

BP 4040 LIBRARY AND LEARNING SUPPORT SERVICES

Reference:

Education Code Section 78100;
Civil Code Section 1798.90

The District shall have library and learning support services that are an integral part of the institution's educational program and will comply with the requirements of the Reader Privacy Act.

Date Adopted: May 15, 2007
Revised: September 18, 2012
Revised: June 16, 2015
(Replaces Policy 7036)

AP 4040 LIBRARY AND LEARNING SUPPORT SERVICES

References:

Education Code Section 78100;
Accreditation Standard II.B (formerly II.C)

I. LIBRARY SERVICES

Students: All currently registered RCCD students have physical access to District libraries, the libraries' material and computing technology during posted hours. Hours vary by location. District libraries loan material to currently registered RCCD students at no cost. Loan periods vary per item. Overdue fines, fees, and replacement costs may apply. A college identification card is required to borrow material and use computing technology. Remote access to databases is provided by the college library where the student is currently registered. A librarian is on duty to provide instruction and to assist with the use of the library and library materials during all posted hours.

District Employees: District employees use their college identification card to borrow library material at no cost. Loan periods vary per item. Overdue fines, fees, and replacement costs may apply. Remote access to databases is provided by the college library of the employee. Library services cancel upon termination of employment.

Retirees: All employees who retire from the District may obtain a library card at no cost by requesting a card from any College library.

Community Borrowers: Community members may obtain a library card for a specified academic term (e.g. fall, winter, spring, summer) upon proof of District residency, and age of 16 years or older (California Driver License, California Identification Card, or Military Identification Card required). An activation fee applies for each specified academic term. Activation fees may vary by location. The library card is valid for the current academic term only and must be reactivated each academic term at additional cost. A valid library card allows the community borrower to access the library, computing technology, and borrow library material. Loan periods vary per item. Overdue fines, fees, and replacement costs may apply. A valid library card does not allow the community borrower remote access to databases. Community borrowers will not be allowed to borrow reserve materials. A fee will be assessed for the replacement of a lost library card.

Certain library material and items must be used in the college library only.

A. Overdue Notices

RCCD students, District employees, and community borrowers will be notified when library items have been kept past the designated loan period. A replacement bill will be sent when library items are not returned.

B. Overdue Fines and Replacement Bills

RCCD students, District employees, and community borrowers may be subject to overdue fines, fees, and/or replacement costs of library items returned past the designated loan period. Fines, fees, and replacement cost vary per item.

C. Delinquency Suspension of Library Privileges

Students: Currently registered RCCD students will not be able to check out items under each of the following circumstances.

1. When they have checked out the designated maximum number of items.
2. When they are no longer a current student.
3. When the student has a hold on their record from any college department.

Additionally, a hold will be placed on their records under each of the following circumstances.

1. If they owe the library more than \$25.00.
2. When issued a bill for replacement cost of the library item.

District Employees: Classified and Confidential Staff will not be able to check out items under each of the following circumstances.

1. When they have checked out the designated maximum number of items.
2. When their college ID card has expired (end of employment).
3. If they owe more than \$25.00.
4. When issued a replacement bill.

Community Borrowers: Community borrowers will not be able to check out items under each of the following circumstances.

1. When they have checked out the designated maximum number of items.
2. When their library card has expired.
3. If they owe any fines or replacement bills.
4. If they have any overdue items.

D. Applicable fees, fines and other charges are set by each College library. To

find out what the activation fees are for a community borrower library card, or for information on overdue fines, fees and/or replacement costs of library items, contact the appropriate college library.

E. Grievance Procedure

Informal Grievance procedure: If any patron feels there are mitigating circumstances which should be considered regarding the overdue fines or replacement bill, she/he may discuss the situation with the following people (in the order listed) until a resolution to the situation has been attained.

Moreno Valley College

1. Public Services Librarian
2. Dean of Instruction
3. Vice President, Academic Affairs

Norco College

1. Public Services Librarian
2. Dean, Technology & Learning Resources
3. Vice President, Academic Affairs

Riverside City College

1. Public Services Librarian
2. Dean, Library/Learning Resources
3. Vice President, Academic Affairs

If, after consulting with each of these individuals, no resolution to the situation has been attained, the patron may appeal to the College President. The decision of the President is final.

II. INSTRUCTIONAL MEDIA CENTER SERVICES

The Instructional Media Center's (IMC) primary responsibility is to provide instructional media support to the Colleges' academic programs. Its secondary responsibility is to provide assistance to other College programs, such as student services and other divisions/departments, if resources are available. The services are also available for special programs which are supported and/or sponsored by the District in participation with the city, county, civic and community agencies. IMC services for other entities are available on a fee basis. The IMCs reserve the right to charge programs or to support events for services that are outside IMC's normal business hours.

