LENOIR-RHYNE UNIVERSITY

Title  Library Services to Community Patrons

Division/Department  Lenoir-Rhyne University Libraries, Rudisill Library

Related Policy(ies)  Appropriate Behavior Policy
                      Reference Policy
                      Library Computer Use Policy

Purpose  To delineate provision of services to non-LRU primary patrons

Policy  The library has a secondary tier of community members, called community users. These are Community Patrons, Alumni, Senior Bears, and students, staff, and faculty of University Christian High School (UCHS). The library serves them by providing library services, albeit limited, to the members of this community. These services are a privilege, not an entitlement, and the services may be changed or withdrawn if they interfere with service to the LRU primary community members, students, faculty, and staff.

Definitions of Community Users, and Privileges
Alumni, members of the LR Senior Bears, and Community patrons are those who have completed a registration process at the appropriate office, and junior and senior students and faculty from University Christian High School. The library also provides minimal service to walk-in patrons.

Alumni and Senior Bears
Alumni are graduates of Lenoir-Rhyne. Upon graduation or thereafter alumni can obtain an alumni ID from the Alumni Office.

Senior Bears are those seniors who join the LR Senior Bears Program. Upon joining they obtain an LR ID.

Alumni and Senior Bears must have completed the appropriate registration process for those two programs. They have circulation and computer use privileges which are more restricted than members of LRU’s primary community members. They are allowed use of the library’s Community Patron computer and must be logged on by a staff member or student worker.

Community Patron
A Community Patron is one who is 18 years of age or older, resides within Catawba County, has a library card from Hickory Public Library or Catawba County Library, (libraries with whom Rudisill Library has a reciprocal borrowing agreement) and completes the library’s registration process. A Community Patron has circulation and computer use privileges which are more restricted than members of L-R’s primary community members. They are allowed use of the library’s Community Patron computer and must be logged on by a staff member or student worker.

University Christian High School Community
Privileges for members of this community are spelled out in the 2013 Agreement between Rudisill Library and UCHS regarding Rudisill Library Support.
Library Services to Community Patrons

Walk-in Patrons
The library does allow members of the public from Catawba or other counties to come into the library and use printed materials on-site. Unless walk-in patrons are eligible for Community Patron status and complete the library's registration process, they do not have check-out or computer use privileges.

Children
Because the library contains materials suitable for undergraduate and graduate academic research which may be unsuitable for children, and because the facility is not, nor meant to be, child-friendly, children under 16 years of age or 10th grade or under must be accompanied by a parent, a teacher or another adult who assumes responsibility for supervision. For the safety of unaccompanied children, the library will contact Security to take custody of them.

Appropriate Behavior
Community users are expected to demonstrate common courtesy and appropriate decorum for an academic library and to abide by the library's Appropriate Behavior Policy. Library staff, at their discretion, may ask patrons to leave. Library staff will call Campus Security to intervene in any situation involving disruptive behavior or possible violation of law or campus policies.

Hours of Service
Community users are welcome to visit, use print materials, use computers, and check out allowed items on weekdays as follows:
- beginning: one hour after the library opens
- ending: 8:30 p.m., or one-half hour earlier than closing time if the library closes earlier than 9:00 p.m. Library hours are posted on the library website (Rudisill Library Hours).

Identification Cards
LRU secondary community members must obtain the appropriate identification card and present it in order to check out materials or use the library's computers.

Checkout of Materials
Community users are fully accountable for the materials they use in the library and materials they check out from the facility, in accordance with the Lenoir-Rhyne University statement of values, particularly Integrity (We will act with integrity at all times. We will respect and be honest with each other. We will take personal responsibility for our words and our actions.), and in accordance with the registration form which they have signed. Such accountability includes return of materials on time and in the condition in which they were checked out; and payment in a timely manner for any late fees incurred, any fees for damaged or lost books, and any associated processing fees.

Community users can check out three circulating items for the full check-out period of the particular item, with no renewals. Certain items are restricted from check-out by community users. These include but are not limited to:
- items on Reserve
- flip cameras, headphones, laptop computers
Reference Services
At the discretion of the library staff, following RL 04, Reference Policy, community users will, as staff time allows, receive basic assistance with using the library and finding information.

Interlibrary Loan Services
Community users are not eligible for Interlibrary Loan Services.

Computer Use
Community users are permitted computer access. They must adhere to the library's computer policy, RL 12, Library Computer Use Policy. Rudisill Library reserves the right to restrict or deny computer access or Library access to users who do not adhere to the Computer Use policy.

Community users’ use of computers is limited to weekdays (Mondays through Fridays), from one-half hour after opening to 8:30 p.m. or to one-half hour prior to closing if the library closes earlier.

Off-campus Access to Electronic Databases
The licenses for commercial databases allow for use by “walk-in” patrons to the library premises. These licenses commonly stipulate that libraries can provide remote access only to employees and currently enrolled students. Therefore, to avoid violating these licensing agreements, the library does not provide community users with off-campus access to its electronic databases.

Procedure Required to Implement Policy
As outlined in the Policy section

Name and Title of Policy Author
Rita Dursi Johnson, Dean of University Library Services

Listing of Affected Individuals (as needed)

Reviewed by/Concurrence from
Larry M. Hall, University Provost

Signature of the Individual(s) Approving the Policy

_________________________________________  ________________________________
Approved By (signature)                  Approval Date

_________________________________________  ________________________________
Approved By (signature)                  Approval Date

Developed/Revised or Reviewed
November 2012 / August 2013 / July 2015 / July 2017