



Bridges Christian College

Departmental Handbook
Library

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H. Mission Statements

BCC Mission Statement

Bridges Christian College exists to cultivate the hearts and minds of Spirit empowered leaders for ministry where life and God connect.

Library Mission Statement

The mission of the BCC Library is to support the purpose and goals of the school by acting as the primary provider of relevant educational resources in print and electronically to all students and faculties of BCC. The major operational objective of the library is to acquire and organize of information in various forms that support the overall curriculum and mission of BCC.

II. Job Descriptions

Director of Library Information Services

The Board of Directors and the administration recognizes the need for the services of a Director of Library Information Services.

Requirements

The Director of Library Information Services should possess a Master's degree in Library Science from an ALA- accredited program with a minimum of two years professional experience. Demonstrate the ability to select, train and supervise qualified subordinates. Good organizational and problem solving skills. Ability to exercise sound judgment in applying and interpreting library policy and procedures. Ability to use a variety of software applications and to maintain awareness of new and changing technology. Ability to communicate effectively orally and in writing. The head librarian is responsible for the coordination of library services BCC Library.

Duties:

1. Attend faculty meetings and departmental meetings as needed
2. Assist in the planning of new library facilities and/or revision of existing facilities
3. Provide supervision, evaluation and training of all library staff
4. Give input in formulating the annual library budget
5. Coordinate library services for all libraries.
6. Direct the processing, cataloging, and maintenance of the library collection.
7. Prepare annual statistics and reports as needed
8. Prepare annual library needs assessment
9. Serves as a resource person to faculty, students, and administration
10. Maintain positive public relations
11. Submit written reports to appropriate administrative personnel

Librarian

A Librarian should possess a Master's degree from an ALA accredited institution preferred or a Master's degree in another discipline preferably theological background with 18 hours of Library Science course work and a minimum of two years of experience in an academic library setting preferred. Knowledge of theological resources and information technology, demonstrated experience in supervisory and collection development and excellent communication and interpersonal skill demonstrated evidence of self-motivation, service orientation and ability to work successfully in a collegiate Duties include the following:

1. Provides reference services, research consultations and Library instructions to students
2. Oversees the development and maintenance of the Library's collections.
3. Prepares appropriate subject area bibliographies for students and faculty in
4. Maintains circulation and reference desks at regularly scheduled hours and upon request of the faculty.
5. Assist in the development and implementation of new workshops and programs that enhance library instruction of students and faculty
6. Participate in library committee meetings
7. Provide direct supervision to library associates and volunteers

Library Associate

Library Associate should possess an undergraduate degree from an accredited university with two years of relevant work experience in library services.

1. Managing circulation activities
2. Developing bibliographies
3. Helping inventory collections
4. Helping students retrieve and use information
5. processing interlibrary loans and borrowing activities
6. Assists with circulation duties
7. Assisting with reference services
8. Assisting with cataloging book and periodicals

Library (Student) Assistant

Provides assistance to students and teachers in the following areas:

1. Assist both students and teachers in use of online catalog, AV equipment and databases
2. Word processing
3. Hardware troubleshooting
4. INTERNET searches
5. Shelving materials
6. Generating overdue notices
7. Checking materials in and out

8. Maintaining patron data
9. Maintaining equipment holdings database inventory procedures
10. Distributing faculty memos and library newsletters via email
11. Carry out general office duties (phone calls, filing, typing, etc.)
12. Maintaining orderly appearance of the library
13. Making copies
14. Collecting money as needed for IDs, lost or damaged materials, etc.

Volunteers

Volunteers work in the library under the direction of the Library staff. Their training and work in the library is organized by the librarian. Their duties may include, but are not limited to the following:

1. Performing circulation routines
2. Shelving books and other media
3. Reading and straightening shelves
4. Performing simple housekeeping chores
5. Filing
6. Typing
7. Assisting with checking in new materials
8. Assisting with inventory procedures
9. Assisting with programs and activities in the library such as displays, bulletinboards, book talks, storytelling, book fairs, etc.
10. Assisting with vertical file maintenance

Please Note:

It shall be the policy of the BCC Library to utilize the services of volunteers in any areas where they can assist the library in meeting its objectives of public service. Volunteers shall be utilized to supplement the duties and activities of paid staff and are not considered a replacement for paid staff. Volunteers will be at least 16 years of age, unless otherwise approved by the librarian, and will complete a volunteer information form to be reviewed by the librarian. After review of the information the volunteer will be contacted concerning serving at the library. The librarian reserves the right to accept, deny, or terminate the position of a volunteer with the understanding that such a decision is in keeping with the established guidelines concerning personnel and practice set out in this manual.