A. Defined Areas of Responsibilities:

1. Classroom Delivery of Media Equipment: All media equipment which is supported by the IMC will be delivered and set up according to the needs of the classroom as requested by the faculty and staff. Equipment includes, but is not limited to: overhead slide and LCD projectors; TV/VCR, DVD player, camcorder w/tripod; cassette player, public address system, microphones, CD player, screens, laptop, easel/pad/marker.
2. College, District, and Community Media Requests: The IMC will make every attempt to support any media requests that require special set-up. For example, convocation, scholarship celebration, off-campus presentations including any off-campus College/RCCD locations. Events related to each college location will be supported by its own IMC department.
3. Service and Repair: On a regular basis, the IMC provides preventive maintenance on all IMC related classroom media equipment. IMC staff will evaluate any equipment spec'd out through the IMC that is in need of repair. The IMC will repair any equipment which meets "dollar value, repair value ratios". For service and repair on classroom media equipment a Repair Request Form can be found at <http://imc.rcc.edu/repairform>. It should be completed and submitted to IMC as soon as possible. For urgent requests, IMC may be contacted by phone at Moreno Valley 951-571-6201, Norco 951- 372-7071, or Riverside 951-222-8511. All repairs are currently supported by the IMC Riverside. Repairs to media will be done to District media equipment which is properly identified as property of the College/District. The IMCs will only service and repair media equipment that has been specified, designed, and quoted by the IMC. The IMC will not install any media equipment which does not meet the specifications of the IMC.
4. Production: All areas of production are provided by the IMC. Production services include: digital video, audio, computer CD/DVDs, graphics, digital presentations, digital imaging, scanning, and digital photography. Website creation and animation are available only on the Riverside City College. Please note that video production, website creation, and animation will require 4-8 weeks lead time depending on the project. The IMC will also handle mass production of selected media. Note: Mass production supplies must be provided by the requestor. IMC will provide technical assistance to faculty who have completed basic training on selected software programs at the Faculty Innovation Center. The Riverside City College IMC Convergence Center is available for faculty and staff to use to create, update, and enhance instructional presentations in Power Point or Adobe Premiere.

Introduction of selected software programs to faculty will be the responsibility of the Glenn Hunt Center for Teaching Excellence at Riverside City College. Intermediate and advanced training will be available by IMC in the Convergence Center RCC.

5. Video Conferencing Services: Conferencing services are provided by the IMC on a first-come first-served basis. Video conferencing district-wide is the sole responsibility of the IMC. Coordination, scheduling, set-up, and maintenance of College/District owned conferencing systems are the responsibility of the IMC. Currently, the Riverside IMC coordinates all multipoint video conferences.
6. Satellite Uplink and Downlink: Currently, the IMC is responsible for satellite uplink and downlink; however, new technology trends are moving toward Web broadcasts. Web broadcasts are rapidly reducing the number of programs being offered by satellite providers.
7. Streaming Media: The IMC is responsible for electronic delivery of media to the classroom, video-on-demand and MPEG compression, including setting the District standards for streaming media. All hardware, software, and procedures associated with streaming media are the responsibility of the IMC.
8. Cable Broadcasting and Programming: The IMC is responsible for program scheduling and maintaining the head-end for KMVC Channel 17 with Time Warner Cable in Moreno Valley and KRCC Channel 94 with Charter Communication in Riverside. The IMC is not responsible for content and subject matter. The IMC is responsible for entering programming information in the automated system and maintenance of head-end equipment and producing programs to be aired on KMVC and KRCC. The IMC is also responsible for maintaining, operating, and programming the video bulletin board. All entries are made at IMC's discretion.
9. Equipment Acquisition: It is the responsibility of the IMC to assist faculty and staff with the acquisition of new media equipment and technology for classroom use. The IMC determines the need, recommends equipment, establishes specifications, and prepares budgets for equipment and installation, coordinates installation including wiring specification, and assists with installation as needed. The IMC is responsible for generating requisitions for the acquisition of media equipment.
10. Installation of Media Equipment: When the media equipment is received by the IMC, the IMC will coordinate and start the installation process. IMC will install the equipment during normal working hours. Installation timeline will be at the discretion of the IMC Manager for the Riverside College. For

Norco and Moreno Valley College IMCs, please confer directly with them for a timeline. Should the designated department request rush installation, they will be responsible for all overtime required to complete the rush installation. When installation is completed, the IMC will provide training to faculty and staff as needed.

11. Other Related Duties: The IMC has the responsibility to merge with new technology as it develops. The IMC's blanket of responsibility is INSTRUCTIONAL MEDIA. Any emerging technology which is geared toward the INSTRUCTIONAL ENVIRONMENT will fall within the IMC's area of responsibility. It will be the College administration's responsibility to ensure that funding options are available to fund new acquisitions, system upgrades, and replacement of antiquated and dated technology.

To obtain any of the equipment or services above, other than repair services, interested parties are requested to fill out a Multimedia Request Form, found on the District's web forms site <http://imc.rcc.edu>, or by calling your IMC Department at Moreno Valley 951-571-6201, Norco 951-372-7071, or Riverside 951-222-8511. Be advised that at least 48 hours is required for classroom delivery of equipment. Two weeks' notice is required for services or equipment for anything other than classroom instruction, such as workshops, seminars, or civic or community events that are being held on District property.

B. ADA Compliance

For any video production request, it will be the responsibility of the requesting department/individual to provide an alternate media format, such as a script, or they must ensure that the final product is transcribed prior to releasing the video production for use or distribution. See Also Board Policy 3445 titled Handling Accommodations for Persons with Disabilities for Non-Classroom Related Activities - Pg. 4, Paragraph 5.

Office of Primary Responsibility: Vice Chancellor, Educational Services
College Deans of Library Services

Administrative Approval: October 18, 2007

Replaces Regulation 7036

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