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Section 1: LLC Mission Statement and Purpose

The Library and Learning Commons (LLC) is an instructional area of Florida State College at Jacksonville (the College) offering academic support services within an optimal learning environment by providing a variety of learning, research, and teaching resources—physical and virtual—to students, faculty, and staff of the College. The LLC supports academic success by providing library services and resources, information literacy instruction, academic tutoring, student-centered facilities, and innovative technology. The LLC is committed to facilitating accessibility of services and resources that contribute to students’ success in a global knowledge economy.

Library and Learning Commons staff and administrators actively manage library and learning collections, resources, and services to serve the students, faculty, and staff of the College through general education and core curriculum support and support of institutional priorities. The LLC provides access to library collections and services for students and faculty both physically and virtually through maintenance of its own collections and services and formal arrangements or agreements with library partners.

The LLC engages in collaborative collection development processes to ensure that library materials are appropriate and adequate, meeting the needs of the College’s varied academic programs. The LLC also supports the academic needs of learners through services and resources provided in the Learning Commons.

LLC Support of Florida State College at Jacksonville (FSCJ) 2014-2017 Collegewide Mission and Strategic Goals

All Library and Learning Commons operations support the College’s Mission, Strategic Goals and Operational Strategies.

- **Collegewide Strategic Goal One:** Promote Access and Equity
  
  **Operational Strategy:** Increase instructional and advising support for enrolled students.

- **Collegewide Strategic Goal Two:** Enhance Rigorous and Relevant Learning Opportunities.
  
  **Operational Strategy:** Embed measurable student learning opportunities throughout the collegiate experience.

- **Collegewide Strategic Goal Three:** Increase Retention and Completion
  
  **Operational Strategy:** Increase instructional and advising support for enrolled students.
The LLC supports the College’s Mission and Strategic Goals through the provision of multi-modal access to a comprehensive collection of relevant and appropriate instructional/informational resources and by offering a robust selection of effective library and tutoring support services that enhance students’ learning opportunities throughout their collegiate experience and beyond.

**LLC Support of General Education Learning Outcomes**

The LLC directly supports the College’s general education program by providing specific and targeted information literacy instruction as well as student, faculty, and staff access to information, instruction, resources, and academic support services in all disciplines. Faculty librarians are actively engaged in collegewide general education assessment processes. In 2009, faculty librarians worked collaboratively with interdisciplinary general education faculty to develop a working definition for the information literacy competency that is assessed in the general education program. Librarians also worked with faculty members to develop an institutional information literacy rubric (Appendix 1), which aligns with information literacy standards established by the Association of College and Research Libraries (ACRL). The information literacy rubric developed by general education faculty and faculty librarians has been used for curriculum-embedded assessments by faculty in the Communications discipline since the 2009-2010 academic year as a part of the College's general education assessment effort. Faculty librarians also serve as facilitators and scorers in collective artifact scoring activities in which samples of student work are scored using the rubric. Faculty librarians collaborate with academic faculty in all general education disciplines for collection development to ensure that the library's holdings are current and relevant and support the curricular needs of the academic programs.
Section 2: LLC Governance

The LLC Council is comprised of staff, faculty, and administrators from service areas within the LLC and from other college departments. The LLC Council fosters collegewide collaboration and ensures consistent, accessible, appropriate, and adequate LLC services and resources across the College.

Library and Learning Commons Council

Statement of Purpose
Approved by Cabinet February 2013
Revised by LLC Council Executive Committee July 2013

Purpose/Role:
The Library and Learning Commons (LLC) Council functions as a strategic advisory council regarding opportunities to enhance, integrate, and assess library and learning services for students and faculty.

The Library and Learning Commons Council is tasked with sharing and gathering information to assist in making recommendations to LLC Administration for consideration and implementation. LLC Council meetings are open to all staff, faculty, professional and administrative staff of the LLC and any other interested parties.

Responsibilities:
The responsibilities of the Library and Learning Commons Council shall include the following:

- Foster collegewide collaboration and ensure consistent, accessible, appropriate, and adequate LLC services and resources across the College
- Recommend and review Library and Learning Commons procedures
- Make recommendations regarding staffing for the LLCs (Library Services, Learning Commons, and Central Technical Services)
- Provide oversight of collection development to maintain library holdings and academic support resources
- Form standing committees and work groups tasked with developing, implementing, and revising the LLC institutional effectiveness plan and resultant projects
- Assist work groups tasked with developing curriculum and instruction related to information literacy
- Communicate issues related to Florida educational institutions, the Florida Academic Library Services Cooperative (FALSC), the Council for Instructional Affairs – Learning Resources Standing Committee (CIA-LRSC), and other statewide organizations
- Coordinate with members of the Developmental Education Council regarding resources, services and procedures managed by the Library and Learning Commons that impact developmental learners
- Make recommendations regarding online LLC resources and presence, such as LibGuides, the LLC website, and the Library discovery tool interface
- Suggest content and assist in the maintenance of the Collegewide Library and Learning Commons Handbook