Volunteers are a valuable resource for any public service organization. While the donation of their time and talents is greatly appreciated, each volunteer must recognize there is an obligation to provide service within the guidelines and policies of the BCC Library

III. Library Operations

Reference Department

The Reference Librarian assist students, faculty, staff and community in utilizing all library resources. This librarian is responsible for conducting the following services:

1. Staff will attempt to answer all reference questions from students, faculty and other library patrons. Act as the library liaison with several academic departments and develop strong relationships with faculty and students by providing assistance with searching the online catalog, CD-ROM products and other electronic resources
2. Contribute to the development of the collection through selection and weeding.
3. Providing general and specialized reference service with printed and computerized tools IE: (online catalog, CD-ROM. databases)
4. Provide bibliographic instruction as needed in general and subject based classes
The Reference staff develops and delivers bibliographic instruction lectures to classes at the request of instructors. They develop path-finders and specialized bibliographies as requested by faculty. Reference staff may act as subject bibliographers and involve themselves in book selection activities under the supervision of the Library Director.
5. Coordinating and providing library orientation and bibliographic instruction to students & faculty in using information resources and devising research strategies, creating path finders, web-based guides, references guides and other self-help and training materials.
6. Compile search statistics and collection records quarterly. Information should be submitted to the library director annually for inclusion in the Library's Annual Report

Circulation Department

The Circulation Manager appointed reports to the Director of Information Services. The manager will oversee day to day circulation desk operations the following:

1. Supervises the check-out and check-in procedures and task related functions of all regularly circulating books belonging to the Bridges Christian College. Items that are a part of the regularly circulation are books and monographs that are apart the open stacks collection.
2. The circulation manager will become an expert in the use of library automation software CampusSIS (also known as the faculty and student portal) and supervises the training of all full time and part-time circulation employees and student assistants in the proper use this software. Develops and instructs employees on circulation policy and procedures. Periodically checks to see that these various assistants are up to date in the proper operation of the system and schedules training for them if they seem deficient in their knowledge.

Collects all fines and fees from faculty and students resulting from overdue or lost books. Sends out on a regular basis overdue notices to people holding overdue books. When fines or fees are paid by students and faculty, the Circulation manager reports payments the Library Director. & Administrative Assistant. Alerts the Vice President for Academic

Affairs to students who owes fines and fees to the Library well in advance of each semester's registration period. This allows students to be stopped at the time of registration until they make good any library fines and fees that they owe. When fines or fees are made, entries are eliminated from the CAMPUSSIS circulation system.

3. Collects monthly and cumulative circulation statistics for the circulation of regularly items and reserve materials. Statistics are reported to the library director quarterly.
4. At each registration period enters new student registration records into the CAMPUSSIS circulation system.
5. Provides for the placing of books and journals articles on Reserve at the request of Individual faculty members. Forms for this purpose are provided at the circulation desk.

The **Circulation Associate** under the direction of the Circulation Manager checks books in and out to library patrons, provides reserve materials to users and validates identification cards for use as library cards to user. The Associate also:

1. Maintains the library system patron database, collects overdue fines and other fees, issues receipts and mails library overdue notices.
2. Performs the necessary tasks to put materials on reserve and assists patrons with directional information related to library organization
3. Assists the Circulation manager in providing light copy machine maintenance Supervises assigned work study students

Technical Service Department

The Catalog Manager is responsible for cataloging, classification, processing all monographs purchased BCC Library and inter-library loan requests. All worked is done such that the minimum time lapses between the receipt of a new item and its processing and shelving. The duties include

1. Cataloging in all formats, both original and complex copy cataloging; supervision of catalog maintenance, authority and item control
2. Assisting with the production of MARC records for the archival collections
3. Catalogs of monographs in all formats
4. Knowledge of OCLC and CAMPUSSIS systems operations as related to cataloging tasks
5. Training and supervision of cataloging employees and work-study students interlibrary loan/serials
6. Interlibrary Loan Duties: Sending and responding to ILL requests made by students, faculty and institutions that BCC Library has cooperative agreements. Is responsible for

bibliographic verification of ILL requests.

The **Catalogue Assistant** supports the cataloguing functions of the library under the direction of the cataloger.

1. Processing monographs items in all formats (i.e. books, videos, sound recordings)
2. Affixing labels, bookplates and bar codes
3. Getting materials ready for the shelves.
4. Overseeing student workers doing these and other tasks
5. Searching OCLC database, Z-Marc for cataloging copy; editing record to meet the BCC library requirements
6. Verifying library of Congress number,
7. Adding number from cutter table and date
8. Searching and downloading authority records,
9. Producing shelf list
10. Downloads records to CampusSIS Z-Marc.

IV. Library Policies

1. Circulation Policies & Fines

Borrowing Privileges

Faculty, staff, and properly registered students of BCC may borrow library materials from the Libraries upon presentation of a valid BCC identification card. Individuals not affiliated with the school may use the library but may not borrow materials unless they have been granted special borrowing privilege from a BCC Librarian.

The circulating books are housed in the open stacks in the library and all reserves materials are located at the Circulation Desk or as designated by the library staff.

All Circulation/Reserve services end 15 minutes before closing.

Online Resources

Bridges Christian College primarily uses the Logos Remote Resource Library as its online library. Each student is provided with a subscription to this software as long as they are enrolled in classes. The total amount of resources in this package are valued at approximately \$20,801.10. Once students leave the program or graduate, they will lose access to their Logos license. Students are welcome to purchase their own Logos licenses to have in their career.

