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Rochester College is a private institution of higher learning. The Ennis and Nancy Ham Library is part of the academic community of Rochester College.

The mission of Rochester College is to engage students in a vigorous liberal arts education within a Christian community for a life of study and service.

The mission of Ennis and Nancy Ham Library is to provide the best possible access to information resources, through services and materials that will support the stated mission of Rochester College.

Today's society has become part of an Information Age, creating and attempting to fill increasing demands for information sources. The primary goal of the Ennis and Nancy Ham Library is to select, acquire, and maintain, or provide timely access to, those information sources necessary to support the instructional and research programs of Rochester College.

Although Rochester College is a private institution, the Ennis and Nancy Ham Library facilities are open to use by other patrons who are not Rochester College students or employees. Patrons from outside of the Rochester College community are also allowed to benefit from certain Ennis and Nancy Ham Library services as outlined in the following documentation.

The staff of the Ennis and Nancy Ham Library reserves the right to refuse library services to any individual who is argumentative, causing problems for the staff or other library users, or who does not meet the requirements outlined in the following documentation. Individuals who are denied library services because of insolence must speak to the Director of Library Services before any revoked privileges will be reinstated.
Circulation Policies and Related Services

Ennis and Nancy Ham Library

Ennis and Nancy Ham Library Circulation Policies

Patrons Requirements

All patrons must have a current Rochester College Campus Card ID, GUEST membership card, INFOPASS, MichiCARD, Rochester College Alumni card or official ID from any other organization that has an agreement with Rochester College to check out books at the Ennis and Nancy Ham Library. All patrons may be required to fill out identification forms for library records before checking out materials. All patrons must be in good standing with their home institutions in order to check out materials from Ennis and Nancy Ham Library, or to use the library’s resources and services.

Responsibilities

The borrower who checks out library materials is responsible for those items and should not loan them to other persons. This includes the liability for materials returned in a damaged or unusable condition, or those items never returned. This responsibility includes the assumption of any fees that may be incurred for use or misuse of library materials. Library materials are on loan from the library and should not be written in/on, altered in any way, dog-eared, or in any other way damaged.

The Circulation Supervisor is the final authority for handling circulation disputes, including, but not limited to, fees for damaged, lost, or overdue materials, etc. The Director of Library Services may be consulted at the discretion of the Circulation Supervisor. Other Supervisors on duty may choose to amend circulation policies or handle circulation disputes on a case-by-case basis if the Circulation Supervisor or Director of Library Services is not available.

Loan Periods

Patrons with a valid form of ID may check out books for a period of 4 weeks and renew books for an additional 2 weeks. Books may be brought back to the library to be renewed, may be renewed online, or may be renewed over the telephone by talking with a library employee. The library may recall books after one week if urgently needed.

Rochester College faculty and staff may check out books for 3 months or until recalled by the library. The library may recall books after one week if urgently needed.
Loan Periods cont.

All patrons may check out audio visual materials for 7 days. One renewal is allowed for visual materials for an additional 7 days. Requests for extended checkout of materials may be granted on a case-by-case basis.

Reserve and Interlibrary Loan (ILL) materials may have varying checkout durations and renewal limitations.

Checkout Limitations

**Rochester College** students and employees may have up to 12 books, 12 children’s books, 5 CDs, 5 Videos/DVDs, and 3 reserve items checked out from the Ennis and Nancy Ham Library unless further limited by the library staff. There is a limit of a total of 30 items checked out by any one individual at the same time.

Rochester College Alumni, MichiCARD patrons, INFOPASS patrons and patrons from any other organization that has an agreement with Rochester College may have up to any 5 items checked out from the Ennis and Nancy Ham Library at one time unless further limited by the library staff.

Non-Circulating Reserve or Reference materials, also including but not limited to microforms and equipment, are for in-library use only. Rochester College faculty and staff may check out non-circulating materials for 24-hour loans, or as arranged otherwise with the library.

Library Fines

All patrons will be charged 25¢ per item per day in overdue fines for materials returned late, counting only those days when the library was open. The day that the book is due and the day it is returned are not counted. If a book is returned in the 24-hour drop box, it will be considered returned on the last day that the library was open. The drop box is normally available at all times year round.

All patrons will be charged 50¢ per item per day in overdue fines for Circulating Reserve materials returned late, counting only those days when the library was open.
Circulation Policies and Related Services

Ennis and Nancy Ham Library
Rochester College

Fines cont.

Replacement fees for lost items will be calculated by the library director or staff. There is also an additional $20* processing fee incurred each time an account is charged for replacing a lost item.

A $5, $10, or $20 fine may be charged for materials returned in a damaged but usable condition. Such a fine is at the discretion of the library employee who has checked such materials in.

Patrons that return overdue Interlibrary Loans (ILLs) will be charged $1.00 per item per day in overdue fines for such materials. Patrons that never return an ILL or return an ILL in a damaged condition will be charged a replacement fee and service charge set by the loaning library. In addition to the standard replacement fee, the patron may also be charged any additional fees that the lending library wishes to charge. All such fines will be placed on the patron’s Ennis and Nancy Ham Library account. Patrons who have delinquent accounts because of ILLs will have their account suspended for the duration of the current semester and will lose ILL privileges indefinitely. ILL is a service provided for the convenience of patrons, and involves borrowing materials from other institutions. When ILL privileges are abused there is the potential to damage library relations with other institutions.