Membership:
The following representatives shall be considered either permanent members, or serve one-year terms as Committee representatives: Executive Dean of the Library and Learning Commons, Council Chair: Permanent
- Executive Dean of Academic Foundations: Permanent
- AVP, Liberal Arts & Sciences & Articulation: Permanent
- Director Lead Representative from each LLC: Permanent
- Collegewide Library Technical Services Representative: Permanent
- Faculty Librarian Committee Representative: One year
- Public Services Coordinator: Permanent
- Student Support Services Representative: One year
- Information Technology Representative: One year
- Student Representative: One year
- Representative, School of Business, Professional Studies, and Public Safety: One year
- Representative, School of Liberal Arts, Communications, and Education: One year
- Representative, School of Science, Technology, Engineering, and Mathematics: One year
- Representative, School of Social, Behavioral, and Health Sciences: One year
- Representative, FSCJ Online: One year

Operating Procedures and Meeting Schedule:
- The LLC Council meets once per academic term and/or as needed.
- Each member is a voting member.

Faculty Librarian Committee

The Faculty Librarian Committee is tasked with the operational planning, coordination, communication, implementation, and assessment reporting of the reference and instructional efforts of the Library and Learning Commons. The Committee serves as an open conduit for communication of collective concerns, issues, or opportunities of faculty librarians and LLC Administration.

Membership:
- Full-time faculty librarians from each campus are permanent voting members.
- Voting members select a Chair of the Committee for a one-year term beginning in July.
- A committee representative serves as a voting member of the LLC Council.
- Part-time/adjunct librarians and LLC Administrators may participate in meetings as non-voting members as scheduling permits.
Operating Procedures and Meeting Schedule:
- The Faculty Librarian Committee meets monthly and/or as needed.
- The Committee Chair collects agenda items and maintains the minutes of the Committee meetings.

Official File of Record:
- Minutes for each meeting shall be recorded with a focus on informational and action items.
- Minutes shall be forwarded to the Library and Learning Commons Council for review.
- An online archive of minutes and agendas shall be maintained in coordination with the office of the Executive Dean of the Library and Learning Commons.
Section 3: LLC Facilities and Services Overview

The College provides high-quality academic support and information services for faculty, students, and staff by offering full-service libraries, information literacy classes, tutoring services, academic workshops, computer labs, and adaptive technology for learners with disabilities. The two major service areas of the LLC are the Library--which provides library services, resources, and instruction--and the Learning Commons--where students may receive tutorial assistance and access other academic support resources. The LLC's physical facilities provide an optimal learning environment in which students may access needed materials and technology and receive academic support. The LLC offers varied study and instructional spaces to facilitate group and individual study. Users also have access to hundreds of computers with full Internet access, and they may access the Internet wirelessly. Some LLC locations are co-located with Faculty Resource Centers, which serve as a resource for faculty wishing to incorporate media and technology into their instructional offerings. The LLC meets the needs of distance learners by providing online tutoring services and a robust collection of virtual library and learning resources. The Library and Learning Commons' organizational structure provides a seamless, collaborative service experience for students.

*Library Services* facilities at each campus and center house a wide range of information resources including collections of print materials, electronic database subscriptions, periodicals, and a variety of audio-visual and multimedia materials. The library collections are organized using the Library of Congress Classification System.

Florida State College at Jacksonville is part of a statewide-automated information system that electronically connects state college and community college library collections. Use of the online catalog allows access to the Florida State College at Jacksonville collections, other college library collections, electronic databases, and worldwide information resources.

Access to all online information resources, including the library catalog, is available via login through Blackboard, Connections, Artemis, MyFSCJ, LibGuides, and the main FSCJ website. Login to the FSCJ system is required to access restricted library databases.

The Library is staffed by faculty librarians who provide reference assistance and information literacy instruction, lead collection development efforts, and collaborate with faculty across the College to ensure that the LLCs are responsive to the academic needs of faculty and students. Each LLC location also has library assistants and clerical staff who are available to assist patrons with circulation-related issues and use of technology.

Professional instruction, reference, and research assistance services are available upon request. Individual research assistance may be requested at the Library Services (Circulation/Reference) Desk. Reference resources include a broad selection of academic support materials in print and electronic formats. Faculty librarians provide instruction in searching and retrieval procedures for library resources. Information Literacy instruction and library orientations are offered in person within the LLC and online for distance education students and dual enrollment students. Library instruction is provided synchronously and asynchronously using tools such as LibGuides.
Librarians collaborate with faculty and act as liaisons to assigned Schools to offer instruction in ways that best fit the needs of the faculty and students.

FSCJ participates in the 24/7 online reference program known as Ask a Librarian. Ask a Librarian, the statewide online reference service, is highly visible on the LLC website and provides extended access to reference assistance.

All LLC services are available to currently enrolled students, including distance learners. Extensive information regarding LLC services and resources is available on the LLC website, and in the FSCJ Blackboard learning management system (LMS).

The Learning Commons are “one-stop sites” that offer robust instructional technologies, helpful tutors, and a welcoming learning environment to support student academic success at all levels. Academic tutors and peer tutors work individually and with groups of students. Tutors at all locations provide support in core academic areas such as reading, writing, math, and computers. Additionally, select locations offer tutoring in science, foreign languages, aviation, nursing, and accounting. Tutors assist students at all academic levels, from students enrolled in developmental and Adult Education courses to those enrolled in the College’s associate and baccalaureate degree programs.

