

**Subject: Use of Libraries**

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**1. Purpose**

The mission of Tidewater Community College (TCC) is to provide collegiate education and training to adults of all ages and backgrounds, helping them achieve their individual goals and contribute as citizens and workers to the vitality of an increasingly global community. TCC is committed to maintaining a social and physical environment that is conducive to carrying out its educational mission and supporting the development of the technological knowledge and abilities of its students.

Within the context of its mission, the TCC Library at Virginia Beach is a unique partnership between the college and the City of Virginia Beach to combine in a single, dynamic destination the collections, services, programs, and resources of an academic library and a city area library to create a new model for lifelong learning.

This policy recognizes that one of the most important challenges facing the college is to ensure both the availability and the effective use of learning resources in a safe, comfortable environment that promotes free intellectual exploration, research, and

learning. This policy sets forth TCC's position on the use of the college's libraries and the standards for civility, safety, and acceptable behavior that all members of the TCC community and community patrons must observe.

## **2. Policy**

The college's libraries are primarily intended for academic use by the TCC community (currently enrolled students, faculty, staff, administrators, and consortium members). Electronic tools and other resources are provided to help the TCC community increase the depth and range of their learning experiences and foster intellectual exploration, research, scholarship, learning, and academic success. TCC's library computing resources shall not be used by members of the TCC community or community patrons to support any commercial venture or for personal financial gain.

TCC reserves the prerogative to set priorities for the use of its library services, resources, and facilities; to reserve services, resources, and facilities for the sole use of the TCC community; to establish standards of conduct in order to support its academic mission and maintain a safe, comfortable, and scholastic environment in the libraries; and to revoke the library privileges of any patron whose behavior is in violation of the college's conduct guidelines, expectations for civility and safety, or acceptable use of information technology.

By virtue of its status as a shared facility that serves as both an academic and a public library, the TCC Library at Virginia Beach shall provide services seamlessly to both the College Community and the general public. To that end, a separate policy on use of the Virginia Beach library has been established and is delineated below.

### **2.1. Use of Library Services, Resources, and Facilities at the TCC Library at Virginia Beach**

- 2.1.1. During peak periods, library spaces, equipment, and materials may be reserved for use as determined by the Library Management Team. Library resources shall be available equally to the College Community and to authorized patrons of Virginia Beach Public Library.
- 2.1.2. Community Patrons shall be permitted to use computers for a period of two hours per day.
- 2.1.3. Children under the age of twelve must be in the company of and under the immediate supervision of an adult while in the library. Other children under the age of sixteen who are well-behaved, not anxious or frightened by being left unattended, and involved in an appropriate activity may remain in the library.
- 2.1.4. Community Patrons shall present government-issued photo identification to library staff or campus security personnel if requested.
- 2.1.5. The provisions of sections 2.4, 2.5, and 2.6 below apply in the TCC Library at Virginia Beach.

## **2.2. Use of Library Services, Resources, and Facilities by the College Community**

This section of the policy applies to the college's library facilities at locations other than the Virginia Beach Campus.

- 2.2.1. Members of the College Community have first priority for library services, resources, and facilities in order to support their instruction, research, and study needs. Members of the College Community are expected to carry a current TCC identification/library card or an identification card issued by consortium institution and to present the card to library staff or campus security personnel if requested.
- 2.2.2. Priority use of library computers is reserved for members of the College Community engaged in education-related activities. Library staff may request a patron who is not using a computer for education-related activities to surrender the computer for use by a member of the College Community engaged in education-related activities.
- 2.2.3. Areas, tables, study carrels, materials, equipment, or services may be reserved for use only by the College Community.

## **2.3. Use of Library Services, Resources, and Facilities by Community Patrons**

This section of the policy applies to Community Patrons at the college's library facilities at locations other than the Virginia Beach Campus.

- 2.3.1. Members of the community with current government-issued photo identification are welcome to enter and use library services, resources, and facilities. TCC may limit the number of Community Patrons in the library to ensure that adequate library services, resources, and facilities are available to the College Community.
- 2.3.2. Community Patrons shall present government-issued photo identification to library staff or campus security personnel if requested.
- 2.3.3. Community Patron use of computers is limited to one hour per day.
- 2.3.4. Children age sixteen and younger who are not currently enrolled students must be in the company of and under the immediate supervision of an adult while in the library.

## **2.4. Expectations for Civility, Safety, and Conduct in the Library**

- 2.4.1. All patrons must be respectful of others and observe the college's conduct guidelines, expectations for civility and safety, and policies for the acceptable use of information technology which are published in the TCC Student Handbook and posted on campuses.
- 2.4.2. Halls and walkways must be kept clear and accessible at all times. Only knapsacks or small tote bags for educational materials are permitted in the library. Unattended bags will be removed as a security

precaution. TCC is not responsible for personal belongings left on library property, for lost or stolen personal property, or for unattended bags, even if the bags have been removed by TCC staff as a security precaution.

