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5a.1

AUTHORITY

The Western Piedmont Community College Library maintains its designated authority from the Trustees of Western Piedmont Community College through the President of the College in conjunction with applicable state and federal laws. The Library is committed to meeting the mission of Western Piedmont Community College by developing and maintaining a collection of materials, resources and services which will best meet the educational and informational needs of its students, faculty, and staff. The Library is viewed as an integral part of the College’s process for instructional effectiveness.
5a.2

STATEMENT OF PURPOSE

The purpose of the Library at Western Piedmont Community College is to support the educational and informational needs of students, faculty, staff, and community residents by developing and maintaining an appropriate collection of Library and services. Specific goals include appropriate procedures which:

- Provide those resources and services essential to maintaining the College's Mission and Goals;
- Maintain an attractive and well-equipped facility conducive to study and learning;
- Provide convenient access to all users;
- Encourage utilization of the Library by providing competent staff and quality services;
- Provide library resources and services to effectively meet the wide-range of informational, bibliographical and other user needs of the off-campus and distance learning student;
- Incorporate emerging technologies into Library operations to improve efficiency and effectiveness of services provided;
- Provide appropriate training in the use of Library equipment and information resources for users;
- Systematically plan for future learning resource needs of the College and its service area;
- Periodically review and evaluate Library policies, procedures, and services.

Revised April 16, 2002 by The Library Committee

(STATEMENT OF PURPOSE, amended by Trustees September 9, 2002.)
5a.3

STATEMENT OF PROFESSIONAL ETHICS

The staff of the Library is committed to the generally accepted legal and ethical principles set forth in such policy statements as the American Library Association's "Library Bill of Rights" (Appendix A) and "Freedom to Read" (Appendix B). Librarians and, by extension, library staff are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. Librarians and other staff members of the Library have a special obligation to ensure the free flow of information and ideas to present and future generations. As a result, staff has an obligation to maintain the highest level of personal integrity and competence.

CODE OF ETHICS

The following Code of Ethics governs the conduct of the staff of the Library at Western Piedmont Community College:

- Staff must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skillful, accurate, unbiased, and courteous responses to all requests for assistance;
- Staff must resist efforts by groups or individuals to censor library materials or resources and protect the user's right to privacy with respect to information sought or received, and materials consulted, borrowed or acquired. (See Also: Privacy of Circulation Records) This provision does not preclude Library staff from use of such records for statistical purposes and does not preclude use of such records for internal processes;
- Staff must adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions;
- Staff must distinguish clearly between their personal actions, philosophies, attitudes and statements and those of Western Piedmont Community College;
- Staff must avoid situations in which personal interest might be served or financial benefit gained at the expense of Library users, fellow staff and faculty, or the College itself.
5a.4

CONFIDENTIALITY OF LIBRARY USER RECORDS

Pursuant to North Carolina General Statutes Chapter 125, Article 3, Library Records, Sections 18 & 19, circulation records are confidential regardless of the sources of inquiry. Circulation records shall not be made available to anyone except pursuant to such process, order, or subpoena, as may be authorized by law. Upon receipt of such process, order or subpoena, consultation shall be made with the legal representative of Western Piedmont Community College to determine if such process, order or subpoena is in good form and if there is a showing of good cause for its issuance. If the process, order or subpoena is not in proper form, or if good cause has not been shown, insistence shall be made that such defects be rectified before any records are released. Such records may be disclosed when necessary for reasonable library operations or upon written consent of the user. Any threats or unauthorized demands (i.e., those not supported by a valid process, order or subpoena) concerning circulation records shall be reported to the Vice President for Academic Affairs and the legal representative of the College. Any problems relating to the privacy of circulation records that are not provided for in the above statement are to be referred to the Dean of Library.
5a.5

PATRON SERVICES

In addition to providing access to and delivery of information, Library provides assistance in locating or creating and using information resources to serve the instructional and informational needs of the College's students, faculty, administration, and community. Library staff support the informational needs of the College by providing assistance with the information necessary for class assignments, for faculty preparation of class presentations, for individual research, and for campus-wide strategic planning purposes. User services include information services with reference, collection development, bibliographic instruction, individualized instruction, and archives, and material production.

Library Literacy Skills: The library staff believes that library literacy is more than just showing students how to use the library. The goal of library literacy is to promote “information literacy” and to develop independent and lifelong learners able to find, evaluate, and use information effectively to solve problems and/or make decisions. Today’s students are confronted with increasingly complex information systems. “Information literacy” is becoming a survival skill in the Information Age.

“Information literacy” encompasses the skills to:

1. recognize and articulate information needs;
2. know how information resources are organized;
3. identify and locate appropriate information sources and know how to gain access to the information contained in those sources;
4. evaluate and analyze the quality of the information; and
5. interpret, organize and use information effectively.

Library Instruction and Orientation Tours: The library offers a variety of instruction to Western Piedmont Community College faculty and students. Faculty members are encouraged to arrange opportunities for their classes to participate in library instruction. The major goal is to assist library users in learning the library literacy skills that are crucial in becoming independent and lifelong learners. The role of bibliographic instruction is not only to provide users with the specific skills needed to complete assignments, but also to prepare individuals to make effective life-long use of information, information sources, and information systems. Given the College's mission, its varied curricula, and the diverse users served, library staff developed a variety of approaches to bibliographic instruction. Although a primary responsibility of the Public Services Librarian, the provision of basic bibliographic instruction is expected of all library staff. Library instruction includes group instruction including either general orientation or specific course-integrated instruction; point-of-use instruction including pathfinders, signage, etc.; and individual instruction by library staff. Digital-based resources are included in the instruction program as additional resources for locating relevant information. Group instruction is varied to accommodate the students participating.

Instructional programs offered include:

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General Orientation - Sessions are available to acquaint students and faculty to the variety of services available through the Library. Requests should be made to the Public Services Librarian and include requested date for the tour, number of students in the class, and any special areas or resources that need to be highlighted. While instructor-guided tours are welcome at any time, instructors are asked to provide advance notice for class-size groups.

Course Specific/Individualized Instruction – Tailored to focus on a specific subject area or course assignment, introducing students to both print and digital-based resources relevant to that field of study. Instructors are encouraged to consult with library staff on planning a customized instruction session.

Search Strategies for Digital-based resources and the Internet – Includes an overview on how to plan and conduct an effective search of digital databases and Internet-based resources.

All classes are scheduled on a first-come, first-served basis. Instruction sessions must be arranged at least three (3) working days in advance to allow for scheduling and to give librarians planning time. Instructors are expected to attend library instruction sessions with their students. Requests for library instruction should be submitted to the Public Services Librarian.

Pathfinders: Individual instruction resources include special subject pathfinders responding to course-related group instruction and assignments as well as frequent library user requests. Each pathfinder includes a selective bibliography of reference resources, suggested subject headings for on-line searching, and may include a listing of periodicals that might contain relevant information. Faculty requests for subject-specific pathfinders should be directed to the Public Services Librarian.
SERVICES FOR ON AND OFF-CAMPUS PROGRAMS

On-Line Library Catalog: The library maintains an on-line web-based public access catalog of library collections. The on-line catalog is available to all students, on-campus through the campus network, and off-campus with access through the Internet. Distance learning students may e-mail or phone library staff with requests for materials, photocopies, or interlibrary requests.

Digital-based Resources: The library provides access to digital-based research and informational materials for students at remote locations, as well as on-campus. Students with access to the Web, at a remote location, may search and retrieve materials from hundreds of digital databases, both those subscribed to directly by the College and those provided by the state of North Carolina as part of the NCLive initiative. The student need only to enter his or her campus network username and password to access this material, which includes many tens of thousands of pages of full-text journal and book images. (See: COLLECTIONS - DIGITAL INFORMATION RESOURCES, Section 5a.8)

Outreach Service to Faculty: The purpose of the library’s outreach service to faculty is two-fold. Faculty members need instruction in new developments in information retrieval and bibliographic research for their own projects and classroom instructional preparation. Furthermore, in their role as instructors, they exert a profound influence on the way the library is used and viewed by students. It is more likely that students will use library resources in their courses if they are encouraged to do so by their instructors and they will care more about learning how to utilize library resources if they can see how it can enhance their studies. It is therefore beneficial to provide instruction to faculty so that student learning will be improved.

Among the goals of outreach service:

- Enhance communication between instructors and Library staff;
- Assist instructors with collection development in subject specific curriculum areas;
- Provide support and services to distance learning faculty;
- Consult with individual instructors concerning both library assignments and their own research requirements;
- Provide specialized reference and research services;
- Provide course-related library instruction and orientation for new instructors;
- Communicate and explain new library resources and services; and
- Assist with collection organization and management.

Access: Access service includes acquisition of materials and equipment including purchase, interlibrary loan, and rental; cataloguing of material including database maintenance and material processing and minor repair; circulation of both materials and equipment; and equipment maintenance and repair. Library provides access to needed information in print, audiovisual, or
digital format and delivers that information either to an individual user, classroom, lab or distance learning program.

In conjunction with the College's Office of Disabled Student Services, Library staff strives to ensure facilities and services are accessible to individuals with disabilities. In essence, library staff attempts to ensure that any student, faculty member, or otherwise eligible user with a disability is able to receive and benefit from all services available in the library and Media Services. Library staff has evaluated the elements of the Library facility and programs and the needs of Library users with disabilities and strives to comply with Americans with Disabilities Act guidelines to ensure quality service to all.

Reference Services: The purpose of reference services is to provide direct assistance to library users in locating and using library resources. Reference services help access and interpret available resources in relation to the needs of the user. Reference service includes obtaining information from other libraries (interlibrary loan.) Service includes reference services for distance learning students, including telephone and dedicated email support.

Western Piedmont Community College students, faculty, and staff receive first priority for reference assistance. Second priority is accorded distance learners from other state colleges and universities. Third priority is accorded community and other off-campus patrons. Interlibrary loan requests can be honored only from students, faculty, and staff of the College.