Distance learners may use any campus or center convenient for them or take advantage of a wealth of online resources. Online assistance is available via the tutoring LibGuides. The College also provides access to Smarthinking, which enables students to receive synchronous and asynchronous tutoring in a variety of disciplines, including writing, reading, mathematics, science, Spanish, business, nursing and allied health, computers, and technology.

The Learning Commons is staffed by professional and peer tutors who provide subject-specific tutoring, facilitate academic workshops, assist students with using the latest hardware and software, and help students develop study skills that will empower them to become increasingly independent learners.

Faculty Resource Centers (FRC) are available at most campuses and are organized within the LLC in many cases. The FRC assists full- time and adjunct instructors in bringing new technologies and media to their curriculum. FRCs provide the full Adobe Creative Suite on Macintosh computers in addition to Apple software packages. The FRC staff offer faculty assistance with hardware and software such as computer programs for developing photos, audio files and movies to help faculty further engage students in course materials. Multimedia Specialists may conduct and host workshops in the FRC and assist faculty individually upon request. Online faculty resources are available through a faculty Blackboard community. The Blackboard community provides faculty with resources including “how to” tutorials for Blackboard support and other information technology related topics.

Library Technical Services is the centralized unit that provides college wide database maintenance, cataloging, and processing of library materials. Technical Services staff ensure the College complies with library cataloging standards and facilitates timely access to materials purchased for students and faculty.
Library and Learning Commons Locations and Hours of Operation
Hours of operation for each campus LLC are determined locally to meet the needs of the campus or center course offerings. A listing of the current hours of operation (which vary from term to term and on holidays and breaks) is available on the LLC website.

Nassau Center
The Nassau Center LLC library currently operates under a memo of understanding as a joint use facility with Nassau County Public Library. The Center offers unique public access standards compared to the other LLCs within the College. Questions concerning public access to the facility may be directed to Nassau Center staff members.

Off-Campus Instructional Sites
Dual enrollment students, enrolled in courses offered at off-site locations, have the same LLC user privileges as those enrolled at the campuses and centers. The College's dual enrollment articulation agreements with area schools and the student dual enrollment handbook provide dual enrollment students with full access to College resources. Students may visit any of the campuses or centers to take advantage of the physical services and resources offered by the LLC. During dual enrollment orientations, these students are given an overview of LLC services and resources. Dual enrollment students may also utilize the full range of online resources offered to FSCJ students.

Like dual enrollment students, students enrolled at remote sites such as Naval Station Mayport and Naval Air Station Jacksonville have access to the College’s physical and online resources and services.
Section 4: Access

General LLC Access Information
The Library and Learning Commons (LLC) is an instructional area open to faculty, staff, retirees of FSCJ, and students currently enrolled in an FSCJ course for which learning support services are provided. Individuals from institutions with reciprocal borrowing agreements with the College may utilize the LLC facility.

Use of LLC services and facilities implies full acceptance of LLC access standards and all FSCJ policies, including FSCJ’s Student Handbook and the College’s Computing Facilities Policies and User Agreement:
http://www.fscj.edu/discover/governance-administration/policies-and-procedures/acceptable-use-policy

Individuals using campus or center facilities and services may be asked for information related to their visit to assist in statistical reporting of LLC services provided to the College community.

A valid FSCJ identification card must be presented upon request, and is required to borrow materials and print/copy. Individuals using LLC facilities must assist in maintaining an environment conducive to learning and follow appropriate codes of conduct.

Cell phone usage is allowed; however, cell phone conversations must be at a level that does not disturb other LLC patrons.

Access to Online Resources
The LLC’s electronic resources (databases, e-books, video collections, and more) are available to faculty, staff, and currently enrolled FSCJ students. The virtual resources and services are particularly helpful to distance learners, dual enrollment students taking classes at off-site locations, students taking classes at the military base locations, or even campus-based students who are seeking convenient access to materials.

Access is based on the individual’s status with the institution, and some materials are available remotely (off-campus) while some are restricted to access from campus only. Staff members at each location are available to help with requests for specific articles or information. Remote (off-campus) access to online materials for retired faculty and staff is precluded due to subscription agreements with vendors and publishers. Staff members at each location are available to help retirees with requests for specific articles or information.

After completing the admissions and enrollment process, students are given access to a Connections account, a Web-based student information portal. Students may access the College’s electronic LLC materials from any location via a single sign-on access point within the Connections portal. In the Connections portal, students have a direct link to the LLC’s website. The LLC has also created a collection of LibGuides, which are available via the Connections portal. These resources provide 24/7 access to numerous academic support materials, podcasts, digital handouts, and linkage to additional e-resources.
Services for Retirees of FSCJ
Retirees of Florida State College at Jacksonville may request borrowing privileges for College-owned books, DVDs, audiobooks, and other physical circulating materials, and request items available via interlibrary loan.

A valid FSCJ identification card (Essential Card) is required to request and borrow items.

Remote (off-campus) access to online materials for retired faculty and staff is precluded due to subscription contracts/agreements with vendors and publishers.

LLC library services staff members at each location are available to help retirees who request specific articles or information.