In addition, students are afforded an optional opportunity to pay for a larger Logos software subscription package called the ABHE Essentials package. If a student would like to purchase a Logos subscription, then they may contact the business office or academic department.

Finally, students may visit <https://bridgeschristiancollege.com/library-resources/> for a list of accredited online resources and a link to the school theological journal, *The Journal of Biblical Pentecostalism*.

Students may contact their professors, the academic office, or the librarian if they have difficulty accessing the online resources.

Training on how to access the online resources is provided at orientation.

In addition, each student receives instructions on how to access our latest resource, Proquest. In addition, students have access to ProQuest. An online library with 25,900 accredited, general education resources.

Only students enrolled in courses have access to ProQuest and Logos.

Special Borrowing Privileges

With the presentation of proper documentation and the approval of the head librarian or her appointed representative, special borrowing privileges may be granted to the following

categories of users:

1. BCC Graduates
2. Visiting Scholars
3. Community Users (Former graduates, Pastors & Patrons Affiliated with BCC)

Check Out Rules

All general circulation books may be checked out for a period of **two weeks**. Books may be renewed for an additional week if no one has requested them. Books must be returned to the library.

Upon registration all students should receive a student ID. Your student ID will also function as your library card. Once you have obtained your ID card, please visit your respective BCC library to have your card registered for library services. In order to check out books, Patrons must present a current BCC Identification Card. Lost ID cards should be reported immediately to library staff.

Reference Materials

Reference materials consist of commentaries, dictionaries, Bibles, Atlases, theological works of the gospel, Classics, Expositions and other non-circulated materials may not be removed from the library without permission from the librarian.

Overdue Books

A fine of **ten cents** a day will be assessed for all overdue books. Students are responsible for lost or damaged books. The college may withhold the grades and diplomas for students that fail to clear financial obligations with the library.

Periodicals

The library collects scholarly journals and popular magazines such as Time and Newsweek. All periodicals are arranged alphabetically by title on the periodical stand. All items with bar codes periodicals can be checked out for one week.

Processing Reserve Materials for Faculty:

Faculty members are responsible for gathering and submitting books, articles or other materials that they would like placed on reserve. We request reserve material be submitted five (5) working days in advance. This allows adequate time for processing.

Reserve forms must be completed for all books and articles(s). (Note: Please write on the reserve form the same title you give your students. This eliminates confusion and promotes access to reserve material). If you have a rare or one of a kind article or book, we recommend you place a photocopy on Reserve. We will remove reserve material on the date specific, unless we are notified to extend the date. We request you pick up your personal books and articles when notified. No books or articles can be placed on Reserve for an indefinite period.

All materials that have been placed on reserved are owned by faculty and have been placed on reserved status for the purpose of making information accessible to the students of their classes.

Circulation Time for Reserve Material:

Reserve time is usually placed on Modules, Exams, or any articles/books that have heavy usage. Reserve material cannot leave the library and there is a two hour time limit on reserve material

Reference: Library Orientation & Bibliographic Instruction

Orientation & Bibliographic Instruction

Upon request, library orientations will be provided for new students and faculty. Library instruction topics such as Microsoft applications, Turabian, and Searching the Internet, Introduction to specialized reference materials may be provided by library staff in English classes or other classes upon request.

Interlibrary Loan:

Presently students are referred to their local public library for inter-library loan transactions. Staff is presently investing developing inter-library loan services for the BCC Library

Cataloguing:

The BCC Libraries collections are continuously growing and presently have approximately **1,500** collections combined in general studies pertaining to English, World, American & Church History, Urban Sociology, Christian Education, Theology & Applied Theology, Biblical Studies. The books in the BCC library are arranged on the shelves according to the Library of Congress Classification System which is arranged alphabetically in 21 specific subject areas. Each subject class area has subclasses. The majority of our books are organized in the subject classes **A, B, D, H, P, L**. Library handout can be obtained on eCampus (Student Resources) on the Library of classification system and library staff will be happy to assist in orienting you to this system and locating books or periodicals in the library.

Library of Congress Subject Classes

A - GENERAL WORK

B - PHILOSOPHY. PSYCHOLOGY. RELIGIONS

C - AUXILIARY SCIENCES OF HISTORY

D - HISTORY (GENERAL) AND HISTORY OF EUROPE

E - HISTORY: AMERICA F- HISTORY: AMERICA

G - GEOGRAPHY. ANTHROPOLOGY. RECREATION

H - SOCIAL SCIENCES

J - POLITICAL SCIENCE

K - LAW

L - EDUCATION

M - MUSIC AND BOOKS ON MUSIC

N - FINE ARTS

P - LANGUAGE AND LITERATURE

Q - SCIENCE

R - MEDICINE
S - AGRICULTURE
T - TECHNOLOGY
U - MILITARY SCIENCE V -- NAVAL SCIENCE
Z - BIBLIOGRAPHY. LIBRARY SCIENCE. INFORMATION RESOURCES (GENERAL)

Here is an example categories that pertain to Subclass B: Philosophy, Psychology, Religion:

