATRONS WITH DISABILITIES**

I, \_\_\_\_\_, hereby permit  
Patron's name, printed

, \_\_\_\_\_, to check-out items  
Proxy's name, printed

from the St. Johns River State College Library on my behalf for the current term. I understand that I am responsible for any item checked-out on my behalf by my proxy and will be held to the Circulation Services Policy as stated for my borrower type, including the billing of lost, damaged, or overdue material.

I further understand that this agreement is limited to the check-out of SJR State Library items only. My proxy may not log-in to any College computer using my username and password nor access MySJRstate using my username and password as stated in SJR State policy.

\_\_\_\_\_  
Patron's signature

\_\_\_\_\_  
Date

## APPENDIX B: Sample Letter for Lost, Overdue, or Damaged Material

September 30, 2013

Olivia Overdue  
123 Seashell Dr  
St. Augustine, FL 32011

Dear Ms. Overdue:

The overdue library materials we previously contacted you about have not been returned. As a result, we have placed a hold on your SJR State College records and your library borrowing privileges have been suspended.

If you cannot locate the overdue library materials, you may:

1. Return the materials to any of the St. Johns River State College campus libraries (St. Augustine, Orange Park, or Palatka).
2. Pay a replacement fee of \$cost in order to have the hold lifted and your library privileges restored. Unresolved replacement fees are subject to collection agency referral.
3. Replace the item with an exact copy. The item must be new and undamaged; the replacement copy may be refused based upon condition or edition at the discretion of the Circulation Manager, a Librarian, or the Dean of Library Services.

When you return, replace, or pay for the overdue items we will lift the hold on your records and restore your library privileges.

If you have any questions, please contact me at 904-808-7483. I will be happy to assist you in resolving this matter.

Sincerely,

NAME  
Circulation Manager  
\_\_\_\_ Campus Library

**APPENDIX C: Claims Returned Report**

**CLAIMS RETURNED REPORT**

**Student Information:**

**Name:**

**Date:**

**Address:**

**Phone:** (    )

**Material Information:**

**Call #:**

**Barcode:**

**Title:**

**Original Due Date:**

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

---

**STAFF USE ONLY**

NOTES:

Date of inventory: \_\_\_\_\_

Staff Initials:

Result of inventory:

\_\_\_\_\_ Material was found and student was notified.

\_\_\_\_\_ Material was not found and student was billed.

Date of bill: \_\_\_\_\_