Minor Children in the LLC
An adult parent or guardian must accompany all minor children not currently enrolled in FSCJ classes at all times. Please check with the local campus security office for additional direction regarding minors on campus.

Computer Access
Computers are available to currently enrolled FSCJ students with priority access for users completing academic work.

Computers and wireless access require login using an assigned Student User ID or faculty/staff Artemis ID.

Computer activities are monitored, and users are responsible for all activity conducted under an assigned User ID.

To avoid security issues, students and staff should not share access information with others and always log out of computers. Accessing unlawful material or sharing files illegally is strictly prohibited. It is a violation of the Student Code of Conduct to publicly access images, sounds, or messages that could reasonably be expected to create an atmosphere of harassment.

Printing
Printing and photocopying are available to currently enrolled students at a charge of 10¢ per page. An Essential Card (student ID card) is required for printing. Print funds may be added to the Essential Card at the Business Office or online through the Connections portal.

Printing is available in black and white only.
Audio-Visual / Multimedia Production
The scope of audio-visual / multimedia production services varies by location. Requests may be discussed with LLC and Media Specialist staff.

Media Viewing
Most LLC media materials are accessible through personal or public computers. Listening and viewing equipment for media in formats not accessible through LLC computer workstations may be available at some facilities upon request. Please contact the local campus or center LLC for specific availability.

Study Rooms
Study rooms are available by reservation at some LLC facilities. Priority is given to groups of two or more individuals to use group study rooms.

Services for Students with Disabilities
LLC staff and faculty make every effort to ensure students with documented disabilities have access to all LLC services and resources. Adaptive technology stations and equipment are available in various locations within the Library and Learning Commons. Examples of available resources include Zoom Text and Jaws software, “Merlin” (an image enlarger), Brailler (available by contacting Services for Students with Disabilities), and Sorenson VRS (Video Relay Service). Students with documented disabilities may discuss arrangements and procedures for using accommodative services and resources with the Office of Services for Students with Disabilities and LLC staff members. Other reasonable accommodations and learning tools are available upon request.

Suspension or Revocation of LLC Access Privileges
Users violating FSCJ policies, or disrupting the academic environment of the LLC will be asked to leave the facility. Campus security may be asked to intervene as needed. The privilege of accessing the facility and using resources may be suspended or revoked due to unacceptable behavior or violation of College policies.

LLC Data Collection
Individuals using campus or center facilities and services may be asked to log in to a tracking system to gather information related to their visit and to assist in statistical reporting of LLC services provided to the College community. While login requirements and data collection instruments vary, the information gathered may include the number of tutoring sessions held, the number and type of workshops offered and the number of attendees, the number of library orientations held and the number of attendees, the number of classroom visits by LLC staff, the number and type of reference and circulation desk transactions, and headcounts in the facility at various times and locations.

Statistics are collected on use of virtual resources and services to gauge the appropriateness and accessibility of LLC resources offered to the College community. Students and faculty are invited to complete surveys and assessments regarding engagement with LLC resources and services to ensure target outcomes are met for intended activities.
User privacy is of utmost concern to the LLC. Personal data should not be shared beyond that which is required for system access control and evaluation. Only aggregated data is used for reporting LLC and FSCJ program assessment purposes.
Section 5: Collection Development & Maintenance Plan

Purpose
The goal of the Library and Learning Commons (LLC) is to implement, enrich, and support the College’s educational objectives in a manner consistent with the expressed Philosophy, Mission Statement, and Institutional Goals by ensuring a rich, authoritative collection of library materials and resources.

Audience
The LLC is an instructional area open to faculty, staff, and students currently enrolled in a Florida State College at Jacksonville course for which academic support services are provided. The Nassau Center LLC operates under a memorandum of understanding as a joint use facility with Nassau County Public Library.

Responsibility
Responsibility for site-based collection management resides with the LLC’s Library Services team at each campus and center with input from local and School faculty and students. Faculty librarians, along with the Library and Learning Commons Council, collaboratively review recommendations for collections of e-resources and collegewide acquisitions.

General Collection Development Guidelines
In following the “One College” vision of the institution, all LLC physical and online collections are intended to be shared across the institution regardless of location. All materials added to the collections should be appropriate for the general academic and casual edification of a student population enrolled in undergraduate and technical-level programs offered by the institution. Because all campuses offer general education courses, the physical library collections at each campus include materials that will support students in the completion of general education course requirements. Additionally, LLC physical collections aim to provide materials that are targeted to the unique programs that are housed at each site. Intercampus sharing of resources is highly recommended. Duplication of resources should be minimized. The collection should be reviewed and inventoried on a regular basis to ensure appropriate currency, depth, and usage of the collection.

Subject-Specific Collection Development Guidelines
Subject-specific collections such as those that support Nursing, Allied Health, and Law should be developed and closely reviewed in collaboration with departmental faculty to ensure that these collections meet the specific accreditation standards for those programs. These programs often have stringent limitations on age of collection, and it is the intention of the LLC to meet all program accreditation standards.

