



---

## Library Public Services Policy

Policy No.:	LIB-200
Category:	Public Services
Approving Body:	BCIT Library Planning Team
Executive Division:	Student Services
Department Responsible:	Library
Current Approved Date:	May 21, 2013

---

### Policy Statement

The BCIT Library provides information resources, study and research space, and equipment to students, faculty and staff, and extramural patrons to support education, research and operations.

### Purpose of Policy

The purpose of this policy is to describe Library services related to:

- Categories of borrowers
- Borrowing information resources and equipment
- Using library space for study, research, and group work

This policy also explains the responsibilities for borrowers.

---

**Table of Contents**

Policy Statement	1
Purpose of Policy	1
Application of this Policy	2
Related Documents and Legislation	2
Borrowers	2
Loan Periods	5
Overdue Fines	5
Requests and Recalls	6
Privacy of Library Records	6
Media Materials	7
Equipment Loans	7
Intercampus Loans	7
Use of Library Space	8
Room Bookings and Reservations	8
Temporary Internet Access – RESNET’s	9
Lockers	9
ehPOD	9
Copyright	9
Procedures Associated With This Policy	10
Forms Associated With This Policy	10
Amendment History	10
Scheduled Review Date	10

**Application of this Policy**

Students, Employees, Retirees, Community Borrowers

**Related Documents and Legislation**

BCIT Policies:

3501, Acceptable Use of Information Technology  
 6700, Freedom of Information and Protection of Privacy  
 7506, Copyright Compliance

Legislation:

Canada Copyright Act  
 BC Freedom of Information and Protection of Privacy

**Borrowers**

---

## 1. Categories of Borrowers

### a. Full and Part-Time Students

Library access privileges are available to all registered BCIT students and run throughout the length of their course(s). Bridging of full-time students and extension of part-time students are done on a course-by-course basis. Students are eligible to borrow material up to 4 weeks prior to the start of their classes with verification of registration.

### b. Distance Education Students

Distance Services will be offered to students who are registered as Distance Education students at BCIT.

### c. Affiliated BCIT Students

Special BCIT affiliated programs as approved by the Library will be eligible to receive Library services. Requests must be made by the appropriate BCIT School/Department under which the affiliation exists. Access to Library resources is available throughout the duration of their course.

### d. BC Post Secondary Students

Current Students in good standing of other publicly funded BC Post Secondary Institutions are eligible to borrow material from BCIT. Students must present their student card from their host institution along with proof of enrollment. Verification of enrollment and standing may delay processing of an application. Students will have the same access rights as extramural community borrowers. Students are welcome to access electronic databases at any Campus Library.

### e. BCIT Alumni

Students graduating from BCIT are eligible to purchase a BCIT Alumni Card for \$35 (valid for 5 years) that includes one year of free Library access. Subsequent years of library access cost \$16 per year. Alumni privileges include the loan of up to 5 items per time from the circulating collection. Alumni Students are welcome to access electronic databases at any Campus Library.

### f. BCIT Faculty, Staff, and Board of Governors

All BCIT Employees and Board of Governors members have full access to the Library Circulating collection and all electronic databases during their duration of employment. Employee status will be verified via the Banner Registration system, Human Resources department, or applicable department head. Library accounts will be valid until August 31 of each year and will be renewed upon the continued employment of the employee. Terminated employees Library access will end on their last day of employment. New faculty and faculty between terms are still eligible for Library services. Please contact the service desk to have your account verified and activated.

### g. Retired BCIT Faculty and Staff

Library borrowing privileges granted to qualifying retirees will be those presently extended to faculty, including Interlibrary Loan privileges. This includes the loan of circulating materials for periods as laid out in the current policy, with the exception of media where restrictions may apply. Due to licensing agreements electronic databases are only available remotely to current staff and students. Retirees are welcome to access electronic databases at any Campus Library.

h. Affiliated Employees

Upon request and verification, Library privileges presently extended to faculty will be extended to affiliated BCIT employees as defined by the Library. BCIT ID Contractor cards are needed to borrow material. Library accounts are valid for one year and expire on August 31 of each year or the end of employment whichever is closer.

i. Community Borrowers

Members of the public may purchase an extramural Library card for an annual fee of \$52, entitling them to borrow up to five items from the circulating collection. Due to licensing agreements electronic databases are only available remotely to current staff and students. Community Borrowers are welcome to access electronic databases at any Campus Library.