- 2.4.3. Additional guidelines to meet specific campus needs may be developed and posted in the library as necessary in order to maintain a scholastic atmosphere and provide a safe and comfortable environment for patrons.

## **2.5. Revocation of Library Privileges**

- 2.5.1. TCC may revoke the library privileges of any patron whose behavior is in violation of the college's conduct guidelines, expectations for civility and safety, or policies for the acceptable use of information technology. After two warnings from staff and failure to cease any inappropriate behavior, the Ranking Library Staff Member shall revoke the patron's library privileges for the remainder of the day.
- 2.5.2. TCC may revoke the library privileges of any patron who refuses to present a TCC identification card or that of another VTC institution, a Virginia Beach Public Library card, or a government-issued photo identification to library staff or campus security personnel if requested. After two requests from staff and failure to present appropriate identification, the Ranking Library Staff Member shall revoke the patron's library privileges for the remainder of the day.
- 2.5.3. The Associate Vice President for Libraries may revoke the library privileges of any patron for thirty days or more for repeated or escalating behavior that is in violation of the college's conduct guidelines, expectations for civility and safety, or policies for the acceptable use of information technology. A revocation of privileges for thirty days or more shall apply to all libraries. Longer periods of being banned can be instituted when the problem is particularly egregious, escalates in severity, or reoccurs despite prior warnings and shorter bans. [Appendix A](#) provides Guidelines for Revocation of Library Privileges.

## **2.6. Appeal of Revocation of Library Privileges**

- 2.6.1. A revocation of library privileges by the Associate Vice President for Libraries for thirty days or longer may be appealed to the Vice President for Student Learning and Chief Academic Officer. The appeal must be in writing and must be received by the Vice President within five business days after the decision of the Associate Vice President for Libraries.
- 2.6.2. The Vice President for Student Learning and Chief Academic Officer shall review any appeal of a revocation of the library privileges by the

Associate Vice President for Libraries, reach a determination, and notify the patron of the decision within five business days of receipt of the appeal. The decision of the Vice President is final.

### **3. Responsibilities**

- 3.1. The Vice President for Student Learning and Chief Academic Officer is responsible for developing and maintaining procedures that are consistent with this policy and comply with applicable policies and procedures of the Virginia Community College System.
- 3.2. The Associate Vice President for Libraries is responsible for establishing additional campus-specific guidelines and procedures as necessary to create and maintain a safe, comfortable, and scholastic environment in the libraries.
- 3.3. The Associate Vice President for Libraries is responsible for reviewing incident reports and responding to repeated or escalating behavior that is in violation of the college's conduct guidelines, expectations for civility and safety, or acceptable use of information technology.
- 3.4. The ranking staff member of each library is responsible for maintaining a safe, comfortable, and scholastic environment in the library.
- 3.5. Campus security personnel shall assist the library staff in maintaining a safe, comfortable, and scholastic environment in the library.

### **4. Procedures**

The following procedures shall be used to maintain a safe, comfortable, and scholastic environment in the library.

- 4.1. Library staff shall direct a patron to cease behavior that is in violation of the college's conduct guidelines, expectations for civility and safety, or policies for the acceptable use of information technology. If the patron fails to do so, the Ranking Library Staff Member shall revoke the patron's library privileges for the remainder of the day and direct the patron to leave the library immediately. A patron who refuses to do so will be subject to removal by TCC Security personnel.
- 4.2. If a patron refuses to present an acceptable identification card (as described in section 2.5.2 above) when requested, the Ranking Library Staff Member shall revoke the patron's library privileges for the remainder of the day and direct the patron to leave the library immediately. A patron who refuses to do so will be subject to removal by TCC Security personnel.
- 4.3. The Ranking Library Staff Member shall complete a library Incident Report ([Appendix B](#)) to report an incident involving unacceptable behavior of an library patron, revocation of a patron's library privileges, or assistance from TCC's Safety and Security Department. The report shall be sent to the Associate Vice President for Libraries with a copy to the campus provost, the respective library

director or coordinator, the college's Director of Safety and Security, and the Vice President for Student Learning and Chief Academic Officer.

- 4.4. The Associate Vice President for Libraries shall notify the campus provost or applicable Executive Staff member that the behavior of a student or TCC employee under his/her administrative authority is in violation of the college's conduct guidelines, expectations for civility and safety, or acceptable use of information technology before revoking the individual's library privileges for thirty days or more.
- 4.5. If the Associate Vice President for Libraries revokes the library privileges of any patron for thirty days or more for repeated or escalating behavior that is in violation of the college's conduct guidelines, expectations for civility and safety, or policies for the acceptable use of information technology, the Associate Vice President for Libraries shall notify the patron in writing of the reason for the revocation of privileges, the effective date and the date when the revocation is terminated, and the appeal process. The Associate Vice President for Libraries shall also notify the campus provosts, library director and coordinators, the college's Director of Safety and Security, and the Vice President for Student Learning and Chief Academic Officer.