Subclass B Philosophy
Subclass BC Logic
Subclass BD Speculative Philosophy
Subclass BF Psychology
Subclass BH Aesthetics
Subclass BJ Ethics Subclass
BL Religions, Mythology, Rationalism Subclass
BM Judaism Subclass
BP Islam, Bahaim, Theosophy, etc.
Subclass BQ Buddhism
Subclass BR Christianity
Subclass BS The Bible
Subclass BT Doctrinal Theology
Subclass BV Practical Theology
Subclass BX Christian Denominations

Collection Development (see appendix X for complete policy)

Selection and Acquisition Policy for BCC Library

Responsibility for Selection

Although the BCC Library Board is legally responsible for the operation of the library, the responsibility for the selection of library materials is delegated to the librarian.

Objectives of Selection

In order to assure that the library is a place where information, ideas and resources are available to all students the following selection objectives are adopted:

1. To provide materials that will enrich and support overall curriculum of the school of urban mission and scholarly needs of the students, taking into consideration their varied interests, abilities, and learning styles;
2. To provide materials that will stimulate growth in biblical and theological knowledge, literary appreciation, moral values, and ethical standards in Christianity
3. To provide a background of information which will enable students to make intelligent and ethical judgments in their daily lives;

4. To provide materials on opposing sides of controversial issues so that no one viewpoint is unduly represented.
5. To place principle above personal opinion and reason above prejudice in the selection of materials of the highest quality in order to assure a comprehensive media collection appropriate for the users

Criteria for Selection

Selection of books or other library material shall be made on the basis of curriculum development and relevancy of information. No book or library material shall be excluded because of the race, nationality, or the political or social views of the author as long as content in **theological in nature**. The **Library Committee** will uphold the principle that censorship is largely an individual matter and declares that while anyone is free to reject for oneself books which do not meet with the individual's approval, one cannot exercise this right of censorship to restrict the freedom to read of others.

Guidelines for Evaluation and Selection of Library Resources

1. Materials must be relevant to biblical education, reflecting principals, knowledge, **aspirations, attitudes, and ideals of society**.
2. Materials must be needed and of value to the collection.
3. Materials must be representative of differing viewpoints on **controversial subjects**.
4. Materials must be representative of **artistic, historic, and literary qualities or significance of author or producer**.
5. Materials must be clear and accurate with the scope of text or audiovisual presentation appropriate to the needs of the users.
6. Materials must be of quality format and value, commensurate with cost and/or need.
7. Materials must provide a stimulus to creativity.

Procedure for Selection

8. In selecting materials, the librarian will:
9. Evaluate the existing collection.
10. Assess needs.
11. Examine materials.
12. Consult reputable, professionally prepared selection aids.
- 13. Solicit and consider recommendations for acquisitions from patrons.**
14. Judge gift materials by the criteria listed in the "Policy on Gifts to BCCLibrary" accepting or rejecting them on the basis of those criteria.
15. Remove obsolete materials from the collection since selection is an ongoing process. [see

"Weeding Policy"]

Weeding Policy for BCC Library

Both print and non-print materials should be reviewed and evaluated at regular intervals to determine if they are to remain in the current collection. This final step in the selection process ensures the library collection will contain materials that are factual and instructionally effective; useless materials are to be discarded. The librarian should consider space, budget, curriculum, and user needs when deciding how much and how often to weed. The librarian will decide how to best dispose of discarded materials.

Suggested Criteria for Weeding:

1. Record of use- the item has not circulated for 3 years.
2. Currency- the subject matter is out of date, factually inaccurate, or no longer relevant to current times; illustrations are outmoded or perpetuate gender, racial, or cultural stereotypes.
3. Technical Quality- non-print materials with poor visuals, faded or off color visuals; faulty or inferior sound reproductions.
4. Dispensability- duplicate copies or duplicates no longer needed in the collection.
5. Physical Condition- the item is torn, soiled, or worn; pages or parts are missing.
6. Poor Purchases- materials purchased that were not quality items and/or items not appropriate.
7. Reliability- non-fiction item which contains factual information inconsistent with other sources.
8. Subject Areas- the information is not timely.

Some information should not be discarded even though it meets one or more of the criteria listed. An item should **NOT be** discarded if

1. It is a work of historical significance in the field of literature or biblical works
2. It has unusual illustrations or the illustrations are by a well-known artist.
3. It is a work by a local author or illustrator.
4. It describes local history or personalities.
5. It is a memorial gift.

Budget

Presently, the library budget is determined by the President and the Bridges Christian College Librarian. The Librarian is part of the budget process through the library committee composed of the Librarian, Academic Dean and a faculty member.