2. Responsibilities of Borrowers

a. Library Cards

For students, faculty, staff, and contractors your Library card is the BCIT ID card. Community Borrowers will be issued an extramural Library Card.

All cards are non transferable and borrowers are responsible for all use and material charged out on the card. Lost or stolen cards should be reported immediately to the Services Desk of the Library and to BCIT Safety and Security. Replacement cost for an extramural Library card is \$11 and should be obtained from the Library Service Desk. Replacement cost for BCIT Student ID cards is \$11 and those cards should be obtained from BCIT Safety and Security

b. Library Materials

Borrowers may borrow up to 25 items at one time (except as noted in Borrowers above), of which 5 items can be from the media collection. Borrowers are responsible for all materials and equipment charged out on their card. This responsibility includes proper care and control of items in their possession, and return of materials on or before their due date or established recall date in the event of holds. Unusual circumstances, which prevent the return of Library materials on time, will be considered individually on a case by case merit basis and may be referred to the Public Services Supervisor or Operations Manager for adjudication.

## Loan Periods

Material Type	Explanation	Loan Period		Number of Renewals	Fines		Holds
		Students	Faculty / Staff		Fine per day/hour	Max Fine	
General Collection	Most books, and general resource materials	2 weeks	4 weeks	5	\$0.50 / day	\$20	Yes
Reserve Material	Reserve collection of high demand or course specific material	3 hours	3 hours	0	\$1.00 / hour	Cost of Book	No
		2 days	2 days	0	\$1.00 / day		
		7 days	7 days				
		28 days	28 days				
		42 days	42 days				
Reference Material	Restricted to In-Library use only	NA	NA	0	\$1.00 / hour	Cost of Book	No
Maps		2 days	2 days	5	\$1.00 / day	\$20	Yes
Media Collections	General Interest and course related medial are available for loan. Certain viewing restrictions may apply.	3 hours	3 hours	5	\$1.00 / hour	Cost of Item	Bookable in advance
		7 days	7 days	5	\$ 1.00 / day	\$20	
ILL	Inter Library Loans See policy LIB-235 Interlibrary services for more details	14 days	14 days	See ILL	\$0.50 / day	\$20	
Laptop Computers		3 hours	NA	Same day if available	\$10.00 / hour	No Max	No
Tablets	IPAD, ITouch, phones, etc	4 days	NA	0	\$10.00/day	No Max	No
Department items	Special loan of material/equipment to designated students in a specific program	As defined by program agreement	NA	0	\$10.00/day	No Max	No

## Overdue Fines

Fines begin accruing as soon as an item is overdue, whether or not a hold has been placed. Suspension of borrower privileges occurs when the cumulative fines are higher than \$5 or more, are older than 6 months, or at the end of the current registration period.

Overdue notices for students are sent to their myBCIT email account, and for faculty/staff to their supplied email, after one day overdue, 5 days, and when the item comes up for invoicing when the maximum fine has been reached. Courtesy notices are sent for material 2 days prior to the due date for applicable material (does not apply to hourly or material charged out for less than two days).

The maximum fine per item is \$20, with the exception of reference, reserve material, and electronic equipment whose maximum fine is the replacement cost of the book/item. Once the maximum fine has been reached, an additional \$20 processing fee will be assessed along with the estimated replacement cost of the item. The processing fee and replacement cost are also assessed on any item returned wet or damaged to the Library.

Failure to pay Library fines, return Library materials, or pay for lost/damaged material will delay receipt of transcripts, diplomas, or certificates until such obligations to the Library are settled. Outstanding financial obligations will also prevent future registration in BCIT courses.