The library maintains an “Ask a Librarian – Reference Desk” on the Library website. While primarily developed for distance learning students, this service is available to any student, faculty or member of the staff of Western Piedmont Community College. Using an on-line form, reference and research questions can be sent to a librarian. “Ask a Librarian” is not a homework service and therefore answering questions that form part of an educational assignment is not part of this service. Rather, users may be referred to information sources on that particular topic to research and interpret the answers for themselves

Subject Bibliographies: Upon written request from faculty or staff, the Resource Services Librarian will compile bibliographies of its holdings in specific subject areas. Requests for bibliographies should detail subject area for the report, type or types of resource, and time period for inclusion in the bibliography.
BEHAVIOR POLICY

The Library environment is intended to be a place for individual and small group study, academic research, reading writing, academic computer usage, coursework, test preparation and quiet relaxation. Library users are expected to conduct themselves in a manner that is both respectful of others and sensitive to the intentions stated above. Those who engage in behavior that infringes on the rights of others, poses danger to themselves or others, or violates university or library policies may be asked to leave the building. Staff will call College Security officers to handle the situation if the staff member believes it is advisable to do so. Unlawful behavior will be reported to local law enforcement. Violations of Western Piedmont’s Student Code of Conduct will be reported to the Dean of Student Services.

Expectations of Library Users

- Interact courteously with other library users and staff.
- **Do not** consume food and drink in the Library. *(All food and drink must be left outside or kept in a closed pack or purse.)*
- Respect library resources—refrain from writing in or otherwise damaging library materials; do not abuse library computers; return borrowed materials on time and in the same condition in which you borrowed them.
- Respect intellectual property including copyright.
- Keep all valuables and personal property with you at all times. The library is not responsible for lost or stolen items.
- **Do not** use cell phones in the Library. Answer and converse on cell phones outside the Library, in the hall or on the building porch.
- **Supervise children at all times.**
- Engage in activities associated with the use of a library. Non-affiliated users not reading, studying, using library materials or attending events may be required to leave the building.
- Shirts and shoes must be worn at all times.

Unacceptable behavior

- Destruction or theft of library materials or property.
- Removal of any Library property from the building without authorization.
- Use of alcohol or illegal drugs within the Library.
- Lewd, indecent, disruptive or boisterous behavior.
- Threatening, obscene, harassing or intimidating language.
- Smoking and use of tobacco products anywhere on campus.
- Bringing weapons into the Library.
- Solicitation for non-College-approved products, services, or causes.
Access to Digital-Based Information Resources: The College Library addresses the broad range of information issues being raised by emerging technology. Librarians address intellectual freedom from a strong ethical base and an abiding commitment to the preservation of the individual's rights. Freedom of expression encompasses the freedom of speech and the corollary right to receive information. Libraries and librarians facilitate the exercise of these rights by identifying, selecting, organizing, providing access to, retrieving, providing instruction in the use of, and preserving recorded expression in a variety of formats and technologies.

The College library seeks to provide access to information presenting diverse points of view. It is not the intent of library staff to deny or limit access to information available via digital-based resources because of its allegedly controversial content or because of personal beliefs or fear of confrontation. The provision of access does not imply sponsorship or endorsement of any particular material or point of view. Information retrieved or utilized digitally is considered constitutionally protected unless determined otherwise by a court.

Acting within their mission and objectives, library staff supports access to information on subjects that serve the needs or interests of each user. Library staff should not deny access to information solely on the grounds that it is perceived to lack value.

These principles pertain to digital-based resources no less than they do to the more traditional sources of information in the library.

Web and Internet Access: Providing connections to global information, services, and networks is not the same as selecting and purchasing material for the library collection. Determining the accuracy or authenticity of digital information presents special problems. Some information that may be accessed online may not meet the library's selection or collection development policy. It is, therefore, left to each user to determine what is appropriate. Issues arising from the still-developing technology of digital-based information generation, distribution, and retrieval need to be regularly reviewed. In making decisions about how to offer access to digital-based information, the library considers its mission, goals, objectives, cooperative agreements, and the needs of the community it serves.

The Rights of Users: All library system and network policies, procedures or regulations relating to digital-based resources and services are reviewed for potential violation of user rights.

Library staff provides services under the premise that:

- Users should not be restricted or denied access for expressing or receiving constitutionally protected speech.
- Users' access should not be changed without due process, including, but not limited to, notice and a means of appeal.

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Users have a right to information, training and assistance necessary to operate the hardware and software provided by the library.

Users have both the right of confidentiality and the right of privacy, and the library should uphold these rights by policy, procedure, and practice.

**Limitations:** The College prohibits the use of any software or web site that significantly slows the campus digital network, thereby preventing others with legitimate use from accessing the web. The College has limited network capacity and users with class projects and research on the Internet have priority over those wishing to use the network for leisure or recreational use.

Copyright violations will be dealt with on a case-by-case basis. Reports of suspected violation of copyright will be forwarded to the College’s System Administrator and/or the Dean of Student Services. A users’ access to computers may be cut off or restricted.

The College has long been committed to fundamental principles of academic freedom and the uncensored dissemination of knowledge and information. The College does not ban or restrict campus access in an over-broad response to reported violations except in response to legal action.

**Copyright and the Internet:** Internet users should observe copyright when accessing and using information on the Internet. Users of College computers must adhere to copyright law.

**Misuse of Internet Resources:** While the College will strictly enforce provisions of the copyright law and will make efforts to inform students as to various provisions of copyright, the College does not make overly broad restrictions in response to the possibility that an individual or group of individuals has the potential to misuse resources.

**Guidelines: Library Acceptable Use Policy for Internet Resources:**

The use of computers in the Western Piedmont Community College Library is a privilege provided currently enrolled students of the College. The Library does not collect personal information about the Library user unless the user provides that information voluntarily, however Library staff reserve the right to monitor material that is accessed on the Internet.

The Internet is a powerful reference resource that allows Library users access to information sources located around the world. However, as the Internet is subject to minimal regulation, it also provides access to sites containing material that some patrons will find offensive and that may be illegal. Because the Library supports the principles of intellectual freedom, access restrictions outlined below are as minimal as feasible. Patrons should carefully consider the authority, validity, and accuracy of material accessed.

The following guidelines have been established for Library computer use:

Users MUST read, agree to the provisions contained in this agreement, and sign a copy of the Library Acceptable Use Policy. The signed agreement will be on file in the Library. Through this signature, users agree to the Library Acceptable Use Policy each time access is granted.
Library Internet computers are provided for research and information to support instruction. Due to the high demand for use of these computers only currently enrolled students, faculty and staff of Western Piedmont have access to the Library’s Internet computers.

All users of Internet resources are expected to use these resources in a responsible manner that is consistent with the educational and informational purposes for which they are provided.

The Library monitors usage and material accessed on the Internet.

E-mail is permitted, however e-mail access may not be available during peak hours for instructional support. Use for accessing games or gaming, and “chat,” or “chat rooms” (other than online distance learning use through Blackboard) is prohibited.

Word processing, spreadsheet, Power Point, and similar software applications are only available on designated Library computers. These software applications are also available on computers in the Carr Hall’s Open Computer Lab.

The access, upload, download, or distribution of sexually explicit material or the display of inappropriate material, defined as text or graphics that may reasonably be construed as obscene or sexually explicit, is prohibited.

Users MAY NOT CHANGE ANY COMPUTER CONFIGURATION SETTINGS. The alteration of hardware, software, or system files is prohibited.

Unauthorized copying, providing, or receiving of copyrighted or licensed software or data is prohibited.

Use of Library Internet workstations inappropriately or irresponsibly, as defined in the Library Acceptable Use Policy, will result in judicial due process as outlined in College policies, including the College Acceptable Use of Computing Resources policy statement and the Student Code of Conduct.

All Library policies for the use of computing and Internet resources are in addition to, but not intended to conflict with or supersede those laid down in the College Acceptable Use of Computing Resources policy statement.
DISTANCE LEARNING COMMITMENT

Responding to the responsibility for providing access to and delivery of desired information for both traditional and nontraditional students, Library staff has reviewed alternative information resources and material delivery processes. Recent developments with telecommunications technology have enabled the College to extend the classroom into the community and other nontraditional teaching areas to better serve the College’s student population.

Distance learning provides learning opportunities for instruction through video-conferencing, teleconferencing, web-based courses, and other distance education opportunities. Distance learning courses and related services are coordinated by each academic division of the College.

Library supports distance learning through the following:

- Provides competent library staff and services for off-campus as well as on-campus students;
- Provides in-house access to BlackBoard, the Internet, and appropriate learning technologies in support of the College’s distance learning efforts;
- Systematically assists in planning for future needs of Western Piedmont Community College in distance learning; and
- Conducts surveys and other studies to evaluate the success of library support to distance learning.

Students enrolled in distance learning courses are recognized as fully participating members of the Western Piedmont Community College community. Distance learners may utilize the campus library to the same degree as any student of the College.
Any Western Piedmont Community College student or resident of Burke County, North Carolina who wishes to borrow materials from the college library must complete a “Library Borrower Information Sheet” (available at the Circulation Desk or by mail) and have that information entered into the library’s computer database system. The library does not issue library cards. A picture form of identification is usually required to obtain library user borrowing privileges.

The schedule for circulation of library holdings is based on type of material and the borrower’s status. Circulation Periods for various types of materials and users is posted at the Circulation Desk and on the library’s web site.

Circulation Procedures: The objective of circulation service is to maximize the availability of information materials and to facilitate their use in an efficient and effective manner. Most library materials are loaned for individual use outside the library. Some materials are restricted to use in the library or to a specifically identified group or scheduled for classroom areas or distance learning activities. The circulation process includes obtaining the material and/or equipment, charging it to a user, checking and circulating it, record keeping, and re-shelving the material.

1) Lending Policies: The library is designed to accommodate research, study, listening, viewing, leisure reading, and other activities complementary to the learning process and lifelong learning. Faculty, staff, students, and adult members of the community are encouraged to use the facilities and services. Students, faculty, staff and Burke County residents, age 16 and older, may register for library membership. Within established library guidelines, all patrons may use library materials in the library, however only those persons whose name and contact information has been entered into the library’s computer database and who have no outstanding obligations with the library, are permitted to check out materials.

Materials may also be made available to users through written cooperative agreements with other agencies and institutions.

2) Guidelines: Unless the material is on reserve, is a reference item or other non-circulating item, the user should bring the material to the Circulation Desk to be checked out. Circulation staff check-out the material using the automated library system. When the material is returned, it is checked for damage and overdue status. The material is then checked in and the loan record cancelled. If an item is damaged, overdue, or lost, appropriate charges are assessed to the user.