General Guidelines for Selection
The selection of materials is a collaborative process. Any student, faculty, or staff member may recommend materials be added to the collection. Final selection of materials is based on reviews, recommendations, listings of notable books, and subject bibliographies. Librarians use both qualitative (faculty response) and quantitative (size, age, potential use, and cost) data in the selection of materials. Cooperative sharing of resources is considered in both selection and
retention of materials. The LLC does not purchase textbooks or provide access to electronic textbooks for the library collection.

**Criteria for Selection**
Materials are selected based on the following criteria:
• Being deemed appropriate and relevant to the college curriculum and to the strengthening of the collection
• Meeting high standards of quality in content and format
• Being current and having enduring value
• Representing diverse viewpoints

**Deselection**
Weeding is essential to collection management. Outdated, inaccurate, lost, damaged, duplicate, and seldom used materials will be regularly considered for withdrawal.

**Shared Collection and Cooperative Agreements**
In addition to maintaining robust circulating collections at all FSCJ LLC locations, the LLC participates in reciprocal borrowing with academic libraries in Florida as outlined in the State University System (SUS) and Florida College System (FCS) Library Borrowing Privileges Agreement. The LLC is a member of the Florida Library Information Network (FLIN) for the purposes of reciprocal interlibrary loan privileges for member institutions.

**Acquisitions**
Library services staff and faculty members at each campus and center, with guidance and assistance from Technical Services staff and members of the LLC Council, collaboratively manage acquisitions processes. LLC acquisition processes and procedures are overseen by Library technical Services in cooperation with staff and faculty at each physical facility. Faculty, students, and staff are encouraged to submit requests for materials to support the College’s curriculum and community. The LLC Materials Request Form is available on the LLC website.

**Gifts to the LLC Library Collection**
Holdings in the library collection may be supplemented by donation of materials from individuals or groups. Gifts to the library collection will be evaluated using the same criteria as the selection of new materials outlined in the LLC Collection Development & Maintenance Plan.

The LLC may accept instructor's editions of textbooks, review copies of textbooks, or proprietary materials for the Course Reserves collection (not the permanent collection) only if there are no publisher usage limitations attached to the item. These include materials labeled Instructor’s Edition, Annotated Instructor’s Edition, Teacher’s Manual, Review Copy, or Not for Sale. The LLC reserves the right to refuse any materials for any collection if it reasonably deems that the material may be in violation of any contract or law, which limits usage rights.

The LLC reserves the right to dispose of gifts that do not support or enrich the library collection. The donor will be informed of this practice when the materials are received. Materials become property of the College only after being cataloged and processed for integration into the permanent library collection.
The LLC cannot issue any statement regarding the value of materials donated. Donors may request an acknowledgement of the gift materials. The acknowledgement will include the number of items donated.

The FSCJ Foundation is the only authorized unit that may accept cash gifts that support the library collection. For more information about Foundation policies, or to secure a copy of the Donation Form for Non-Cash Gifts, please contact the FSCJ Foundation Office.
Section 6: Copyright and Intellectual Freedom

LLC personnel shall comply with all procedures pertaining to copyrights as established by College policy. (Administrative Procedure Manual (APM) 10-0211 Intellectual Property and Copyright. See Appendix 2)

FSCJ Library and Learning Commons adheres to all provisions of U.S. Copyright Law (17 U.S.C.) and the Fair Use Section of U.S. Copyright Law (17 U.S.C. 107). Students, faculty, and staff must be mindful of the intellectual property rights accorded to the creator of items such as books, articles, music, drawings, digital media, videos, sound recordings, etc. The unauthorized use of such works may result in penalties. Copyright notices should be visible on public LLC copiers/printers to remind users of their rights and responsibilities under the law.

Intellectual Freedom
The LLC pledges to uphold the principles of intellectual freedom as denoted in the American Library Association’s Library Bill of Rights and Freedom to Read Statement.

American Library Association Library Bill of Rights
The College adheres to the tenets of the American Library Association (ALA) Library Bill of Rights, available for review at http://www.ala.org/advocacy/intfreedom/librarybill

Challenges/Reconsideration of Library Resources
As an academic library within higher education, materials available in print and online within the LLC are intended to serve a mature, adult education audience and may be seen as controversial, and in some cases offensive to individual users. Material challenges are considered through the lens of pertinent FSCJ Policies, the ALA Library Bill of Rights, and the ALA Freedom to Read Statement.

Patrons may register a concern over library materials by filing a formal request to the Executive Dean of the Library and Learning Commons. The Executive Dean will review the request with the Library and Learning Commons Council. The Executive Dean will coordinate the reconsideration procedures, review the challenge, and inform the patron of the Council’s decision.
Section 7: Course Reserves

A Course Reserves section is available in each LLC for faculty and staff to place items for in-library use by students, faculty, or staff. Faculty complete a Course Reserves Request Form (available on the LLC website), noting these important details:

- Library materials may be placed on Course Reserve for one term and will be returned to circulation at the end of term.

- Personal items may be placed on Course Reserve for one term and will be returned to the requestor at the end of the term; the LLC is not responsible for loss or damage to personal items placed on Course Reserves.