Library fines may be paid in person at any campus library, or at any Customer Service Representative location once a banner hold has been placed, or by major credit card over the phone.

Lack of knowledge of loan regulations, failing to note due dates, renew items on time, or receive reminder notices are not considered acceptable reasons for cancellations of charges.

Any fines, charges, or remedial action imposed by the Library may be appealed, first to the Public Services Supervisor, then if necessary to the Library Appeals Committee, comprised of the Public Services Supervisor, Operations Manager, and the Director of Library Services or designate.

## **Requests and Recalls**

Borrowers can place up to 25 requests at one time on material that is eligible for hold as seen in Loan Periods chart above. Requests may be placed directly through the library catalogue or in person at the Library service desks.

Items out on loan for more than 4 weeks are subject to recall if another borrower requests them. A minimum two week loan will apply and a new due date for the item will be emailed to the borrower.

## **Privacy of Library Records**

As legislated in the Freedom of Information and Privacy Act (RSBC 1996), the Library does not release personal information about borrowers or about items on loan, and makes every effort to prevent unauthorized access, collection, use, disclosure or disposal of personal information. A record of library materials borrowed is kept only to ensure that Library staff can maintain control over collections and collect fines.

---

## Media Materials

The media collection is available to all borrowers. Restrictions on use may apply based on copyright and license agreements.

Media material may be booked up to 6 months in advance and are bookable for up to 2 weeks, subject to availability.

Media booking staff will attempt to obtain media material from outside sources for BCIT Faculty and Staff. Students requiring materials for research or class presentations may submit the requests via their instructors. A minimum of two weeks advance notice should be given when requesting materials and all costs if applicable will be charged back to the borrower's department. It has been decided by the CPSLD that there will be not charge back for loans of media material amongst the BC post-secondary libraries

Previews of materials being considered for purchase are arranged through Interlibrary Services. The requestor's department must pay all charges incurred.

## Equipment Loans

BCIT Library has laptops, IPADs, and some media equipment available to borrow from the services desk. Borrowers are responsible for the equipment while in their possession. Equipment must be returned before closing. Only current students may borrow these items. Late fees for laptops are \$10 per hour and damage/replacement charges will be applied to the registration record as appropriate. Students are required to leave their student ID and another piece of ID to ensure safe return of the laptop. See Laptop Loan Agreement form. Students borrowing other equipment such as IPADs must complete an appropriate Loan Agreement form. See IPAD, ITOUCH, etc Loan Agreement form.

BCIT Library has equipment for loan that has been purchased by a program/department for students of that program only. Only those students designated by the department may borrow these items. The loan period is determined by the department/program area. Students are required to complete an appropriate loan agreement and are bound by all Library and Institute policies.

## Intercampus Loans

All borrowers are eligible to receive intercampus loan services and all library materials are available for such loans. In the case of journal articles, a photocopy of the article will normally be sent to the requestor rather than the actual journal.

Requests for intercampus loan are processed as quickly as possible and collected for delivery by the intercampus courier. Items are picked up at the Burnaby campus and are delivered to BMC, ATC, GNW, on Mondays/Wednesdays/Fridays, and the Downtown campus daily. Material delivered to campuses without a Library can be picked up at designated locations. Material may be returned in the drop boxes located at GNW, and the Downtown campus for return to the originating Library. Library material that is returned to other campuses is marked returned in the on-line system on the date the item is returned in the Library or drop box. Material returned in the drop box will be cleared from the borrowers account once it reaches the Burnaby campus with the above returned date.

---

## Use of Library Space

Food and beverages in closed containers are allowed in the Library. Students are asked to clean up after themselves by using the garbage and recycling containers found throughout the Library.

Normal conversations levels are permitted in the Reference, Service Desks, Learning Commons, and ehPOD areas, but in all other areas users are expected to speak quietly and keep conversations brief. The use of Cellular phones is not permitted in Silent Study or Quiet zones.