Most fines do not have to be paid when overdue materials are returned, but it is strongly encouraged. Patrons may not check out library materials once they owe $15.00 or more in library fines. Payment must be made on an account with fines over $15.00 before a patron will again be allowed to check out library materials. Individuals with debts on their library accounts may have a hold placed on their library and/or Rochester College account.

Any patron who is non-responsive to overdue notices, or who consistently or willingly does not pay fines, or who loses, damages, and or does not return materials, or who is in other ways argumentative with library employees, may, after review of the situation by the Circulation Supervisor, ILL Manager, and/or the Director of Library Services, have all borrowing privileges revoked for the remainder of the semester when such defiant actions have occurred. Repeat offenders may have privileges suspended indefinitely.

*$20 processing fee is to cover cost incurred due to staff time involved for tracking overdue items, making patron contacts, and making efforts to replace items.
Circulation Policies and Related Services

Ennis and Nancy Ham Library

Rochester College

Services

The Ennis and Nancy Ham Library is pleased to offer a variety of library services to its patrons. In addition to providing patrons with access to its collections, the library also offers the following services:

Research Instruction and Reference Services

Some research questions can be asked and answered by phone or e-mail, as well as in person.

Individuals may schedule an in-depth research consultation appointment with any of the librarians on staff.

Groups and individuals can schedule bibliographic instruction presentations or consultations to learn how to use the Ennis and Nancy Ham Library’s resources.

Retrieval of Materials

Library staff will retrieve, scan and e-mail certain library materials to alumni or other patrons at the cost of $1 per page. Current students will not be charged for retrieval, scanning and e-mailing materials.

Remote Access Services Online

Rochester College students and employees can use Off Campus Login to access the Ennis and Nancy Ham Library’s subscription databases from off campus by using their login ID and password at the library’s home page. The IT department (x2080) should be contacted if an individual has issues with their login. A Rochester College Campus Card is the official college ID card that all students and employees of Rochester College need in order to make use of the library’s services. Students and employees of the college can obtain a Campus Card from Student Services.

Due to legal restrictions and contracting, remote access to the library’s online database subscriptions is only available to Rochester College students and employees. Other patrons may use the Ennis and Nancy Ham Library’s online resources while on campus at Rochester College.
Circulation Policies and Related Services

Ennis and Nancy Ham Library  Rochester College

Off Campus Login Services cont.

Access to the Ennis and Nancy Ham Library’s subscription databases is provided campus-wide for all library patrons without the need to login.

All patrons of the Ennis and Nancy Ham library that are Michigan residents may use the state of Michigan’s online subscription databases from on or off campus. There is a link provided to these resources on the library’s web page through MelCat. Access to the state of Michigan’s subscription databases is provided campus-wide for all library patrons without the need to login.

INFOPASS

The Ennis and Nancy Ham Library maintains membership in the Southeastern Michigan League of Libraries (SEMLOL). Through this membership, the library participates in the INFOPASS program.

**Rochester College** students and employees may request an INFOPASS to check out needed research materials from other participating SEMLOL libraries, if it has already been determined that the Ennis and Nancy Ham Library does not have the needed materials.

The Ennis and Nancy Ham Library cannot issue an INFOPASS to patrons who are not students or employees of Rochester College.

The Ennis and Nancy Ham Library will allow patrons from other participating SEMLOL libraries to use an INFOPASS to check out up to five items from the Ennis and Nancy Ham Library. The Ennis and Nancy Ham Library will loan items to INFOPASS patrons for a four-week period, with a two-week renewal allowed. INFOPASS patrons are bound by the guidelines of the *Ennis and Nancy Ham Library Circulation Policies*, and are subject to any fines outlined therein for overdue, lost, or damaged materials.
**Circulation Policies and Related Services**

**Ennis and Nancy Ham Library**

**Interlibrary Loan (ILL) Services**

ILL is a research-support service offered by the Ennis and Nancy Ham Library to **Rochester College** students and employees. Through ILL, patrons can request books and copies of articles from other libraries, when these items are not available at Rochester College. Individuals may make up to twenty ILL requests a semester.

Research should be done ahead of time because ILL requests can take up to a month to obtain.

Patrons must verify that Ennis and Nancy Ham Library or other local library collections do not own the item that is being requested through ILL.

Many lending libraries will not allow ILL materials to be renewed by borrowers, and such items are often only loaned for a 2-3 week period. If an individual is doing extensive research, it is advised that a limited amount of ILL requests be placed at any one time to ensure that borrowed materials can be read before they must be returned to lending institutions. If more than five requests are made by any one individual, library staff may select to fill any five in one week, and any remaining requests the following week. Patrons should prioritize requests if they wish to receive certain materials before others. If a patron is working on an extensive project, the library will do its best to make arrangements to meet the patron’s needs. Individuals with questions about ILL services should contact the Interlibrary Loan Manager.