## 5. Definitions

**College Community:** TCC employees and currently enrolled students of TCC, patrons granted library privileges by virtue of their relationship to a member institution of the Virginia Tidewater Consortium for Higher Education (VTC), and Community Patrons who have been issued a TCC library card.

**Community Patrons:** persons who are neither TCC employees nor students currently enrolled at TCC or another VTC member institution.

**Government-Issued Photo Identification:** a current photo ID card from a locality (i.e., city or county), state, or federal government agency. Examples include a current driver's license from any state, a Virginia Department of Motor Vehicles Adult ID Card, a current passport, a U.S. Resident Alien Card, or a current military photo ID. The following items are not acceptable forms of identification: credit cards, other school ID cards with no photo, bus passes, bills, receipts, mail, and other personal documents.

**Library:** campus spaces that provide research materials in both print and electronic format, computers, study areas, and services to support the courses, curricula, and mission of the college.

**Library Materials:** books, newspapers, magazines, journals and indexes, abstracts and full text databases. Materials in Media Resources include videotapes, audiotapes, films, CD-ROMs, computer files, and other audiovisual materials.

**Ranking Library Staff Member:** the library director or coordinator or, in the absence of that person, the designated duty library manager or the senior librarian on duty.

## 6. References

[TCC Student Handbook - Expectations for Civility & Safety](#)

[TCC Student Handbook - Conduct Guidelines](#)

[TCC Student Handbook – Acceptable Use of Information Technology](#)

[TCC Student Handbook – Children on Campus](#)

[Policy 1301 Prevention of Campus and Workplace Violence](#)

## 7. Review Periodicity and Responsibility

The Vice President for Student Learning and Chief Academic Officer shall review this policy annually and, if necessary, recommend revisions.

## 8. Effective Date and Approval

This policy is effective upon its approval by the College President on December 13, 2012.

Policy Approved:

Procedure Developed:

Edna V. Baehre-Kolovani, Ph.D.  
President

Daniel T. DeMarte  
Vice President for Student Learning  
and Chief Academic Officer

## 9. Review and Revision History

- Revision 1

Revised to include language specific to the TCC Library at Virginia Beach which is operated as a shared-use facility with Virginia Beach Public Library and to acknowledge the change in responsibility for TCC's library operations to the Vice President for Student Learning and Chief Academic Officer from the Vice President for Information Systems.

Approved January 16, 2013 by President Edna Baehre-Kolovani.

**APPENDIX A**  
**TIDEWATER COMMUNITY COLLEGE**  
**GUIDELINES FOR REVOCATION OF LIBRARY PRIVILEGES**

The following are guidelines for the revocation of library privileges of a patron whose behavior is in violation of the college's conduct guidelines, expectations for civility and safety, or policies for the acceptable use of information technology.

**One Day Revocation:**

- Being loud and disruptive to other patrons and staff;
- Being rowdy or using abusive or obscene language;
- Using racial slurs or fighting words;
- Violating the college's conduct guidelines, expectations for civility and safety, or policies for the acceptable use of information technology;
- Being intoxicated or under the influence of any drug or controlled substance;
- Using library computing resources to support any commercial venture or for personal financial gain;
- Failing to provide identification when requested by library staff or security personnel;
- Unauthorized use of another patron's library card.

**One Month Revocation:**

- Several one-day revocations of library privileges within a 30-day period;
- Harassment of staff or library patrons;
- Hostile or malicious behavior;
- Physical violence of any kind;
- Theft of personal property;
- Continued repetition of inappropriate behaviors at other campus facilities;
- Continual or escalating harassment of staff or library patrons;
- Vandalism to the library facilities or equipment;
- Medical or hygiene issues that require correction.

**Six Month Revocation:**

- An escalation of any of the above behaviors that resulted in a one month ban;
- A second incident of the unauthorized use of another patron's library card.

**APPENDIX B**  
**TIDEWATER COMMUNITY COLLEGE**  
**LIBRARY INCIDENT REPORT**

Date: \_\_\_\_\_

Day: \_\_\_\_\_

Time: \_\_\_\_\_ AM / PM

Name/EmplID of Offender(s):							
Offender Contact Information							
Location of Offense:							
Incident:							
Action Taken:							
Security Notified:	<input type="checkbox"/> No <input type="checkbox"/> Yes    Name of Officer: _____						
Witnesses:							
Report Completed by:	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">_____</td> <td style="width: 33%; border: none;">_____</td> <td style="width: 33%; border: none;">_____</td> </tr> <tr> <td style="border: none;">Print Name</td> <td style="border: none;">Signature</td> <td style="border: none;">Date</td> </tr> </table>	_____	_____	_____	Print Name	Signature	Date
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