BCC Library Conduct

The Library is primarily a place for students' & faculties to study and conduct research. As students of BCC and future ministers we ask that everyone be considerate of each student right to study and conduct research in a clean and quiet library environment. ***The Library will be closed during chapel and morning devotions. Students are not allowed in the library during these times.*** No students are allowed in the library during his or her class time without your professor's approval. Any violation will be grounds for disciplinary action. We ask that all BCC students observe the following rules:

1. Food and drink are not allowed in the library see policy statement.
2. Return all overdue books
3. Do not write in books or use high lighters
4. Do not remove books from the library without checking a book(s) out
5. Please be quiet and considerate of others while in the library
6. Do not leave personal belonging in the library unsupervised. Library staff will not be responsible for loss, theft or damages

Food, Beverages, Tobacco and Cell Phones

We ask that you help us keep the library a clean, quiet and comfortable place for studying and conducting research **by not** bringing food or beverages into the library. Spilled food & drinks will damage library materials and library furnishings, and may attract insects. There is a **smoke-free** policy at BCC and this policy is enforced in the library. Students need the library to be a quiet place to study and do research; therefore, cell phones and other noisy devices must be turned off and not used while in the library.

Damaged, Lost & Stolen Books

Students and faculty who have lost or damaged a book should report this the library staff immediately. You will be responsible for overdue fines and replacement cost associated with lost/damaged item(s). Once staff is notified we will suspend fines and you will only be responsible for overdue fines as per the date of notification. If the book is out of print additional expenses such as search fees will be applied to your bill.

Faculty Recommended for Purchase Form

We value the expertise of BCC faculty and encourage faculty to recommend resources that support the general curriculum of BCC. Faculty may suggest any resources at the yearly summer faculty meeting.

Theft and Mutilation of Library Materials

Anyone caught stealing and/or mutilating library materials will be subject to the following: The incident will be reported to the Dean of Student Services for possible disciplinary action

Internet Use Policy

The Internet is largely an unregulated medium that provides a wide variety of electronic information resources, ranging from educational, scholarly and recreational to offensive, illegal, controversial. The information obtained from the Internet may not be authoritative, accurate, current or unbiased, therefore patrons are solely responsible for the access and use of information obtained on the World Wide Web. The library neither endorses nor can be held responsible for patrons use of such information. The library expects all patrons to use their Internet privileges responsibly, ethically and consistent with the purpose for which the workstations are provided. Below outlines Internet use regulations regarding conduct and privileges.

Patrons cannot use Internet access for the following:

1. Misuse of copyright material
2. Violation of license agreements
3. Displaying or dissemination of sexual explicit material of any kind.
4. Access or dissemination of literature that contains hate materials, obscenities or any illegal activities.
5. The library will not be responsible for the above illegal activities pursued by library patrons using library computers. Such activities are prohibited and may constitute a criminal offense for which the patron is solely responsible for.
6. Patrons are responsible for all Internet sites they access and should refrain from violating the privacy of other users.
7. The library staff reserves the right not only to monitor patrons use of workstations to ensure compliancy with Internet policy but staff will exercise right to remove any users they observe any behavior which they deem violates this policy.

Gifts/Donated Books

We accept all books in the following categories. English, History, Church Planning, Urban Sociology, Christian Education, Theology & Applied Theology, Biblical Studies. Please be advised, the library reserves the right to discard or donate books that do not fit the criteria the BCC Collection Development Policy Guidelines.

Policy and Procedure

Manual Changes

If the Librarian and/or library committee want to introduce an addition, deletion, or modification of some kind to the existing policy, a request will be presented at the designated library committee meeting. Should the request meet with the majority approval of the committee and a vote reflects this approval, the Librarian will implement the necessary change in the Policy and Procedure Manual.

Review

To insure that the Policy and Procedure Manual continues to best reflect the Library's current interests, practices, and goals, a comprehensive review of the entire policy will be conducted every three years.

Library Closure:

The library will be closed to **all** students during chapel services and morning devotions. There will be **no exceptions**. Students who do not abide by this policy will be reported to the Dean of Student Life for disciplinary action.

Copy Machine

All students should observe all policies and fees at each campus regarding the use of library copy services. Students will be asked to pay at least 10 cents a copy.

Library Committee

The purpose of the Library committee is to develop and maintain policies that promote the services of the library within the framework of the resources, objectives and policies of the college. The committee assist in defining policies regarding the selection of resources, and adopts rules that promote Library services.

Grievances Process

Student Grievance with Other Student(s)

The biblical model of Matthew 18:15-17 determines our conduct in handling conflict. In the interest of preparing ministers, all grievances are important to the BCC administration.

It is hoped that minor differences can be resolved through the process referenced in the Student Handbook regarding Matthew 18 without recourse to the process listed below. However, there may be situations where a more formal process may be necessary. This process is intended to settle disputes through mediation and reasoned discussion. Usually, the resolution of a complaint or grievance involves the resolution of the problem/issue; not punishment of those involved. Students who intend to file a complaint or an academic or nonacademic grievance must follow the instructions below.

Procedures for Complaints or Grievances Not Discussed Below

More formal alternative procedures exist for situations such as when a student is erroneously

denied registration, is erroneously required to pay a fine or penalty, erroneously has money withheld by the college, has been denied the right to amend his/her educational records, is charged with an offense under the student code of conduct, is alleging discrimination based on race, national origin, religion, gender, sexual orientation, age, disabling condition or marital status, or is alleging sexual harassment.

