Title: RL 10 Library Services for Guest (non-LRU) Patrons

Division/Department: Lenoir-Rhyne University Libraries, Rudisill Library

Related Policy(lies):
- RL 01 Appropriate Behavior Policy
- RL 04 Reference Policy
- RL 12 Library Computer Use Policy

Purpose:
To delineate provision of services to guest patrons, unaffiliated with LRU

Policy:
The library provides limited services to guest patrons who include the special groups and the general public described below. These services are a privilege and may be changed or withdrawn without notice in the event they inhibit Rudisill Library's primary service population – LRU students, faculty and staff.

Guest Patron Categories and Privileges:

Alumni and Senior Bears
Eligible patrons from these groups include:
- Lenoir-Rhyne graduates
- Members of the LRU Senior Bears Program as designated by the program administrator.

In addition to the program registrations, Alumni and Senior Bears must complete the library registration process for those two programs. They have circulation privileges which are more restricted than those granted to the library’s primary service population.

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 privileges which are more restricted than the privileges of LRU's primary service population.

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.

Walk-in Patrons
The library allows members of the public to come into the library and use printed materials on-site as well as access to the LRU guest Wi-Fi on their own devices. Unless walk-in patrons are eligible for Community Patron status and complete the library's registration process, they do not have circulation privileges.

Others
The library may grant privileges to others at the discretion of the Dean of University Library Services.
Access and Services Availability

Access
Guest patrons may use public spaces in the library as long as their use does not interfere with use by the LRU community. Library staff may ask guest patrons to leave the library if they feel they present a problem. Any guest may be asked for ID and will be asked to leave if they refuse.

Circulation
Guest patrons may use printed materials in the library.

In order to check out materials, guest users from eligible categories must present the library card received upon registration. They may check out circulating items for the full check-out period of the particular item with one renewal. They may have no more than three items on their account at any time. Certain items are restricted from check-out by community users. These include but are not limited to:

- Items on Reserve
- Equipment

Guest patrons 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.

Reference Services
At the discretion of the library staff, following RL 04, Reference Policy, guest patrons will, as staff time allows, receive basic assistance with using the library and finding information.

Interlibrary Loan Services
Guest patrons are not eligible for Interlibrary Loan Services.

Computer Use
Guest patrons do not have access to the library’s public computers which require an LRU login. Student library assistants may not make exceptions.

Guest patrons may access LRU’s guest Wi-Fi on their own devices. 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.

Off-campus Access to Electronic Databases
The licenses for commercial databases allow for use by “walk-in” patrons on 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.
Printing
Guest patrons do not have access to the library's printers which require an LRU login. Student library assistants may not make exceptions.

Other

Hours of Service
Guest users are welcome during posted library hours.

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 is it meant to be, child-friendly, children under 16 years of age or 10th grade or under (with the exception of UCHS students) must be accompanied by an adult who assumes responsibility for supervision. For the safety of unaccompanied children, the library will contact Security to take custody of them.

Appropriate Behavior
Guest 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 Security to intervene in any situation involving disruptive behavior or possible violation of law or campus policies.

Procedure Required to Implement Policy
As outlined in the Policy section

Name and Title of Policy Author
Frank Quinn, Dean of University Library Services

Listing of Affected Individuals (as needed)

Reviewed by/Concurrence from
Gary Johnson, University Provost

Signature of the Individual(s) Approving the Policy

\[Signature\] 2-18-19
Approved By (signature) Approval Date

\[Signature\] 2/19/19
Approved By (signature) Approval Date

Developed/Revised or Reviewed