3) Distance Learning: Distance learning students that are not taking on-campus courses may request needed Western Piedmont Community College library materials be checked out and mailed to them. Requests should be made to the Public Services Librarian and may be made using e-mail, telephone, or regular mail. Requests for photocopies will be handled by library staff on a case-by-case basis. Due to interlibrary

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loan restrictions prohibiting re-shipment, books received from other libraries on interlibrary loan must be picked up in person from, and returned to, the Western Piedmont Community College library. Interlibrary loan requests should be directed to the Public Services Librarian. (See also: LIBRARY SUPPORT FOR DISTANCE LEARNING, (Section 5a.9) and “Library Support for Distance Learning” web address http://www.wp.cc.nc.us/library/lrc11.htm)

Distance learning students of Western Piedmont Community College may also have borrowing privileges at other North Carolina community colleges. To determine whether a community college participates in the “North Carolina Community College Libraries Reciprocal Lending Agreement” check with Western Piedmont Community College library staff or review the library web site. Participating libraries may require a photo identification card from the “home institution” to activate borrowing privileges.

The “North Carolina Community College Libraries Reciprocal Lending Agreement” (listing of participating institutions is available at the Circulation Desk) outlines distance learning services available from participating North Carolina community colleges.

Distance learning students from another college or university affiliated with Western Piedmont Community College are provided access to most services of the College’s library. Distance learning students from other colleges or universities not affiliated with Western Piedmont Community College are encouraged to utilize the resources of their “host institution” or visit an academic or public library in their area.

4) Faculty and Staff Circulation: Under most circumstances faculty and staff of Western Piedmont Community College have extended loan privileges. Faculty and staff may borrow books and audiovisual materials for a three-month loan period. An exception to this policy is items in the DVD collection; allowing a maximum one-week loan for all patrons. The loan period may be extended through renewal. Book material borrowed for recreational reading should not be kept passed the due date (initial or renewal). The library reserves the right to charge a faculty or staff member overdue fees for recreational reading materials.

5) Lab or Classroom Checkout: Material may be checked out to a lab or classroom area for an extended period (one-year) under the following conditions:

   a) Materials are initially checked out in person or through a signed written request;
   b) The individual lab or classroom instructor or designee of the division dean is responsible for material security while it is on extended loan. (Material should be kept in a secure or locked area when not in use);
   c) During regularly scheduled inventories by library staff, the responsible person will provide written verification that materials are in the designated area and are still being used in instruction;
   d) Materials that may be requested by another member of the College's faculty or staff will be made available in a mutually acceptable manner;

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e) Materials that are no longer needed in the lab or classroom should be returned to the library; and  
f) Lost or missing library material shall be reported to library staff.

6) Audiovisual Loans: College faculty members have first priority for use of audiovisual materials in library collections. (Users having library materials checked out may be contacted by library staff to have needed materials returned prior to the due date.) Materials may be checked out for use in classroom or lab areas but, unless reserved for specific dates, these materials will be available to fill other requests received by the library.

Audiovisual materials are circulated through the library and must be picked up and returned to the library Circulation Desk. All persons or organizations that borrow materials from the library must adhere to Library policies and procedures.

7) Overdue Notices and Fines: Library materials should be returned on or before the date stamped on the date due slip in the back of the library material. To insure that materials are available for others when needed, fines are charged to those who retain materials beyond the due date.

Persons who have outstanding obligations with the Library are not permitted to register for additional courses until settlement of these obligations is made. The College reserves the right to withhold grades and/or transcripts until full restitution is made for outstanding charges. Graduating students and departing faculty must clear all obligations with the College and Library by returning materials and paying any overdue charges or by making payment for materials that have been lost. Fines at the rate of 10 cents per day for books and 25 cents per day for audiovisual materials are accrued up to a maximum of the listed cost of the item. In extenuating circumstances discretion may be used by library staff to reduce the amount of assessed fines.

8) Lost or Damaged Library Materials: Persons who lose or damage library materials are charged with replacement or repair costs of the item. A $5.00 processing fee is incurred for each item declared lost.

A refund will be made for material that has been lost, paid for, and subsequently found and returned to the library. Refunds are subject to the following conditions:

a) the processing fee is not refundable;
b) overdue charges, damage charges, etc., must be deducted prior to any refund being issued;
c) refund will be mailed by the College's Business Office (no cash payments are authorized); and 
d) no refund will be made for lost materials returned later than one year after the date the lost materials were paid for.

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9) **Shelving:** Shelving requires the rapid return of materials to the shelves for further use. Library staff are responsible for shelf-reading and monitoring the condition of material in the collection.

10) **Data and Reports:** Circulation staff responsibilities include sending overdue reminders, handling fines, and maintaining statistical circulation data regarding circulation and use patterns. The integrated library system's database maintains circulation statistics.
INTERLIBRARY LOAN

Participation in cooperative resources sharing agreements expands the information resources available. The library participates as a selective member of the OCLC union catalog. This membership provides for library participation in regional and national on-line resources sharing through interlibrary loans. Reference and non-print materials are rarely shared through interlibrary loan. For photocopy requests, the guidelines developed by the National Commission on the New Technological Uses of Copyrighted Works (CONTU) are followed. These guidelines place limitations on copying from periodicals and books and require libraries to maintain records showing adherence. Specifically, no more than five photocopies per year may be copied of articles published within the current five years of a periodical title or as long as the copyright is in force for book material. In addition, the requesting library must verify compliance with *United States Code*, Section 108(g)(2) of the copyright guidelines on the interlibrary request form.

Persons wanting to obtain book or periodical articles that are not available in library collections may request the material be obtained on interlibrary loan. Most interlibrary loans are free; however, occasionally a fee is charged for a book loan or for photocopies of articles. The user will be charged any charges of the supplying library. (Faculty may request the library provide payment for single copies of interlibrary loan material being obtained for classroom or research use.)

The library reserves the right to refuse an interlibrary loan request if, in its judgment, fulfillment of the request may involve violation of copyright law or CONTU guidelines. Once the photocopy is received or the book is received and returned, the record is closed.
LIBRARY COLLECTIONS

COLLECTIONS - PRINT

**Book:** In conjunction with faculty and College staff, library staff has identified, developed, and maintained a core collection of book resources essential to meet the needs of Western Piedmont Community College. The core collection includes materials to support the instructional and developmental needs of its students and faculty.

**Serial/Periodical:** The library subscribes to a variety of serial and periodical materials. Materials received are those that have been determined to best meet the needs of students, faculty, and staff of Western Piedmont Community College. Selection is usually a title-by-title process following general learning resource collection development guidelines. (See: Library Collection Management: Material Selection Aids and Selection of Materials, section 5a.13)

Suggestions for additions or deletions of serial or periodical material should be made in writing to the Resource Services Librarian. The Dean of Library regularly reviews serial/periodical holdings with the Library Committee. The library provides access to a coin-op photocopy machine that can be used to make copies of book, periodical, or newspaper material at a charge of 10 cents per page.

Serial/Periodical subscriptions for a staff member’s professional development, or for use within a specific division are the responsibility of the division requiring the publication(s).

**Newspapers:** Newspapers are selected to meet reference and research needs of users, to provide current information, and to satisfy casual interest in current events. Local, regional and national coverage is represented in the library's newspaper collection. Current newspapers are selected on the basis of their standing as representative of the local region, state major city, or of a significant special interest or political view. Newspapers are subscribed to upon sufficient demand and within budget and retained dependent upon educational and research value and space limitations.

COLLECTIONS - AUDIOVISUAL MATERIALS

Library staff recognizes that audiovisual materials are an important and useful media for the communication of information and instruction. For that reason audiovisual materials are an essential part of library collections. The audiovisual material collection reflects both the needs of the curriculum taught at Western Piedmont Community College and the Library’s commitment to entertainment media with strong social, cultural and artistic value. A mixture of general and specialized materials is maintained in a manner that best meets the needs of the College. Some materials are restricted and available only to instructors or staff in specific instructional areas; however, the majority of the videocassette and DVD collection is available for checkout by students, staff, faculty, and community users.

**Videocassette Tapes, DVDs & Copyright:** The library maintains a collection of video materials that are utilized in adherence to copyright laws and guidelines. While the library would like to purchase materials that include "public performance" rights, the collection contains many items
for which these rights have not been obtained. Under United States Code, Title 17, Copyrights and associated copyright law guidelines, the College may utilize these materials for "face-to-face" instructional purposes. Current law and guidelines also appear to permit the use of videocassettes and DVDs with the warning label "For Home Use Only" for instructional purposes in support of the regular College curriculum.

COLLECTIONS – DIGITAL-BASED INFORMATION RESOURCES
Library provides services to support and expand the instructional capabilities of the institution. Thus, the library strives to provide access to desired information and to integrate new resources of information into library services to meet the changing needs of students and instructors. Digital-based resources are becoming an essential part of the delivery of information to students, faculty, and staff alike. The library subscribes to and maintains a variety of digital-based resources selected to meet the information needs of users.

North Carolina Library for Virtual Education (NC LIVE)
The library participates in the North Carolina Library for Virtual Education (NC LIVE) digital-based resources program. Funded by the General Assembly, NC LIVE is a statewide program providing access to a comprehensive collection of on-line digital databases. Full-text articles are available from thousands of periodicals. Citations to articles and research are available for thousands more. Access to NC LIVE database resources is available to all on-campus computers connected to the campus network.

Remote Access to Digital-Based Resources
Remote access to NC LIVE is available through the College library for currently enrolled Western Piedmont Community College students, and College faculty and staff. Use of the Western Piedmont network username and password provides security for remote access to NC LIVE resources. Guidelines stipulate the username/password is not to be given to any other person.

COLLECTIONS - RESERVE
Faculty may request materials be placed on reserve for use by their students. Title, type of reserve ("in-library use only," "overnight use," "three-day," etc.), course number, instructor’s name, and duration of the reserve period should be included with all materials being placed on reserve. All applicable copyright laws and guidelines are to be followed when placing materials on reserve. In most cases, no more than two copies will be placed on reserve.

COLLECTIONS – SPECIAL COLLECTIONS
The Library includes special collections of materials that enhance general collections and significantly contribute to meeting the needs and goals of the Library program.

College Archives – Physical Collection: The College archive preserves selected records, such as published minutes, reports, catalogs, tabloids, brochures, and non-confidential documents pertaining to information about the development, activities, and achievements of the College, its employees, students, and objects of enduring value. These materials provide written, pictorial, and audiovisual evidence of the history and on-going development of the College. The physical archive is located within the Western Piedmont Library. Access to the College physical archive
is restricted. Researchers may request access to specific materials under the supervision of the Serials and Archival Technician. Materials do not usually circulate outside the Archive Room.