Definitions

A) Informal Complaint: An informal complaint is defined as an academic or non-academic issue that a student has with a faculty/instructor, staff member, administrator, or department or program of the College.

B) Non-Academic Grievance: A non-academic grievance occurs when a grievance petition form has been filed because a student believes that he/she has been dealt with arbitrarily, unfairly, or in ways that violate established laws, rules, policies or procedures, or past practices by the College as a whole or any unit or agency or function thereof and in a manner that has caused actual harm to the student.

C) Academic Grievance: An academic grievance occurs when a grievance petition form is submitted because a student believes he/she has been harmed by being treated arbitrarily or unfairly within the context of the course. To file an academic grievance, the student must demonstrate actual harm. It does not involve perceived rude treatment, classroom style, or general grading policies. For example, the student may not like a particular professor's classroom style or grading practices as a whole, but this does not constitute grounds for a grievance. The student may, however, use the informal complaint process to talk with an administrator about the perception of inappropriate behavior. The assignment of course grades is at the heart of the faculty member's responsibility. Only the responsible faculty member can judge students' performance in a particular course. Thus, only the responsible faculty member can assign or recommend changes of letter grades for his or her courses.

D) Complainant/Grievant: A complainant/grievant is an individual who believes his/her rights have been violated.

E) Respondent: A respondent is an individual who is the subject of the grievance or complaint, if applicable.

F) Appellant: An individual who is filing an appeal.

G) Appeal: The resolution of an academic or non-academic grievance may be appealed. Appeals must be based on the issue of substantive or procedural errors which are prejudicial to impartial consideration of the case.

H) Confidentiality: It is understood that committee members, faculty, staff, and administrators involved in the discussion of complaints or grievances will maintain professional standards of confidentiality. Students should be aware that every effort will be made to maintain confidentiality; however, College officials may be obligated to disclose information to law enforcement or other agencies as required by law.

Informal Complaints

A) Resolving a Non-Academic Informal Complaint

The student must first discuss and attempt to resolve the issue with whomever the issue arose, if at all possible. If such an informal discussion is not possible or the issue is not resolved, then the student should contact the Vice-President of Student Life, appropriate administrator, or designee to try to reach an informal resolution. The student must initiate a complaint no later than thirty (30) workdays after the alleged incident. The Vice-President of Student Life, college dean, director, or appropriate administrator or designee receiving the complaint shall attempt to resolve the matter and report the decision, in writing, to the complainant(s) and respondent(s) via their BCC email address within fifteen (15) workdays of receiving the complaint.

B) Resolving an Academic Informal Complaint

Given the nature of complaints covered by this procedure, it is expected that in all but the most unusual circumstances, students will first address the issue with the faculty/instructor. In the event this is not feasible, or the student and faculty/instructor have not resolved the issue, the student will contact the Vice-President for Academic Affairs within ninety (90) workdays after the alleged issue. The Vice-President for Academic Affairs or designee receiving the complaint shall attempt to resolve the matter and report the decision, in writing, to the complainant(s) and respondent(s) via their BCC email addresses within fifteen (15) workdays of receiving the complaint.

Grievance

A) Initiating a Grievance

If the complaint is not resolved informally and the student wishes to continue the process, the student must present a completed [grievance petition form](#) to the appropriate administrator of the department in which the alleged violation of rights occurred.

Before any grievance action, the complainant(s) must attempt to obtain a satisfactory resolution through the Informal Complaint process. A grievance petition must be filed no later than thirty (30) workdays after the notice of informal complaint resolution decision, or if no decision was issued, no later than thirty (30) workdays after the applicable decision deadline.

B) A Grievance Petition

A Grievance Petition must be in writing and contain:

1. The grievant(s)'s name, student identification number (if applicable), and contact information, including email address
2. The name(s) of the respondent(s)
3. A detailed description of the nature of the grievance and the actual harm suffered by the student
4. A detailed description of attempts at informal resolution
5. A detailed description of the relief sought
6. Signature of the complainant(s)
7. Date of grievance submission

C) Non-Academic Grievances

If the complaint is not resolved informally, the student may submit a completed [grievance petition form](#) to the Vice-President of Student Life or designee. A non-academic grievance must meet the definition to be reviewed and/or heard and not be covered by any other College policy, procedure, or administrative rule (i.e., student code of conduct).

The Vice-President of Student Life receiving the written grievance shall attempt to resolve the matter and is required to report the decision, in writing, to the complainant(s) and respondent(s) via their BCC email addresses within fifteen (15) workdays of receiving the grievance petition.

If the grievant(s) wishes to appeal the grievance decision, the student must submit an appeal to the Vice-President for Academic Affairs along with the Vice-President of Student Life written response to previous resolution attempts within ten (10) workdays of receiving the decision, or if no decision was issued, no later than ten (10) workdays after the applicable decision deadline.

D) Academic Grievances

If the complaint is not resolved informally, the student may submit a completed grievance petition form to the Vice-President for Academic Affairs. The Vice-President of Student Affairs shall investigate the grievance.