ILL forms can be filled out while using OCLC FirstSearch, or on the Ennis and Nancy Ham Library’s Interlibrary Loan web page.

The library tries to borrow from lending libraries that do not charge, but if there is charge, the patron is responsible for paying that charge. All items borrowed from out-of-state libraries include a $4.00 charge to cover postage. Only students and guest members will be charged $4.00 for postage.

Patrons that return overdue ILLs will be charged $1.00 per item per day in overdue fines for such materials. Patrons that never return an ILL or return an ILL in a damaged condition will be charged a book replacement fee and service charge set by the loaning library. The patron may also be charged any additional fees that the lending library wishes to charge. All such fines will be placed on the patron’s Ennis and Nancy Ham Library account.
Ennis and Nancy Ham Library will loan materials to other institutions requesting ILLs for a period of six weeks including return time. Generally, renewals are not allowed but requests may be made for exceptions on a case-by-case basis. The borrowing institutions of ILL patrons are bound by the guidelines of the *Ennis and Nancy Ham Library Circulation Policies and Related Services*

**Interlibrary Loan (ILL) Services cont**

*and Nancy Ham Library Circulation Policies*, and are subject to any fines outlined therein for lost or damaged materials. Generally, audio-visual materials are not loaned to other institutions but requests for such materials will be reviewed on a case-by-case basis.

There is no fee for ILL articles requested. Copies of articles on microform may be emailed to the requesting institution.

**MICHICARD**

The Ennis and Nancy Ham Library participates in the MichiCARD program.

**Rochester College** students and employees may have a free MichiCARD library card issued to them by Ennis and Nancy Ham Library. A Ham Library staff member will affix the MichiCARD sticker to their RC ID card. The MichiCARD program allows cardholders to check out needed research materials from other participating MichiCARD libraries.

The **Ennis and Nancy Ham Library cannot issue a MichiCARD to patrons who are not students or employees of Rochester College.**

The Ennis and Nancy Ham Library will allow patrons from other participating MichiCARD libraries to use a MichiCARD to check out up to five books from the Ennis and Nancy Ham Library. The Ennis and Nancy Ham Library will loan books to MichiCARD patrons for a four-week period, with a two-week renewal allowed. MichiCARD patrons are bound by the guidelines of the *Ennis and Nancy Ham Library Circulation Policies*, and are subject to any fines outlined therein for overdue, lost, or damaged materials.

**Ham Library Guest Membership**

Ham Library Guest Memberships is $35 per year. The Ennis and Nancy Ham Library will loan library materials to Guest membership holders for the same loan periods outlined for Rochester College students. Guest members are bound by the guidelines of the *Ennis and Nancy Ham Library Circulation Policies*, and are subject to any fines.
outlined therein for overdue, lost, or damaged materials. The following policy exceptions apply:

**Circulation Policies and Related Services**

**Ennis and Nancy Ham Library**

**Ham Library Guest Membership cont.**

- Guest members may have up to any 12 items checked out from the Ennis and Nancy Ham Library at one time unless further limited by the library staff.

- Guest members are also allowed to use the Interlibrary Loan (ILL) services at Ennis and Nancy Ham Library. Guests members are allowed to request up to twelve free OCLC ILLs during a one-year membership.

- Guest members may use the Ennis and the Nancy Ham Library’s subscription databases while on campus at Rochester College.

**Rochester College Alumni**

- Ham Library welcomes Alumni to use the library and its resources. Alumni need to fill out a registration form to get a library card. Alumni cards do not expire. A Ham Library Alumni card allows one to:
  - Borrow circulating books (up to 8 books at a time) and audio visual materials (up to 3 at a time.)
  - Alumni are also allowed unlimited Melcat requests.
  - Use computers in the library and access the library databases only on campus.

**Youth Services**

- The Ennis and Nancy Ham Library will loan materials to children for a four-week period, with a two-week renewal allowed. Youth patrons are bound by the guidelines of the *Ennis and Nancy Ham Library Circulation Policies*, with the following policy exceptions:

  1. Individuals under the age of 18 (excluding Rochester College students) must have a parent or guardian present to check out library materials. OR

  2. Individuals under the age of 18 (excluding Rochester College students) must have a parent or guardian come to the Ennis and Nancy Ham Library to sign a permission slip allowing them to check out materials without a parent or guardian present.

The parent or guardian of any youth under the age of 18 is subject to any fines incurred by such a patron, as outlined in the *Ennis and Nancy Ham Library Circulation Policies* for overdue, lost, or damaged materials. Any youth under
the age of 18 with a delinquent library account waives the right to account privacy if a parent or guardian must be contacted for recovery of materials or fines.

Youth under the age of 16 are only allowed to check out materials from the children’s collections of the library, unless otherwise noted on their parent permission slip on file.

**Acquisitions Services**

Patrons of the Ennis and Nancy Ham Library are encouraged to make suggestions for acquisitions of library materials. The Director of Library Services or another librarian will review any suggested materials and determine whether such an acquisition would be possible and in agreement with *Ennis and Nancy Ham Library Collection Development Policies*. 