- The LLC will add instructor editions to Course Reserves as long as the publisher has not restricted the material.
Section 8: Intercampus and Interlibrary Loans

Intercampus loan (borrowing and lending of College-owned library items from any FSCJ library) is a service provided to all FSCJ students, faculty, staff, and retirees of FSCJ. FSCJ-owned materials may be requested online for pick up at any LLC location. Patrons may visit http://guides.fscj.edu/ILL for directions on how to place an interlibrary loan or request assistance for their library staff.

The College participates in standard interlibrary loan practices (borrowing and lending of items owned by other libraries) through agreements with regional, state, and national consortia. FSCJ students, faculty, staff, and retirees of FSCJ may request non-FSCJ owned materials be borrowed via FSCJ and picked up at any LLC location. Assistance with this process is available upon request.
Section 9: Circulation of Library Materials

Library and Learning Commons circulating materials are available for check-out to faculty, staff, currently enrolled Florida State College at Jacksonville students, retirees of FSCJ, and persons included in reciprocal borrowing agreements entered into by the College and other institutions. A current FSCJ identification card (Essential Card) is required to borrow or “circulate” items. Circulation restrictions on some materials (e.g. Course Reserves) may be placed based upon the individual’s status with the institution.

Retirees of Florida State College at Jacksonville may request borrowing privileges for College-owned books, DVDs, audiobooks, and other physical circulating materials. Retirees may request items though interlibrary loan as long as there is no cost to the College. Retirees must present an FSCJ identification card to request and borrow items.

While most library items circulate and may be taken outside the LLC for use, some materials have circulation restrictions based upon the type of the item (e.g. Reference materials). Staff will advise patrons if an item has restrictions. Book detection systems prevent the removal of LLC materials that have not been properly checked out. Book drops are available on most campuses and centers for the return of library materials. A circulation procedure manual outlining specific circulation processes is maintained for use by staff and faculty at each physical facility.

Student Loan Periods and Renewals (requires FSCJ Essential Card):

Check Out:
- Limit 10 books / 3 AV items
- Books - 14 days
- DVDs/VHS - 7 days
- Audiobooks - 14 days
- Interlibrary loan (ILL) - loan periods vary by lending institution
- Periodicals - do not circulate
- Equipment and materials, e.g., iPads, calculators, etc., (checkout varies by location)

Returns:
- Materials must be returned by the due date either directly to the campus library or to a book drop location at each campus.
- Due dates for items are determined by the check-out period listed above, with no due date extending past the last day of the last term in which the patron is enrolled.
- Items not returned in a timely manner are declared “lost,” with library borrowing privileges blocked and a financial hold placed against the student’s College account until the item is returned, replaced, or the item’s replacement value is paid to the College.

Renewals:
- Renewals are allowed on checked-out items if:
  - There are no other requests for the item.
  - The item is not overdue (overdue items require in-person renewal).
The renewal will not go beyond the end of the last academic term for which the patron is enrolled.

- ILL renewals require approval from the lending institution.
- How to renew:
  - Online: Log into Connections and choose Quick Links “Library and Learning Commons” to access student library account and renewal options.
  - By phone: Provide student name and address.
  - At the campus/center: Show Essential ID card.

**Faculty & Staff Loan Periods and Renewals (requires FSCJ Essential Card):**

**Check Out:**
- Unlimited number of items
- Books – 4 weeks
- DVDs/VHS - 7 Days
- Audiobooks – 14 days
- ILL – Loan periods vary by lending institution
- Periodicals – do not circulate
- Equipment and materials specifically available to faculty and staff – inquire at each location for details.

**Returns:**
- Materials must be returned by the due date either directly to the campus library or to a book drop location at each campus.
- Due dates for items are determined by the check-out period listed above, with no due date extending past the last day of the employee’s employment.
- Items not returned in a timely manner are declared “lost,” with library borrowing privileges blocked until the item is returned, replaced, or the item’s replacement value is paid to the College.

**Renewals:**
- Renewals are allowed on checked-out items if:
  - There are no other requests for the item.
  - The item is not overdue (overdue items require in-person renewal).
  - The renewal will not go beyond the end of the last day of the employee’s employment.
  - ILL renewals require approval from the lending institution.
- How to renew:
  - Online: Log into Artemis and choose College tab, then “Library and Learning Commons” to access employee library account and renewal options.
  - By phone: Provide name and campus address.
  - At the campus/center: Show Essential ID card.
FSCJ Retirees: Loan Periods and Renewals (requires FSCJ Essential Card):

Check Out:
- Limit 10 books / 3 AV items
- Books – 14 days
- DVDs/VHS - 7 days
- Audiobooks – 14 days
- ILL – varies based on lending institution directives
- Periodicals – do not circulate

Returns:
- All materials must be returned by the end of each academic term.
- Items not returned 30 days after the due date are declared “lost,” with library borrowing privileges blocked until the item is returned, replaced, or the item’s replacement value is paid to the College.

Renewals:
- Renewals are allowed on checked-out items if:
  - There are no other requests for the item.
  - The item is not overdue (overdue items require in-person renewal).
  - ILL renewals require approval from the lending institution.
- How to renew:
  - By phone, provide retiree name and address.
  - At the campus/center, show Essential ID card.