**College Archives – Physical Collection User Regulations:** Users of the collection must comply with the following procedures:

1. Users must check-in at the library Circulation Desk. Positive identification must be provided;
2. All paper and other materials should be handled carefully to prevent tearing and miscellaneous damage;
3. Due to the fragile nature of some archival items, users are not permitted to photocopy archival material but must instead refer photocopying requests to a member of the library staff; and
4. The library reserves the right to deny photocopying services and access to materials under copyright and/or donor restrictions or if the photocopy request is excessive in volume. The duplication fee for each individual copy is $.10 and payable upon completion of the request.

**College Archives – Virtual Collection:** The library maintains a growing collection of imaged archival documents accessible online. This collection includes a selection of past College catalogs, college newsletters, Board of Trustees meeting notes, newspaper articles, photo galleries, College annual reports, and other documents of historical and cultural relevance to the College, its constituency, and the surrounding community. These documents are arranged by type and year and are accessible to the general public through the College website.

**Senator Sam J. Ervin, Jr., Library and Museum:** The Senator Sam J. Ervin, Jr., Library and Museum consists of a large collection of books, political cartoons, awards, and personal memorabilia, including a replica of the Senator's home library and his Senate office desk. Access to this library is from 8:00 a.m. until 5:00 p.m. on days that the main library is open. Materials in this collection do not circulate outside the Senator Sam J. Ervin, Jr., Library area.

**Ervin “Mark Twain” Collection:** Dr. Jean C. Ervin has donated a special collection of Mark Twain materials that she gathered over a 50 year period. This collection is presently available only for research use.

**Grace DiSanto Poetry Collection:** Grace DiSanto was a local poet whose works achieved wide publication. As each item of poetry was published, Mrs. DiSanto deposited a copy of the publication in the library. While the originals of these materials are not available to the public, photocopies have been made and are available for patron review.
LIBRARY COLLECTION MANAGEMENT

Library provides access to needed information in print, audiovisual media, or digital formats and delivers that information to students, faculty, and staff of the College. Library staff acquires, organizes, and distributes the materials and supportive equipment necessary to deliver information in a variety of formats, including various forms of print and non-print materials, and computer databases. Collection management concerns policies and procedures by which collections of resources are developed, improved, and maintained.

Collection management is the process of making certain the informational needs of the collection users are met in a timely and economical manner. This management involves a continuous cycle that includes assessment of information needs and assessment of available resources, establishment of collection development policies, selection of resources, acquisition of materials, de-selection of materials, and evaluation of procedures. Collection development and management is a shared responsibility among Library staff, curriculum faculty, and College staff with specific responsibility delegated to the Resource Services Librarian.

Material Selection Aids: Library professional staff rely on current and retrospective selection aids. Forthcoming and current reviews are available in library-oriented journals including Choice, Library Journal, etc. Popular current reviews are available in sources such as New York Times Book Review, Newsweek, and Time. In addition, faculty and College staff makes recommendations based on reviews in professional journals and technical publications, many of which include subject specific reviews.

Acquisition Procedures: In accordance with the mission of Western Piedmont Community College, the library seeks to procure for the use of the College community, materials that not only support the curriculum, but also enrich the experiences of students, faculty, and staff alike. Such materials include not only books, but also media and computer databases that meet the educational and informational needs of the clientele.

Selection of Materials: Working closely with the College community, the selection of library materials is coordinated by professional staff of the library, with principal responsibility delegated to the Resource Services Librarian. Recommendations for collection materials are solicited from all areas of the College, particularly instructional faculty. Final management decisions as to what materials should be ordered, and the order in which selected materials are to be purchased or what library gifts should be accepted and processed are the responsibility of library staff under the direction of the Dean of Library. Responsibility for overall quality and balance of available resources in the collection remains with the professional staff of the library. The following criteria are used in the selection process:

1) institutional and instructional goals of Western Piedmont Community College;
2) nature of educational programs offered by the College;
3) quality of the resource, including both content and form;
4) intended use;

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5) life expectancy of the resource;
6) size of the existing collection in the subject area;
7) budget and funds available; and
8) manner in which the resource would contribute to achieving instructional goals and objectives.

**Donations:** The library will accept donations or gifts. Generally, donations are accepted with the understanding that the library retains the right to determine disposition. Acquisitions staff will acknowledge the donation, but library staff cannot legally appraise donations for tax purposes. Instead, if requested, an acknowledgment letter will be sent to the donor. Facts regarding donations of a substantial nature are forwarded to the Office of Institutional Advancement. The materials donated are reviewed for retention based upon accepted selection criteria. Those items selected for retention are routed to be catalogued, while the remaining items are disposed of appropriately. If desired, special book plates with the name of the donor will be placed in or on those gift items selected to be retained.

**Art, Memorabilia, etc.:** Western Piedmont Community College welcomes donations of works of art, memorabilia, and other material suitable for instructional uses or public display. The appropriateness of donations for library collections will be determined by library and College staff. All donations of a substantial amount, number, or value must have their acceptance approved by the Trustees prior to “official” acceptance. After such approval, a letter of acceptance will be sent to the donor. As with donations to the library, College staff cannot appraise art or memorabilia donations. Donations are accepted without commitment as to final disposition. Western Piedmont Community College or the Western Piedmont Foundation, Inc., will hold property rights to all donated materials and will not normally accept donations with restrictions as to their use.

**New Acquisitions Report:** Book and audiovisual materials that are added to library collections are listed on an Acquisitions Report compiled by the Resource Services Librarian. A copy of the Acquisitions Report is available at the library's Circulation Desk for interested students, faculty, and community users. Faculty and staff are provided a listing of acquisitions that they have recommended for purchase. These reports are prepared by library staff and disseminated on a regular schedule. Reports may be delivered using either hard copy or email over the campus computer network.

**Collection Review and Evaluation:** Material review is considered an integral part of collection development. Unlike the university research library whose goals include providing an archive for older publications, the Western Piedmont Community College library provides a working collection of materials intended to serve specific uses. After that period of usefulness is over or when specific titles are superseded, materials no longer justifying retention are de-selected and withdrawn. This process increases convenient access to a quality collection by removing obsolete titles. Collection quality is not determined by the quantity of titles owned, instead it is measured by how successfully the needs of users are served. In order to maintain current, active, and useful collections that reflect the goals and objectives of the library, materials are reviewed and considered for withdrawal from library collections. As a safeguard against withdrawal of resources or cancellation of subscriptions or digital database resources that may have special

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qualities or significance, it is especially important that faculty actively participate in the review and withdrawal process. It is important that instructional areas subject to accreditation, re-accreditation, or a board approval process have faculty actively involved in collection development.

Disposition of Materials: The goal of disposition of materials (or de-selection) is to maintain a well-balanced collection that best meets the objectives of Western Piedmont Community College. The total collection is regularly evaluated by Library staff with specific responsibility delegated to the Resource Services Librarian. In addition to library staff review, specific subject areas are reviewed by faculty. The decision to remove a title is essentially the reverse of the initial decision to include the title in the collection. When a material no longer meets the criteria that justified its original inclusion into the collection, it becomes a candidate for withdrawal. Identified out-of-date materials are discarded. Budgets permitting, worn or damaged materials are repaired, rebound, or replaced. Encyclopedias are scheduled for replacement at regular intervals to maintain currency of information provided. Systematic removal of materials that are no longer useful is essential to maintaining the quality of the collection. The decision to de-select and withdraw a material, and its disposition, is the responsibility of the Resource Services Librarian, under the direction of the Dean of Library. The Resource Services Librarian prepares a monthly report, which includes withdrawn materials, and cumulative totals for collection holdings.

Controversial Material: The library at Western Piedmont Community College contains holdings reflecting different viewpoints on controversial issues. Following established collection development guidelines, materials are chosen first on their permanent value and objectivity, but if a different point of view is needed to balance the collection, such values are of secondary importance. On the other hand, if the material or resources is important or their permanent value is great, materials are not rejected simply because their content may offend some sensibilities. Because of the broad subject range of audiovisual and computer database resources available and because the library collection exists primarily to serve the students, faculty, and staff of Western Piedmont Community College, there are materials and resources whose content might be considered offensive by particular groups or individuals. It is the borrower's responsibility to preview the material to determine suitability for the intended use. Audiovisuals, periodicals, computer database resources, and ephemeral materials are chosen with the same care and in accordance with the same criteria as other materials. 

If a borrower wishes to complain about the content of any material, they must follow the procedures outlined in the library's "Controversial Material: Request for Reconsideration" policy, set out below. Complaints about the physical condition of any audiovisual, book, or microfilm material are directed to the Resource Services Librarian.

Request for Reconsideration: If any person or group of individuals wishes to protest the inclusion of any item or resource available in the library, the protest must be made in writing and include a "Request for Reconsideration of Library Material" form (Available at the Circulation Desk). Full information on the identity of the objector, the item or resource being objected to, and documented reasons for the objection must be given. If the objection comes from a group, a
responsible individual must provide complete information and sign the Reconsideration form. Upon receipt of a written protest that adheres to the above process, the Dean of Library will make the full facts surrounding the complaint known in writing to the Vice President for Academic Affairs and the President. The Dean of Library will then make a request to the Chairperson of the Library Committee to call a special meeting of that standing committee to discuss the protest.

The Committee chairperson will schedule a hearing on the matter, and the Committee, acting under the guidelines of the American Library Association's "Library Bill of Rights"(Appendix A), "Freedom to Read" (Appendix B), Freedom to View Statement (Appendix C), and other appropriate documents, will recommend appropriate action to the Dean of Library. The decision of the Dean of Library will be mailed to the complainant at the address listed on the "Request for Reconsideration of Library Material" form. The Dean will further notify the Vice President for Academic Affairs and the President as to action taken.
COPYRIGHT: LIMITATIONS ON EXCLUSIVE RIGHTS:
REPRODUCTION BY LIBRARIES AND ARCHIVES

Notwithstanding provisions of United States Code, Title 17, Section 106, it is not an infringement of copyright for the library, or any of its employees acting within the scope of their employment, to reproduce no more than one copy of a publication, or to distribute such copy, under the conditions specified by this section, if:

1) the reproduction or distribution is made without any purpose of direct or indirect commercial advantage;
2. the collections of the library are open to the public; and
3. the reproduction of the work includes a notice of copyright. (United States Code, Title 17, Section 108, DMCA, requires a copy of the copyright notice that appears on the material being copied, or the inclusion of a legend stating that the work may be protected by copyright if no such notice can be found on the material that is being reproduced.)