The Vice-President of Student Affairs then has fifteen (15) workdays to decide and report the decision, in writing, to the complainant(s) and respondent(s) via their BCC email addresses. The Vice-President of Student Affairs has the discretion to accept a grievance filed after the thirty (30) day deadline.

In instances where the Vice-President for Student Affairs is the subject of the complaint or has decided the student's informal complaint, the student should submit the completed grievance petition form to the College President. The College President then has fifteen (15) workdays to decide and report the decision, in writing, to the complainant(s) and respondent(s) via their BCC email addresses. The College President's decision is final and may not be appealed.

Appeal

A) Initiating an Appeal

A student may submit an appeal to the respective administrator within ten (10) workdays of the notification of the grievance decision, or if no decision was issued, no later than ten (10) workdays after the applicable decision deadline. The specific grounds to be addressed are:

- a) Were the procedures of the policy followed?
- b) If a procedural error occurred, were the rights of the grievant violated to the extent that a fair review was not conducted?
- c) Was the review conducted in a way that did not permit the grievant adequate notice and opportunity to present facts?
- d) Was the information presented during the review sufficient to justify the decision reached?
- e) Was there relevant information existing at the time of the review that was not discovered until after the review that is sufficient to alter a decision?

B) The Appeal Form

An appeal must be in writing and contain:

1. The appellant(s)'s name, student identification number, and contact information, including email address
2. A detailed description of the nature of the appeal

3. A copy of the findings of the complaint review/hearing and supporting documents
4. The specific grounds supporting the appeal. This must be one of the criteria listed in Section IV (A), above.
5. A detailed description of the relief sought
6. Signature of the appellant(s)
7. Date of grievance submission

C) The Appeal Process

To file an appeal, the student must submit a completed appeal form to the respective administrator. The appeal will be reviewed within fifteen (15) workdays of receipt. The

The administrator will notify the complainant(s), respondent(s), dean, director, administrator, or designee of the decision, in writing via their BCC email addresses, within ten (10) workdays of their decision.

In the event of an appeal, no less than five (3) members of the Executive Staff must be present to hear the case.

Except as the Executive Staff hearing the appeal determines necessary to explain the basis of new information, an appeal is limited to a review of underlying decision, the file supporting the decision as provided by the decision-maker, and any statement supporting the appeal submitted by the appellant:

- a) To determine if the grievance procedures policy and the investigation were conducted fairly in light of the complaint and grievance made and information presented and giving the appellant(s) a reasonable opportunity to present information. A deviation from procedures required by this policy will not be a basis for sustaining an appeal unless significant prejudice of impartial consideration of the case results;
- b) To determine whether the decision reached regarding the matter was based on substantial information, that is, whether there were facts that, if believed by the administrator, were sufficient to support the grievance decision;
- c) To consider new information sufficient to alter a decision or other relevant facts not brought out in the original complaint or grievance, but only if such information or facts were not known to the grievant at the time of presenting the grievance.

If the committee overrules a decision in whole or in part, it may:

- a) Modify the decision; or
- b) Remand for further proceeding.

No appeal shall be allowed unless the appellant cites specifically to the grievance record and states with specificity the grounds under which the appeal shall be allowed. Any appeal submitted that does not include the required information will be dismissed without review.

The College Grievance Committee shall be responsible for reviewing substantive or procedural appeals from the decision(s) of a college administrator.

Decisions of the College Grievance Committee are final. There is no further appeal within the Student Grievance procedures policy.

Initiating a Graduation Requirement(s), Academic Probation, or Academic Suspension Grievance

The Vice-President for Academic Affairs should be contacted for any appeals of decisions regarding graduation requirements, academic probation, or academic suspension.

If the problem remains unresolved, students are free to contact the ABHE, 5850 T.G. Lee Blvd, Suite #130 Orlando, FL 32822; phone: 1-407-207-0808, fax 407-207-0840.

Individual(s) that has a Grievance with Administrative, Faculty or Staff Personnel

Individuals(s) with a grievance involving an administrator, faculty member or staff member, then said grievance should first be negotiated between the disputants in good faith and Christian deportment. Individuals with a grievance(s) must email or submit a hard copy of a formal complaint to the Vice President for Academic Affairs. An electronic folder of all grievance material and a hard copy file containing a duplicate of the grievance materials will be maintained in the President's Office; in a secured, fireproof, locked cabinet. The President will adjudicate the grievance. This administrative level adjudicated decision shall be notarized and included in both the electronic and hard copy files. Files shall be stored in the College's safe deposit box until the statute of liability is reached.

A faculty member with a grievance against an administrator, administration, or fellow faculty member, who contacts a student or students regarding that grievance, shall be immediately dismissed from the school by the executive administrative committee.

If disputants reach no satisfactory solution, the matter should be then submitted to the President of the school or Chairman of the Board of Directors, for mediation or decision. If the Board President is unable to resolve the matter between the parties, then at the request of either or any of them the matter shall be heard before the Board of Trustees or a panel appointed by the Chairman of the Board (hereinafter referred to as the Panel), with both parties being given equal opportunity to present their respective positions to the Panel.