Lost Materials, Debt, & Account Holds Processes
- Patrons are sent an initial email alert when any library item is due in three days.
- Patrons are sent a second email alert once any library item has been declared overdue (one day past due date).
- Patrons are sent a third email alert once any library item has been declared lost (30 days past the due date). Patrons are asked to return the item immediately to avoid further action.
Section 10: Library Instructional and Reference Services

Highly qualified faculty librarians who hold a minimum of a Master’s Degree in Library and Information Science provide library instruction and reference services. Library instruction is provided in many formats, both for individual students and for classes/groups. Orientations and instructional presentations may be tailored for specific subject areas. Instructors from all disciplines are encouraged to request customized library instruction for their classes, especially those that contain research and writing assignments. Methods of instruction include lecture/demonstration, use of audio-visual materials, computerized adaptive instruction, and individual instruction. Contact any LLC Reference Desk for more information.

Faculty librarians have developed a college wide standard curriculum for library orientation sessions. The following represents the model available for use at each LLC:

Library Orientation Curriculum (approximately 50 minutes) (rev. July 2016):

- **Discuss research process**
  - Google vs. Library Resources

- **Demonstrate student online access to LLC resources**
  - Online Catalog/LINCCWEB/My Account
  - Mango/Primo Discovery
    - Keyword searching
    - Effective “facet” limiting of search results. (Format, date, scholarly vs. non-scholarly)
    - Boolean operators: AND, OR, NOT
    - Truncation
    - Exact phrase searching
    - Citation creation (MLA or APA) tool/cut and paste citation to bibliography.
    - Printing/saving/emailing articles
    - Avoiding plagiarism
  - Identify format
    - Limit to: Books
    - Limit to: Articles
    - Limit to: eBooks
    - Limit to: Audio-visual materials.
  - Requesting books (Interlibrary and Intercampus loans)
  - Access: Location, Call Number, Collection, Availability
  - Physical or virtual access

- **LibGuides (http://guides.fscj.edu)**
  - Citation guides
  - Research Companion

- **Other Vital LLC Resources**
  - Ask a Librarian
  - Tutoring services
• Smarthinking

• Website evaluation criteria (Upon Request by Faculty Member)

• In-house Tour: Physical access to Library and Learning Commons resources
  
  o Sign-in stations (Accudemia)
  o Circulating Collection: Print
  o Audio-visual materials
  o Periodicals: Print, in-house collection, back issues
  o Course Reserves
    ▪ By instructor/course at Library Service desks
    ▪ In-house or limited loan period
    ▪ Special Collections
  o Facilities: copier, printer, computers, study rooms, lab areas, service desks
  o Essential ID required*
    ▪ *copying, printing, check out, reserves, study rooms.
  o Introduce Instructional support for LLC
    ▪ Reference Librarian
    ▪ Learning Commons staff
    ▪ Provide contact information for administrative support for LLC
  o Feedback via Library Orientation Student Survey
Section 11: Tutoring Services

Each Learning Commons provides students with multi-modal instructional assistance designed to foster student learning and academic success. These Learning Commons services include tutoring in subjects such as math, English, science, computer skills, foreign languages, and are provided by appropriately degreed staff members and by peer tutors. Ongoing subject content and tutoring skills training are provided for staff and tutors at each site. Below is a list of some of the many resources and services provided in the Learning Commons:

- Qualified, service-oriented full and part-time staff members with degrees and/or specializations in areas such as math, science, English, foreign languages, and computer science
- Information desks where students, faculty, and staff receive direction in addition to being able to check out and reserve materials and items
- Academic computer labs (both Windows and Macintosh platforms) with staff to assist students
- Foreign language labs with tutoring and study areas and computer access
- Writing labs with tutoring and study areas and computer access
- Accounting and business labs with tutoring and study areas (at some locations)
- Math labs with tutoring and study areas and computer access
- Science labs with tutoring and study areas; anatomical models, microscopes, and other manipulatives; and computer access with specialized tutorial software for funeral services and respiratory therapy (at some locations)
- Adaptive technology such as Sorensen, Merlin, Kurzweil, and more
- Whiteboards and resources for study groups and classes
- Handouts and subject-specific materials by discipline
- Workshops and podcasts in a variety of disciplines and study skills

Learning Commons administrators constantly review student utilization of academic support services, tracked by time and use databases, entrance gate counters, and tutoring logs at physical facilities. This information is used in tandem with course schedules to plan for staffing and provision of resources in a manner that adequately meets demands from students and faculty. Academic tutoring labs are designed to assist currently enrolled Florida State College at Jacksonville students seeking subject-specific support. Tutors may assist students with a variety of course-related tasks, with the exception of graded assignments or tests.

Virtual Tutoring Services
In addition to on-site tutoring services, virtual tutoring services for a variety of disciplines are available via Smarthinking. Students may access Smarthinking in the Connections portal and Blackboard.
Section 12: Additional Areas of Responsibility

Responsibility for LLC Property and Control
The Director/Lead of the LLC or site designee, in collaboration with the campus Director of Administrative Services (DAS), is the accountable custodian for College property contained in the campus LLC.

Maintenance and Repair of Equipment
The Director/Lead of the LLC or site designee, in collaboration with the campus Director of Administrative Services (DAS), is the responsible party for ensuring the maintenance and repair of equipment in the LLC.