The rights of reproduction under Title 17, Section 108, apply to a copy, made from the collection of the library where the user makes his or her request or from that of another library, of no more than one article or other contribution to a copyrighted collection or periodical issue, or to a copy of a small part of any copyrighted work, if:

1) the copy becomes the property of the user, and the library has no notice that the copy would be used for any purpose other than private study, scholarship, or research; and
2) the library displays prominently, at the place where requests are accepted, and includes on its request form, a warning of copyright in accordance with requirements prescribed by the Register of Copyrights.

Digital Reserve
The provision by the library of digital reserve materials is severely restricted by United States Code, Title 17, Section 108, as revised by Electronic Millennium Copyright Act of 1998. Three digital copies can be made of a published work providing that any such copy that is reproduced in digital format is not otherwise distributed in that format. However, the reproduced digital copies are not permitted to be made available to the public in that format outside the premises of the library.

Rights of Reproduction and Distribution
The rights of reproduction and distribution under this section apply to the entire work, or a substantial part of it, made from the collection of the library where the user makes his or her request or from that of another library, if the library has first determined, on the basis of reasonable investigation that a copy of the copyrighted work cannot be obtained at a fair price.

Unsupervised Reproduction of Library Material
Nothing in this section:
1) shall be construed to impose liability for copyright infringement upon a library or its employees for the unsupervised use of reproducing equipment located on its premises; provided that such equipment displays a notice that the making of a copy may be subject to the copyright law;

2) in any way affects the right of fair use as provided by U.S. Code, Title 17, Section 107, or any contractual obligations assumed by the library when it obtained a copy of a work for its collections.

**Limitation/Restrictions on Multiple Copies**
The rights of reproduction and distribution under Title 17, Section 108 extend to the isolated and unrelated reproduction or distribution of a single copy of the same material on separate occasions, but do not extend to cases where the library or its employee:

1) is aware or has substantial reason to believe that it is engaging in the related reproduction or distribution of multiple copies of the same material, whether made on one occasion or over a period of time, and whether intended for aggregate use by one or more individuals or for separate use by the individual members of a group; or

2) engages in the systematic reproduction or distribution of single or multiple copies.

**Interlibrary Loan**
Nothing in this section prevents the library from participating in interlibrary arrangements that do not have, as their purpose or effect, that the library receiving such copies for distribution does so in such quantities as to substitute for a subscription to or purchase of such work.

**Audiovisual Materials**
The rights of reproduction and distribution under Title 17, Section 108 do not apply to motion pictures or other audiovisual work other than an audiovisual work dealing with news. Pictorial or graphic works published as illustrations as adjuncts to works of which copies are legally reproduced or distributed in accordance with other subsections of this policy are not limited by this provision.

**Exemption Limitation**
The exemption provided in United States Code, Title 17, Section 108, does not apply to any subsequent uses by users other than libraries or archives.
EVALUATION OF LIBRARY

Library review and planning is a cyclic process of determining where the program is and where it should be in the future and of developing a prescribed course of forward action. The process involves gathering information about existing resources and services, external influences, and future trends, reaffirming or updating the Library\’ Statement of Purpose in response to the College\'s mission and strategic plan, developing an action plan, and implementing that plan.

The Dean of Library, in conjunction with the Director of Research and Planning, coordinates the program review and planning cycle with the Library staff, the Library Committee, the College administration, and the broader College community participating.

The program review and planning process serves as an educational tool for everyone involved and is geared to promote campus-wide involvement in the Library program. The review provides focus for the effective use of staff and financial resources and adds credibility to the development and defense of the Library budget by fitting the Library and its programs into the College-wide mission and strategic planning process.
5a.16

APPENDICES

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 services.

I) 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.

II) 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.

III) Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV) Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V) A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.

VI) 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.


www.ala.org/freedom/lbr.html
**Freedom to Read Statement**

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.

2. Publishers, librarians and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what should be published or circulated.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading material deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

5. It is not in the public interest to force a reader to accept with any expression the prejudgment of a label characterizing it or its author as subversive or dangerous.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a “bad” book is a good one, the answer to a “bad” idea is a good one.

Freedom to View Statement

The freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.

2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.

3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.

4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.

5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed by the ALA Council January 10, 1990
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STATEMENT OF PURPOSE

Media Services serves the needs of the College by providing audiovisual equipment and instructional support to classrooms, laboratories, or special events. This service is provided through centralization of audiovisual equipment and audiovisual production facilities in the College's Media Services/IT Offices.
5b.2

AUDIOVISUAL EQUIPMENT

Audiovisual equipment circulation begins on the date submitted when a requester completes an online IT Technical Support request. Media Services staff then schedules the equipment or service requested. If for any reason there are problems fulfilling the request, the requesting person will be notified. The need for planning ahead can’t be over emphasized. All equipment reservations for classroom use must be made at least 24 hours in advance (one week notice is preferred).

Equipment should not be removed from a designated area without prior notification to Media Services staff.

Once the scheduled use is complete, the equipment should be returned or retrieved by staff as agreed. Following use and equipment return, the equipment is checked for proper operation, is given basic preventive maintenance care, and is then re-shelved for the next use. Equipment needing repair will be placed in the Equipment Maintenance and Repair shelving area.

Users having an equipment failure should immediately notify Media Services staff detailing the specific problem encountered.

**Equipment Purchases:** Requests for general classroom type equipment purchases can be submitted through the division dean to the Dean of Learning Resources and Technology. Specialized program equipment requests should be presented to the appropriate division dean. Requests for purchase of equipment will be prioritized and purchase made when funding becomes available.

**Equipment Circulation (Faculty and Staff):** Audiovisual equipment is purchased and maintained by Technology department in direct support of the academic program, student services related functions, and administrative needs of the College. To this end, equipment may be utilized by faculty, administrators, staff, and students for classroom presentations, individual academic endeavors, and recognized extracurricular activities.

When equipment is requested, Media Services will contact the requestor to determine if the equipment is to be picked up or delivered and set up. Delivery can be provided as a courtesy by Media Services staff, and it is the responsibility of the requestor to make sure the equipment is secure and that Media Services is notified when its use is complete if not returned by the requestor personally. Equipment may not be loaned for personal entertainment use nor removed from the campus for use by community residents except as specified under the "Equipment Loans" (See: Equipment Loans, section 5b.2). All loans to students must be supported by a request from a faculty member. In the case of student organizations, the advisor of that organization must assume responsibility for prompt return of equipment. Payment for any damage is the responsibility of the borrower.

All equipment loans and reservations are made on the basis of equipment availability.

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**Equipment Loans:** The laws of North Carolina contained in *General Statutes* 160-274 do not normally permit non-public agencies or organizations or individuals to borrow College owned equipment or property. "Public bodies" are defined herein as agencies or organizations established by a local or state government. The use of College property for personal reasons is strictly prohibited. It is the expressed intent of this policy to restrict off-campus loans of College equipment and property that are not directly related to educational or training purposes. For example, requests of the following types by non-public agencies, organizations, or individuals will not normally be approved:

1) entertainment or recreational event;
2) fund raising, public relations, and similar activity, i.e., not directly related to the benefit of the College;
3) activity that competes with a private business or enterprise;
4) partisan political activities; and
5) personal use by individuals.

**Loan Categories in Priority Order:** Equipment is not available to non-College groups and agencies or to College personnel for activities outside the mission and goals of Western Piedmont Community College. The College does not normally lend equipment for off-campus use to community organizations, businesses, or industries. Western Piedmont Community College reserves the right to determine the priorities of requests for College owned equipment and property; therefore, the following categories are established in order to implement this policy:

**Category A - On Campus:**
1) Top priority is reserved for faculty directed activities;
2) Instructors requiring students to utilize college equipment, other than for use in the library or Media Services, should check out the equipment in their name and be responsible for regulating its use;
3) College staff in direct support of administrative activities or whose official job duties require non-instructional activities will be scheduled equipment and staff support as workloads permit;
4) College-sponsored activities approved in writing by the President, Executive Vice President, Vice President for Academic Affairs, Vice President for Administrative Services or Vice President of Student Development;
5) The Student Government Association (SGA) and other student organizations affiliated with Western Piedmont Community College;
   a) SGA and affiliated student groups may be provided, upon written request, equipment when it is available. Each request must be approved by the President of the Student Government Association or the faculty or staff advisor.
   b) College staff assistance may be provided when appropriate.
   c) Specialized equipment or equipment not normally available for checkout will not be loaned and must be borrowed or rented from private vendors.
6) Clubs and organizations sponsored by the Student Government Association;
7) Government units with prior College approval for use of campus facilities (See: Section 7.4 of the Policy Manual) during regular working hours;
8) Business or industry activities co-sponsored with Western Piedmont Community College;
9) Non-public bodies utilizing campus facilities under the College's policy for the "Public Use of Campus Facilities"; and
10) This category permits off-campus groups to use equipment on-campus when such use is determined to be beneficial to the College and the citizens of Burke County and where such use will not interfere with or be detrimental to the regular operation of the College.

Category B - Off-Campus:
1) Full-time and part-time faculty may use College equipment at off-campus sites as part of their assigned instructional duties; and
2) Public groups, agencies, or officials are permitted to borrow equipment under certain circumstances:
   a) A written request must be submitted to the President, Executive Vice President, Vice President for Academic Affairs, Vice President for Administrative Services, or Vice President for Institutional Advancement for action. (The Dean of Learning Resources and Technology has been delegated authority to act upon repetitive-type requests);
   b) Loans depend upon the availability of equipment and staff;
   c) Loans are subject to recall when needed for an on-campus use; and
   d) Such loans should be short-term and occasional.

Category C - In-Plant Training and Classes:
Equipment may be loaned to assist educators with in-plant training and instruction to the extent General Statutes Chapter 115D authorizes the College to conduct in-plant training courses and to provide in-service programs to governmental agencies. College personnel will review each request for employee training or education class requirements. Such classes must show that the public interest is greater than the private company benefit and be directly related to employee job skills. The goal of in-plant training is the development of skilled workers, such that the people of the State may benefit in common by the attraction of more industries to the State and by the maintenance of existing industries.

Media Services Procedures - Restricted Equipment:
1) Highly specialized equipment used for the production of audio and/or visual programming or for use in laboratories or shop areas;
2) Large equipment that is burdensome to move or that is not portable; and
3) Equipment requiring College staff to operate, unless approved in writing by the Dean of Learning Resources and Information Technology, Vice President for Academic Affairs, Vice President of Student Development, Executive Vice President or President.