Specific study areas are designated as follows:

**Silent Study:**

- These areas are designated totally silent. No discussion of any sort is permitted.

**Quiet:**

- Include all general study spaces. Noise will be maintained at levels to ensure a quiet environment for study. Headphones may be used, but noise from headphones cannot be audible to others.

**Group Study:**

- These rooms are provided for people who want to study together. Talking quietly is permitted, but noise should not be audible outside the room.

Signs are posted in each designated area of the Library building indicating the allowable noise level, in order that users can make an informed decision on the most suitable area for their purpose.

Staff observing violations of the noise policy will remind users of the policy and may suggest a more appropriate area for study. Users who refuse to abide by the policy will be asked to leave the Library.

Students who repeatedly violate the noise policy will have their name and student number recorded and passed along to the Dean, Associated Dean, or Director of Judicial Affairs and disciplinary action may be taken.

Non-students are welcome to use the Library space, but must do so in a manner conducive to the academic study environment. Violations of BCIT policies or inappropriate behavior will result in the removal and suspension of Library building privileges.

## Room Bookings and Reservations

Group study rooms are for BCIT student projects. These rooms, for groups of 2-12 students, may be booked in 30 minute blocks up to a maximum of 2 hours per day, per group. Rooms may be booked up to one (1) week in advance, with a limit of two (2) bookings per week. Bookings can be done online from the Library website or in person at the Library Service Desk. A \$1.00 non-refundable fee is charged for all bookings done at the Library Service Desk except those that have occupancy within one hour of the time of booking. If the room is unclaimed after fifteen (15) minutes from the start time of the booking, the room becomes available for other eligible users. Rooms with fewer than the required number of students will be required to surrender the room if larger groups wish to use them.



---

## Temporary Internet Access – RESNET's

BCIT Library provides temporary access logins to the BCIT computer network in designated areas only. Access to the BCIT network and resources is intended for short term use. Users must comply with Institute Policy 3501 – Acceptable Use of Information Technology. BCIT provides information processing facilities to users to support the teaching, learning, research, and administrative goals of the institute. Priority of resources is given to BCIT Students during peak times. Violations of policy 3501 will result in the suspension of temporary internet access.

A requestor of temporary internet access must complete a TEMPORARY ID APPLICATION form and provide proof of identification in order to receive a temporary ID login. Logins are only valid on the day of issue.

## Lockers

Lockers are provided throughout the Library in order for students to have safe and secure storage of their valuables while using the Library, and are intended for short-term use only. Items left in lockers will be emptied every morning and will be available for retrieval from the services desk. Students must return the locker key to retrieve their items. Lost or damaged keys will be assessed a \$25 replacement fee. Unclaimed items will be turned over to BCIT Safety and Security after 7 days.

## ehPOD

The ehPOD (Extend Hours POD) is the Library computer lab and group study rooms that have been designated for extend hours operation. Check the BCIT website for hours of opening. Entrance of the lab outside of Library hours requires students to swipe their student card to access the lab area.

## Copyright

Users of the Library are required to abide by current copyright legislation in terms of Library material and services.

The Library will assist and provide advice to BCIT users in the understanding the BCIT copyright clearance processes that are outlined in BCIT policy 7506, Use of Material Protected by Copyright.

The Library does act as a repository for the retention of student works. LIB-73: Consent for BCIT Library Retention of Student Work form must accompany all student work submissions.

---

**Procedures Associated With This Policy**

Not applicable

**Forms Associated With This Policy**

Copyright Clearance (Lib73)  
Laptop Loan Agreement Form  
IPAD/ITOUCH Loan Agreement Form  
Departmental Loan Agreement Form  
Temporary ID Application Form

**Amendment History**

1. Created 2001 OCT 16
2. Revision 1 2004 JUN 01
3. Amalgamation of LIB Policy 205, 210, 215, 220, 225, 230, 245,305, 505, 510, 515, 520, 525 into current Policy
4. Revision 2 2010 FEB 09
5. Revision 3 2013 MAY 21

**Scheduled Review Date**

2015 MAY