Authorization for Purchase of Materials
The Director/Lead of the LLC or site designee is the responsible party for assuring the purchase of appropriate, adequate, and accessible materials for the LLC.

LLC Documents and Forms
A repository of official LLC documents and forms is available in the LLC Sharepoint site. These documents include the LLC Council meeting agendas and minutes.
Appendix 1

Information Literacy Rubric

<table>
<thead>
<tr>
<th>INDICATORS</th>
<th>LEVEL 3</th>
<th>LEVEL 2</th>
<th>LEVEL 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Needs</td>
<td>Clearly defines information needed and clearly identifies appropriate</td>
<td>Somewhat defines the information needed and somewhat identifies types of sources needed</td>
<td>Unable to define the information needed and unable to identify types of sources needed</td>
</tr>
<tr>
<td>(Oral Communication)</td>
<td>types of sources;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Retrieval</td>
<td>Selects the most appropriate investigative methods or information retrieval systems;</td>
<td>Selects some appropriate investigative methods or information retrieval systems;</td>
<td>Fails to select appropriate investigative methods or information retrieval systems;</td>
</tr>
<tr>
<td>Access needed information effectively and efficiently</td>
<td>Effectively constructs and implements search strategies appropriate to the discipline;</td>
<td>Constructs and implements limited search strategies appropriate to the discipline, uses some discipline-appropriate methods to retrieve information;</td>
<td>Fails to construct or implement effectively designed search strategies appropriate to the discipline;</td>
</tr>
<tr>
<td>(Information Literacy Assessment)</td>
<td>Records and manages information and its sources;</td>
<td>Shows some understanding of how to record and manage information and its sources;</td>
<td>Shows no understanding of how to record and manage information and its sources;</td>
</tr>
<tr>
<td>Evaluation of Information</td>
<td>Accurately summarizes the main ideas;</td>
<td>Somewhat summarizes the main ideas;</td>
<td>Unable to summarize the main ideas;</td>
</tr>
<tr>
<td>(Oral and Written Communication)</td>
<td>Accurately evaluates and compares new and prior knowledge;</td>
<td>Somewhat evaluates and compares new and prior knowledge;</td>
<td>Unable to evaluate and compare new and prior knowledge;</td>
</tr>
</tbody>
</table>

*Updated February 2011*
Appendix 2

Administrative Procedure Manual (APM) 10-0211 Intellectual Property and Copyright

PURPOSE

The purpose of this procedure is to establish guidelines for faculty, staff and students regarding ownership rights in intellectual property and copyrightable works and to provide the methods required for distribution of information and education on the topic of copyright law.

PROCEDURE

A. The College recognizes and honors the long-standing practice at post-secondary institutions of fostering the creative work of faculty, staff and students. The below listed College policies and publications define how ownership rights are determined and how copyrightable works may be used.

B. This administrative procedure is not comprehensive. The several policies and publications listed below provide the comprehensive policies with which staff must comply:

1. Board Rule 6Hx7-4.11 defines the process used to determine ownership and generally considers the amount of individual effort, the use of College resources and or direction, and the terms of any contract or agreement. These factors parallel those outlined in state copyright law.

2. The Full-Time Faculty Collective Bargaining Agreement, which can be found on the Human Resources Web page in the Employee Portal, exclusively addresses matters of intellectual property and copyright between the College and full-time faculty members.

3. The Faculty Handbook and the Adjunct Faculty Handbook provide guidance for the way copyright protected materials may be used in connection with the academic setting in both traditional classroom teaching and online teaching.

4. The Student Handbook requires students to comply with all Computing Policies, which are posted on the Internet under the Student Rights and Responsibilities Web Page. These policies warn students about the criminal and civil consequences for federal piracy. The policies also include a Computing Facilities Use Agreement (Computing Facilities Use Agreement to which all students must consent). The Agreement instructs students to “respect the copyright of all software and data available through” the College.

5. The Copyright Web Page listed under Policies and Procedures on the College’s District Web Page provides additional resources on copyright laws.

C. As stated in the Faculty Handbook, it is recommended that all course syllabi contain
information for students about the use of copyright protected materials in the course and the applicable laws and penalties.

D. All contracts or written agreements involving the development of any copyrightable work, such as photos, curriculum, textbooks, or any other work to which the College expects to maintain ownership, must include a provision to address the waiver of copyrights and should be reviewed by the Office of General Counsel.

E. Any questions about intellectual property, copyrights, or patentable works should be directed to the Office of General Counsel.

Authority: FS 1004.726

Adopted Date: November 2, 1987

Revision Date: January 10, 2013
Appendix 3

FSCJ LLC Organizational Structure: 2016

LIBRARY AND LEARNING COMMONS

(EFFECTIVE 07/2016)
Appendix 4

Resource Links

Source: Association of College and Research Libraries  http://www.ala.org/acrl/


*Framework for Information Literacy in Higher Education.*  

*Standards for Libraries in Higher Education.*  
http://www.ala.org/acrl/standards/standardslibraries

*Standards for Distance Learning Library Services.*  
http://www.ala.org/acrl/standards/guidelinesdistancelearning

*The Value of Academic Libraries.*  