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**Equipment Borrower Responsibilities:** Borrowers must agree to accept responsibility for the care and security of loaned equipment. In addition, the borrower agrees not to loan borrowed College equipment to others. Loans are contingent upon the borrower taking proper steps to protect the College's property and to ensure the complete safety of those using such equipment and of those participating in an activity involving College equipment. The person and organization signing for the equipment is responsible for its proper use and return and will be charged for damaged or lost equipment. All such charges incurred are the responsibility of the borrower.

**Return of Equipment Loans:** The prompt return of loaned equipment is the responsibility of the borrower. Unless other arrangements have been made, all loans must be returned to the area from which it was borrowed. Equipment is expected to be returned on the last day of scheduled use or, under circumstances involving weekends or holidays, no later than the next College business day. A late return fee may be charged when an item is not returned to the College by the assigned date. In cases where equipment is more than three College business days late, the borrower and the represented organization will be subject to a $25.00 per day late-return-fee that begins with the day following the scheduled return date.

**Borrower’s Adherence to Copyright:** All borrowers of College owned equipment and materials must be in compliance with applicable United States and international copyright laws. The duplication of materials utilizing loaned College equipment is not permitted where such action contributes to an infringement of copyright.

**Release from Liability:** Any individual or group using College equipment shall recognize the Trustees of Western Piedmont Community College, its individual members, and all College employees free and without harm from any loss or damage, liability, or expenses that may arise during, or be caused in any way by the use of loaned College equipment or property. In the event that damage is incurred to College equipment or property while assigned to a borrower, the borrower and/or the represented organization will be assessed damages in an amount that shall cover the damage and related costs.
5b.3

AUDIOVISUAL EQUIPMENT- MAINTENANCE AND REPAIR

The purpose of audiovisual equipment maintenance and repair services is to ensure the availability of reliable, well-maintained equipment campus-wide, permitting the effective use of instructional materials and serving other College-related functions. It is the responsibility of Media Services staff to maintain and repair audiovisual equipment under the control of Learning Resources and Information Technology, to recommend purchase or rental of equipment, to prepare for its distribution, and to assist with special related projects.

**Audiovisual Equipment Selection and Purchase:** The audiovisual selection and purchase process includes determining need, selecting the appropriate equipment, purchasing it, and preparing it for use. An analysis of equipment age, use patterns, and advances in technology is used to prepare for equipment purchases. General criteria for selecting equipment include usefulness, performance, compatibility, portability, ease of operation, reliability, safety, cost-benefit, reputation, and warranty.

**Audiovisual Equipment Maintenance:** Audiovisual equipment maintenance includes preventative maintenance to service and make repairs before a major breakdown occurs. Most preventative maintenance is scheduled for and performed during the summer months. Although preventative maintenance and minor repairs may be performed in-house, Media Services staff may utilize commercial repair vendors for such services when necessary.

**Audiovisual Equipment Failure:** Notification of equipment failure should be sent in written form to the Media Services Administrator. If equipment needs repair, the equipment is checked to determine cost-effectiveness of repair. Consideration is then given to having the equipment repaired in-house, repaired through a commercial service, or declared surplus and withdrawn from the division’s inventory. When appropriate, equipment may be cannibalized. In any case, appropriate Inventory Control records must be maintained.

**Audiovisual Equipment Security:** Security of equipment should be a major concern for the entire College community. Efforts are made to inform all members of their responsibilities with regard to facility, equipment, and personnel security concerns. An atmosphere of trust and mutual concern for Western Piedmont Community College equipment is probably the best insurance against theft; although close supervision and awareness is essential in theft prevention. Staff should know their responsibility for security and know their rights in handling possible problems.

Media Services staff will take those steps necessary to insure that College owned audiovisual equipment is adequately secured and protected. Security procedures are reviewed periodically and suggestions and recommendations for improving equipment security are forwarded to the Dean of Learning Resources and Technology.

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The Media Services Administrator shall schedule security checks of high-risk equipment types and high-risk areas as appropriate. The results of such checks are reported to the Dean of Learning Resources and Technology.

**Suspected Theft:** If equipment is found to be misplaced, or not located during a regular check, or reported as such by a faculty or staff member, the Media Services Administrator will conduct a preliminary search for the equipment by contacting instructors who might have used the equipment or moved it to a nearby classroom area. If the equipment is not located, the Dean of Learning Resources and Technology and Campus Security should be notified as to the missing equipment and the actions taken to locate it. If the equipment is determined to be missing, a written report documenting the specifics regarding the equipment, location, date discovered missing, etc., shall be prepared and submitted to the Vice President of Student Development, the Executive Vice-President, and Campus Security.

**PRODUCTION SERVICES**

The Library through Media Services provides audio and video production services in support of College programs. Production requests for equipment or services must be for educational or training purposes or otherwise found to be a part of the College's stated mission and goals. Production services are available to off-campus agencies and individuals only as an integral part of a College instructional program, training activity, or sponsored function.

**Campus Facilities - Additional Provisions:** The fact that an individual or organization has been granted permission to use campus facilities under the College's policy on the public use of facilities does not in and of itself grant permission to use College owned equipment.

No provision of this policy shall be interpreted so as to preclude use of equipment by faculty, staff, or students in "live projects" as defined by 23 North Carolina Administrative Code (NCAC) 2D.0310 (a)(l)-(c).

The Executive Vice President or the President of the College must approve loans falling outside provisions of this policy in writing.

**Locally Produced Audiovisual Materials:** Arrangements for the production of audiovisual programming or those activities utilizing video equipment should be made to Media Services at least five working days prior to the planned activity. In most cases, a meeting or meetings with Media Services staff will be necessary to insure proper coordination of staff, facilities, and equipment. Requests for videoing activities should be made in writing and include the following information:

1) requester's name;
2) type of activity for videoing;
3) time and place of the planned activity;
4) number of participants and set-up required; and
5) justification for the production and videoing.

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Media Services has a limited number of camcorders that are intended for videoing special classroom sessions such as presentations, role playing, and interviewing techniques. These units are not meant for regular classroom use. The person requesting the camcorder unit must be capable of operating these units or be trained by Media Services staff to operate the camcorder independently.
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GENERAL AND EVALUATION POLICIES

Information Asset Protection Policy:

Western Piedmont Community College’s information and information systems are valuable assets that must be protected. Each information asset must be evaluated and classified with protective controls assigned that are commensurate with its established value. Appropriate security measures, including policies and procedures, must be in place to protect all information assets from accidental or unauthorized use, theft, modification, and destruction, and to prevent the unauthorized disclosure of restricted information. These measures must ensure the confidentiality (as applicable), integrity, and availability of information assets.

Any information system is composed of hardware, software, information and the interconnections among these components.

The college, through its management, is required to protect and secure the information assets under its control. These basic information protection requirements include but are not limited to:

- Identifying information assets and maintaining a current inventory of information assets.
- Complying with applicable federal and state laws, such as the Family Education Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Assessing the vulnerability and risk associated with information assets.
- Determining the value of information assets to the organization and the business processes they support.
- Providing the appropriate level of protection for information assets relative to their vulnerability, risk level and organizational value.
- Maintaining a business continuity plan and process.
- Making provisions for enforcement, exceptions and ongoing review of the policy.

Enforcement
Violations of this Information Asset Protection policy are subject to college administration and management review and action that is consistent with the state disciplinary policies and to any and all relevant legal actions.

Exceptions
All exceptions to this policy must be approved by the college Trustees.

Timeframe
The protection of information assets is an ongoing process. Efforts to improve information protection processes begin upon approval of this policy with planned enhancements phased-in, as they become available and feasible.
Computer Usage

Equipment policies contained in the N. C. Administrative Code and laws contained in the North Carolina General Statutes that govern State and personal property may apply in specific cases to the use of computers at Western Piedmont Community College. Essentially these rules and laws do not permit the unauthorized use of campus computers including: (1) the illegal use of passwords and entry into protected data files; and (2) the vandalism and/or theft of computer hardware or software.

Western Piedmont Community College abides by all sections of the U. S. Copyright law and guidelines published by the Association of Data Processing Service Organizations (ADAPSO). Since there is no single industry standard on copying purchased computer software, students and employees are advised to carefully read software purchase agreements to learn precisely what is permitted and prohibited. The same care must also apply to the printed documentation that accompanies the program. Except for public domain software, the sharing, networking, modification, or transfer of single purchase agreements is prohibited. The following statements will serve as a guide:

Western Piedmont Community College does not own computer utility and application programs, or its related documentation, unless authorized by the software developer.

Without such authorization, Western Piedmont Community College students and employees do not have the right to reproduce or modify copies in any form. Personal use of College equipment and licensed software is strictly prohibited.

All computer software must be used in accordance with the license agreement and/or current court interpretations.

According to U. S. Copyright Law, the illegal reproduction of software can be subject to civil damages and criminal penalties including fines and imprisonment.

The enforcement of these rules and laws is the personal responsibility of each student and employee. This policy applies to computer usage both in the classroom and in daily College operations. Unlawful activities and disruptive behavior shall be reported immediately to appropriate College personnel.

Risk Management General Policy:

Western Piedmont will implement an Information Technology (IT) Risk Management Program to ensure the timely delivery of critical automated business services to its stakeholders. The Risk Management Program identifies and classifies risks and implements risk mitigation as appropriate. The program includes identification, classification, prioritization and mitigation processes necessary to sustain the operational continuity of mission critical information technology systems and resources.

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Western Piedmont’s Risk Management Program focuses on the following four types of activities:

1. **Identification of Risks**
   A continuous effort is made to identify which risks are likely to affect business continuity and security functions and to document their characteristics.

2. **Analysis of Risks**
   An estimation of the probability, impact, and timeframe of the risks, along with classification into sets of related risks, and prioritization of risks relative to each other is done. Documentation of risks will include classifications and priorities.

3. **Mitigation Planning**
   Decisions and actions that will reduce the impact of risks, limit the probability of their occurrence, or improve the response to a risk occurrence are implemented. For important risks, mitigation plans are developed and documented.

4. **Tracking and Controlling Risks**
   Collecting and reporting status information about risks and their mitigation plans, responding to changes in risks over time, and taking corrective actions are accomplished as needed. Documentation includes status, changes, and corrective actions.

**Evaluation of College Risk Management Program**
Periodic review of the results of the risk management program activities and determination and documentation of the effectiveness of those activities will be done.

**Definitions:**

- **Risk** – a condition or action that may affect the outcome of activities required to fulfill the college’s mission. For continuity planning, the affected activities include the college business functions and services; for security, the affected entities include the state’s information and physical assets.

Events, interdependencies, environmental surroundings and other factors can pose a risk to college operations. These risks can potentially cause a disruption that might adversely affect the state’s ability to provide services to its citizens.