If the matter is taken beyond mediation with the President, the Board's Panel shall fix such reasonable rules and procedural guidelines as they deem and proper for the parties to present their respective positions, so that good manners, propriety, and prudence be preserved. Each party should be allowed to have the assistance of a layperson from the membership to assist in the presentation of respective positions. In matters resolved by the Board of Directors without further action, same shall be treated as privileged, and any record of such proceedings shall be sealed and not available to any third party except upon written mutual consent of the disputants. These proceedings are binding arbitration, and there shall be no other remedy between the parties beyond those herein provided. The grievance documents, transcripts, and adjudicated decision shall be notarized and included in both the electronic and hard copy files. Files shall be stored in the College's safe deposit box until the statute of liability is reached.

It is intended that these provisions will resolve misunderstandings and help to quiet personal grievances to promote peace and harmony within the organization. Domestic Relations matters or disputes between immediate family members should not be entertained beyond mediation through the President or Chairman. It is not contemplated that these procedures apply to legitimate claims for physical injuries, or in lieu of civil remedies arising out of accidents.

APPENDIX A

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their service

7. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation
8. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
9. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
10. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
11. A person's right to use a library should not be denied or abridged because of origin, age, background, or views
12. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23,
1980, inclusion of “age” reaffirmed January
23, 1996, by the ALA Council.

APPENDIX B
Warning Concerning Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for the purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a Copying order if, in its judgment, fulfillment of the order would involve violation of the copyright law.

Evaluating Library Collections:

An Interpretation of the "Library Bill of Rights"

The continuous review of library materials is necessary as a means of maintaining an active library collection of current interest to users. In the process, materials may be added and physically deteriorated or obsolete materials may be replaced or removed in accordance with the collection maintenance policy of a given library and the needs of the community it serves. Continued evaluation is closely related to the goals and responsibilities of libraries and is a valuable tool of collection development. This procedure is not to be used as a convenient means to remove materials presumed to be controversial or disapproved of by segments of the community. Such abuse of the evaluation function violates the principles of intellectual freedom and is in opposition to the Preamble and Articles 1 and 2 of the *Library Bill of Rights*, which state:

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

The American Library Association opposes such "silent censorship" and strongly urges that libraries adopt guidelines setting forth the positive purposes and principles of evaluation of materials in library collections.

Adopted February 2, 1973; amended July 1, 1981, by the ALA Council.

BCC Library Computer and Internet Policy

The primary purpose of the computer, including Internet access, is towards the promotion of academic excellence through research and learning. The student's use of this resource shall be consistent with this purpose and the rules and regulations listed below. Violations of this policy will result in the loss of computer privileges, and may result in disciplinary actions

1. Displaying or downloading inappropriate or objectionable material
2. Copying commercial software in violation of the copyright laws
3. Interfering or tampering with the school's network
4. Students will accept responsibility for damage occurring to lab or BCC hardware or software due to inappropriate use of computers.

In the box below, please place an X if you read and understand this policy

____ I have read and understand the rules and regulations concerning the use of the campus computers and understand the consequences should I fail to comply with them.

Student name (please print): _____

Student signature: _____

Computer Lab Rules

Violations of the laboratory rules or the BCC Library Internet Policy agreement will result in loss of computer privileges or other disciplinary action.

1. No eating or drinking in the labs.
2. No games of any kind or Internet chat.
3. Labs may be closed during classes

If there is a shortage of available machines, users must give up their computers if they are needed for a higher priority use. Priorities for use of the computers are:

1. Regular classes meeting in the computer labs
2. Working on assigned homework and class projects
3. Personal communications (e-mail, web browsing, etc.)
4. Other personal or recreational uses

General Rules

1. Do not modify or delete any system files on any computers.
2. Respect the equipment. Don't remove or disconnect any labels, parts or cables. Do not read or modify other users' files.
3. Please log on properly to computer, if do not know the proper password library staff. If you are not logged in properly you may not be able to print your documents..
4. No eating or drinking is allowed in the lab.
5. Do not run programs that continue to execute after you log off. Keep the labs clean.

*Challenged Materials:
An Interpretation of the "Library Bill of Rights"*

The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined materials selection policy in written form which reflects the *Library Bill of Rights*, and which is approved by the appropriate governing authority.

Challenged materials which meet the criteria for selection in the materials selection policy of the library should not be removed under any legal or extra-legal pressure, The *Library Bill of Rights* states in Article I that "Materials should not be excluded because of the origin, background, or views of those contributing to their creation," and in Article II, that "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Freedom of expression is protected by the Constitution of the United States, but constitutionally protected expression is often separated from unprotected expression only by a dim and uncertain line. The Constitution requires a procedure designed to focus searchingly on challenged expression before it can be suppressed. An adversary hearing is a part of this procedure.

Therefore, any attempt, be it legal or extra-legal, to regulate or suppress materials in libraries must be closely scrutinized to the end that protected expression is not abridged.

Adopted June 25, 1971; amended July 1, 1981; amended January 10, 1990, by the ALA Council.