**Business Continuity Risk Management Processes**
For business continuity risk management, the focus of risk management is an impact analysis for risk outcomes that disrupt any college business. Identification will be made of the potential impacts in order to develop the strategies and justify the resources required to provide the appropriate level of continuity initiatives and programs.

**Business Risk Impact Analysis** activities will include:
- Defining the college’s critical functions and services.
- Defining the resources (technology, staff, and facilities) that support each critical function or service.
• Identifying key relationships and interdependencies among the college’s critical resources, functions, and services.
• Estimating the decline in effectiveness over time of each critical function or service.
• Estimating the maximum amount of information or data that can be lost without a significant impact to a critical function or service.
• Estimating financial losses over time of each critical function or service.
• Estimating tangible (non-financial) impacts over time of each critical function or service.
• Documenting any critical events or services that are time-sensitive or predictable and require a higher-than-normal priority – ex. registration, payroll, and reporting deadlines.
• Identifying any critical non-electronic media required to support the college’s critical functions or services.
• Identifying any interim or workaround procedures that exist for the college’s critical functions or services.

Security Risk Process

The focus of security risk management is an assessment of security risk outcomes that may jeopardize college assets and vital business functions or services. Impacts will be identified to develop strategies and justify the resources required to provide appropriate levels of prevention and response. It is important to use the results of risk assessments to protect critical college functions and services in the event of a security incident. The lack of appropriate security measures could jeopardize the integrity and availability of college critical functions and services.

Security Risk Impact Analysis activities will include:
• Identification of the Federal, State, and Local regulatory or legal requirements that address the security, confidentiality, and privacy requirements for college functions or services.
• Identification of any due diligence requirements for college functions or services.
• Identification of confidential information stored in the college’s files and the potential for fraud, misuse, or other illegal activity.
• Identification of essential access control mechanisms used for requests, authorization, and access approval in support of critical college functions and services.
• Identification of the processes used to monitor and report to management on the IT Security infrastructure – ex. baseline security reviews, review of logs, use of ID’s, and event logging for forensics.
• Identification of the security mechanisms in place to control college data.

Data Handling General Policy:

Western Piedmont Community College’s information and data must be handled in such a manner that it will be protected from unauthorized or accidental disclosure, modification or loss. All information and data must be classified according to their levels of confidentiality, value, and criticality. All information and data are to be clearly labeled so that all users are aware of the owner, custodian, classification and value of the information and data. All information and data are to be processed and stored in accordance with the classification levels assigned to that

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information and data in order to protect their integrity, availability and, if applicable, confidentiality. Access to information and data available through the college’s network systems must be strictly controlled in accordance with approved access control criteria, which will be maintained and updated regularly.

Confidentiality is to be determined in accordance with NCGS Chapter 132 – Public Records Law and all other applicable legal and regulatory requirements. Processes and procedures will be defined and used to provide adequate and proper disclosure, publication and sharing and disposal of the college’s information and data.

Guidelines:
User authorizations for access to data shall not exceed the minimum level required by their role at the college.

Authorization forms for administrative servers will be completed and signed by individual users, then approved by data custodians and owners within their area of responsibility.

Special protection and handling must be provided to confidential information that is covered by statutes which address, for example, student information, financial information, taxpayer information, and individual census data. Access to confidential information must be authorized in writing by custodians on a strict “need to know” basis in conformance with legal requirements for allowable access. Confidential information shall be accessible only to personnel for the performance of their duties.

Custodians should verify all authorized access to data on an annual basis.

Magnetic media and hard copy data that have contained information must not be disposed of or removed from college security controls without assurance that information has been deleted and cannot be recovered.

Any confidential information used from another college or agency must observe and maintain the confidentiality conditions imposed by the providing college or agency.

Enforcement:
Non-compliance with the security architecture and Data Handling Policy Guidelines are subject to management review and action that conforms to college disciplinary policies and any and all relevant legal actions.

Exceptions:
For systems implemented after this policy becomes effective, exceptions are permitted when the security architecture has been approved and the college has determined that the security architecture is appropriate for an agency’s associated risk.

Timeframe:
The protection of information assets is an ongoing process. Efforts to improve information protection processes for handling data begin upon approval of this policy with planned

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enhancements phased-in, as they become available and feasible. It is expected that new systems will be designed with data handling processes to meet or exceed the basic standards in this policy. Whenever possible, existing systems should be made to conform to this policy. As pre-existing systems are upgraded, data handling controls must also be upgraded to meet or exceed the minimum standards established in this policy whenever possible.

Definitions:
Access - instruct, communicate with, cause input, cause output, cause data processing or otherwise make use of any resources of a computer, information system or information network.

Authorized User – one who has been authenticated to an IT system and has been granted rights of access based on the user’s job functions.

Custodian – individual(s) designated by the college as having responsibility for the accuracy and protection of the College’s data. The custodian has the ultimate responsibility to ensure that adequate controls exist to protect the data.

Owner – the individual(s) designated by the college as having responsibility for decisions about the access to data or information. The owner must ensure that the type and degree of protection required is commensurate with the nature of the information, the operating environment, the potential exposures resulting from the loss, misuse, or unauthorized access to or modification of the information and data.

<table>
<thead>
<tr>
<th>Data Owner</th>
<th>Data Custodian</th>
<th>Area of Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice President of Academic Affairs</td>
<td>Registrar</td>
<td>Curriculum / Continuing Ed Student Records, Admissions, Advising, Faculty Registration, Faculty Grading, Financial Aid, Literacy, Adult Basic Education Records</td>
</tr>
<tr>
<td>CFO / Executive Vice President</td>
<td>Controller</td>
<td>Financial Records / Payroll / Bookstore, Bookstore Interface (FA Link)</td>
</tr>
<tr>
<td>CFO / Executive Vice President</td>
<td>Director of Human Resources</td>
<td>Personnel Records</td>
</tr>
<tr>
<td>Vice President of Student Development</td>
<td>Dean of Technology</td>
<td>System Administration</td>
</tr>
</tbody>
</table>

Identification and Authentication General Policy:

Access control standards have been developed for Western Piedmont Community College’s information systems that identify and authenticate users on an individual basis to ensure accountability and authorized access.

These controls are based on best practices and standards with respect to the following guidelines:
- The need for control is balanced against the need for access to data.
- A Risk Assessment is conducted to determine the need for access control to data. The result of the assessment is used to determine the level of authentication that is required.
- The cost of the control is balanced against the cost of unauthenticated access to data.

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- A standard will be developed for each method used to control access to the college’s information system.

Standards currently in use are kept on file in the Technology Division offices. This includes but is not limited to definitions of how IDs and passwords are defined, their length, composition, and expiration.

**Incident Management Policy:**

**NOTE:** This policy deals with information technology security and does not address the physical security of facilities or assets. Response to a breach of physical security shall be governed by the appropriate policies / procedures already in place. If unauthorized physical access to a technology resource leads to unauthorized logical access to college information, multiple reporting policies, including this policy, are applicable.

An incident management and response plan that addresses information technology security incidents will be developed and implemented at Western Piedmont Community College.

The plan shall include:
- Establishing an incident management team.
- Documenting the plan.
- Training the staff.
- Testing the plan.
- Developing procedures for responding to and recovering from security incidents.
- Developing procedures for detecting, reporting, and responding to security incidents and notifying NCREN and, as appropriate, law enforcement agencies and the State Auditor’s Office.

Any evidence of information technology security incidents will be collected and preserved, with incident response activities documented. After each information technology security incident, the security staff shall review the lessons learned from the incident.

In addition, Western Piedmont shall ensure that all information technology security incidents occurring within the community college are reported to NCREN (acting on behalf of the State Chief Information Officer) or the appropriate ISP within twenty-four (24) hours of incident confirmation. The method of reporting shall be consistent with published procedures.

**Guidelines:**

A security liaison shall be identified who is responsible for notifying appropriate agencies.

The minimum information for each incident should include the date, the operating systems of affected machines, if applicable the IP address of each involved machine (both initiating machine and receiving machine), the type of incident, and contact information.
Western Piedmont will capture and maintain incident logs following the security incident for a minimum of one year or when administrative value ends, whichever is greater. The college must also follow college record retention schedules as established in conjunction with the North Carolina Department of Cultural Resources.

Event severity should be categorized based on the potential to negatively impact college operations, finances, or public confidence, and follow CERT and Homeland Security guidelines:

1. Low (Normal); 2. Guarded; 3. Elevated; 4. High; 5. Severe

_The three highest categories constitute security incidents and must be reported. The lowest two categories constitute threats to the state’s network that may or may not be categorized as incidents. The college must use its best judgment in determining whether the events in the two lowest categories constitute incidents that threaten the state’s network. All security incidents involving the NCREN data network must be reported to NCREN by law._

**Confidential Security Information General Policy:**

Western Piedmont will manage and protect confidential information technology security records. Additionally, the college will identify records that are confidential since they disclose information technology security features. Records will be designated as confidential by affixing the following statement on each page: “Confidential per G.S. §132-6.1©”.

Confidential information technology security records shall be provided only to designated representatives on a need-to-know basis. These records shall not be transmitted electronically over open networks unless encrypted while in transit.

Employees and contractors who are provided access to information technology security records shall sign a non-disclosure agreement that includes restrictions on the use and dissemination of these records.

**Definitions:**

*Public Records* – all documents, papers, letters, maps, books, photographs, films, sound recordings, magnetic or other tapes, electronic data-processing records, artifacts, or other documentary material, regardless of physical form or characteristics, made or received pursuant to law or ordinance in connection with the transaction of public business by any agency of North Carolina government or its subdivisions.

*Information Technology Security Records* – public records, as defined by law, that describe security features of electronic data processing systems, information technology systems, telecommunications networks, or electronic security systems, including hardware or software security, passwords, or security standards, procedures, processes, configurations, software, and codes.

*Confidential Information Technology Security Records* – Those information technology security records designated as confidential pursuant to N.C.G.S. § 132-6.1©.
**Need-to-know** – Access to confidential records only when such access is necessary in the performance of tasks or services essential to the fulfillment of a work assignment.

**Operating System Manual General Policy:**

Western Piedmont’s IT systems, including servers, network systems, etc. must be documented to provide recovery information in the event of a disaster and provide information for operational and audit uses. At a minimum, one manual for each platform as identified through the risk management assessment will be maintained in either print or electronic form and will be easily accessible by all stakeholders.

Manuals will include the following information:

- Equipment configuration, including such information as the specific model numbers and firmware revision levels.
- Operating System configuration parameters.
- *Equipment and software maintenance / support agreement information, including information such as vendor contact information, and account or user IDs and passwords.*
- Required open ports.
- Application software running under the operating system.
- Special application software configuration requirements.
- Dependency between servers.
- Disk configuration.
- Server configuration.
- Proof of licenses.
- Maintenance agreements on the equipment and operating system.
- Specific server/application software startup and shut down procedures.
- Copies of purchase orders used to buy the hardware/software associated with each server or network system.

A duplicate set of all manuals will be maintained – the original secured in the Technology Division offices, and the duplicate set kept off-site. A risk assessment will be conducted to determine how long before changes to the on-site manuals are updated in the off-site manuals. The maximum time between updates should not exceed 30 days.

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NETWORK SECURITY POLICIES

Authentication and Authorization Services Policy:

An authentication and authorization service for controlling access to individual applications is recommended as part of an enterprise-wide infrastructure. Directory-based services provide strong and flexible authentication services for individuals and applications and should be consistent with the architecture and standards approved in the Statewide Technical Architecture.

Western Piedmont will include this type of service as part of its risk assessment.

As future needs require this service to be implemented, revisions to this policy will be made that adhere to the guidelines set forth in the IIPS Users Group Standards.

Authentication and Authorization of users is controlled through LDAP/Active Directory for Microsoft products and e-Directory for Novell/Groupwise Email. Faculty/Staff are granted access by administrative approval on Systems User Access forms and are removed upon release by Human Resources. Students gain access upon receipt and approval of application and are removed upon graduation or after two inactive semesters.

Identification and Authorization Using IDs and Passwords Policy:

All users must be properly identified and authenticated before being allowed to access college administrative information systems. The combination of a unique user-ID and a valid password is the minimum requirement for granting access to an information system.

A unique user-ID must be assigned for each user so that individual accountability can be established for all system activities.

System Administration type accounts may be handled as shared accounts in the event an application or vendor recommends/requires all maintenance to be performed by a specific user-account.

Management approval is required for each user-ID creation and a process must be in place to remove, suspend or reassign inactive user-IDs arising from employee or contractor movements. Detailed process information is kept in the Technology Division offices.

The authentication system shall limit unsuccessful logon attempts. Information must be maintained on all logon attempts to facilitate intrusion detection. Logs should be maintained for a minimum period of 1 year.

Password management capabilities and procedures will be established to ensure secrecy of passwords and prevent exploitations of easily guessed passwords or weaknesses arising from

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long-life passwords. Detailed information on minimum requirements for identification and authentication using IDs and passwords is kept in the Technology Division offices.

Operating environments and associated exposures may require additional or more stringent authentication requirements. An evaluation of the college’s business needs and the associated risks for its information systems will be conducted in conjunction with identification and authentication requirements needed.

When IDs and passwords are selected as the method of performing identification and authentication, the college will select and use appropriate standards and best practices.

Vendor supplied default passwords must be reset before the information system is used in a production environment.

Additional guidelines outlined in the IIPS Users Group Standards shall be followed when creating procedures related to identification and authentication using IDs and passwords.

**Network Security General Policy:**

Western Piedmont is responsible for the security of its own network infrastructure. NCREN is responsible for the security of the infrastructure of the state’s network and is bound by the terms and conditions of its upstream network providers as well as enterprise security standards and policies.

Any community college with connections to the state network is responsible for managing risks and providing appropriate security for its networks. Security measures must conform to applicable enterprise network security standards, architecture, and policies. Internal college security measures, such as port scanning, shall be deployed only on the college’s internal networks and must not adversely affect the state network.

Western Piedmont, at a minimum, must have a standalone external firewall, separating the college’s network from the Internet. In addition, all administrative services must be restricted to authorized personnel only.

Any and all actions that jeopardize the integrity and stability of the state or college network will be addressed commensurate to the level of risk.

NCREN and Western Piedmont are authorized to immediately suspend network service to any organization or affected area of the college when the level of risk warrants immediate action. When network service is suspended, NCREN and Western Piedmont network personnel will provide immediate notice to the organization or department. When possible, NCREN and Western Piedmont will provide advance notification to an organization or college department of such an action. NCREN and Western Piedmont network personnel will work with the organization or department to rectify the problem that caused the suspension.

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Any violations of this network security policy are subject to organizational management review and action that conforms to state disciplinary service. Termination requires appropriate notifications by NCREN or Western Piedmont network personnel and the termination should be at the lowest level necessary to safeguard network security and minimize disruption of business activities.

Additional guidelines listed in the IIPS Users Group Standards for Network Security will be reviewed and implemented when feasible on the internal college network using a phased-in approach.

**Public Key Infrastructure and Digital Certificates Policy:**

A Public Key Infrastructure (PKI) for issuing and managing digital certificates should be used in an enterprise-wide infrastructure. Digital certificates provide strong and flexible authentication services for individuals and applications and must be consistent with the architecture and standards approved in the Statewide Technical Architecture.

The use of self-signed or vendor-signed certificates for the CIS project will be specified by the System Office.

As Western Piedmont begins to use Digital Certificates and Public Key Infrastructures, updates will be made to this policy in accordance with the guidelines set forth in the IIPS User Groups Standards for Public Key Infrastructure and Digital Certificates.

**Remote Access Policy:**

As a custodian of public records, Western Piedmont is responsible for establishing information technology security programs that protect data and provide audit trails for accountability. Opening uncontrolled or unsecured paths into any element of the college’s network that requires security or access to internal computer systems presents unacceptable risks to the entire institutions’ infrastructure. The computer systems and networks of Western Piedmont Community College are critical resources and must be protected against unauthorized access, malicious access, and disruption of service.

Authorized users of Western Piedmont’s computer systems and networks may be permitted to remotely connect to those systems in order to conduct state related business only through secure, authenticated and carefully managed access methods.

Only employees, supporting state organizations, or third party entities that have signed and agreed to a local remote access agreement, will be given remote access to the college’s network.

Only college owned or approved equipment can be used for remote access.

Additional guidelines as outlined in the IIPS Users Group Standards for Remote Access will be implemented and followed using a phased in approach. Changes to this policy will be reviewed periodically and updated as needed.

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Network Documentation Policy:

A master document or set of documents detailing the structure of Western Piedmont’s network is to be maintained by network personnel and housed within the Technology Division offices.

At a minimum, documentation should include all devices attached to the network by manufacturer’s name, model, serial number and software version. These records are to be shared only for the purpose of business continuity planning and otherwise identified and protected under NCGS §132-6.1© as security sensitive.

The network is a dynamic entity that requires vigilant monitoring and supervision.

Each Internet Protocol number assigned statically or dispensed via a Dynamic Host Configuration Protocol (DHCP) server should be centrally registered so that network administration can determine at any given time whether an IP number is genuine or bogus.

A network-monitoring program that records all network activities should be employed to note all network attachments by IP number, MAC address, device name, date and time.

These logs should be periodically reviewed by network personnel for evidence of misuse. Sniffers, intrusion detection or prevention devices, or wireless detectors can also provide ongoing documentation of network activities.

Caution should be used so that no unauthorized devices surreptitiously gather vital network information.

Guidelines as outlined in the IIPS Users Group Standards for Network Documentation will be implemented and followed using a phased in approach. Changes to this policy will be reviewed periodically and updated as needed.

User Education Policy:

The training of end-users of Western Piedmont’s networks is recognized as an integral part of network security.

An ongoing program of network user education for the purpose of making all participants in the campus community aware of their important roles in providing a unified defense against deliberate or inadvertent exploitation of the network is needed. Particular attention should be paid to “social engineering” whereby a user can be duped into revealing login names and/or passwords to unauthorized entities by telephone, fax, email, or in person.

A notification system should be publicized that provides warnings and updates of current acute threats such as new viruses, worms, Trojans, etc. that may pose a unique threat to the campus community.
Additional guidelines as outlines in the IIPS Users Group Standards for User Education will be implemented and followed using a phased in approach. Changes to this policy will be reviewed periodically and updated as needed.

**Virus Protection Policy**

All files downloaded to Western Piedmont’s network might potentially harbor computer viruses, Trojan horses, worms, or other destructive programs (collectively, “virus” or “viruses”). Therefore, all downloaded files must be scanned for such viruses.

Virus detection programs and practices shall be implemented throughout the college.

Training must take place to ensure that all computer users know and understand safe computing practices.

All areas of the college will be responsible for ensuring they have current software/patches on all workstations/servers connecting to their network to prevent the introduction or propagation of computer viruses.

Additional guidelines as outlines in the IIPS Users Group Standards for Virus Protection will be implemented and followed using a phased in approach. Changes to this policy will be reviewed periodically and updated as needed.

**Network Services Vulnerabilities Policy:**

Western Piedmont will implement strategies to reduce network vulnerabilities within the college network in order to reduce the possibility of attacks on a computer system.

These strategies include strengthening computer systems by proper configuration of network services and the network stack, as well as obscuring information about the operating system (known as reducing the footprint).

This will be accomplished in accordance with the IIPS Users Group Standards for Network Vulnerabilities and NCCCS System Office baseline configurations.
Electronic mail (e-mail) at Western Piedmont Community College is considered an important medium for communication, both on the College campus and with those resources, institutions, and persons located elsewhere on the World Wide Web network. Use of this medium by faculty, staff, and students is encouraged for scholarly, work-related, and personal communication within the constraints of ethical standards and other policies, procedures, and job responsibilities in place at Western Piedmont Community College. Each faculty, staff, or student should refrain from any activity that could reasonably be interpreted as an abuse of the electronic mail system.

Western Piedmont Community College views e-mail as private communication that is owned by the sender and each recipient account holder. The use of each account is the personal responsibility of the account holder. The contents of e-mail will not be monitored, censured, or otherwise examined except with specific authorization and direction by the appropriate Division Dean, Vice President, or the President, or as part of the required System Administration as described below.

Court order or law enforcement investigation may require the examination and release of any document, including electronic files such as e-mail. When a person affiliated in any way with the College is involved, e-mail will only be reviewed under the specific instructions of a member of the College’s administration. This procedure is to ensure that individual rights, including rights to privacy and due process, are observed and maintained.

Western Piedmont Community College staff members may, under certain conditions, have e-mail files accessed by others when it is related to departmental functions. A special condition exists for a staff employee who receives mail associated with his/her job responsibilities and where, in his/her absence, the supervisor or others in the department need to have access to the mail. The privacy of e-mail must be maintained but, on approval from the Division Dean, authorization may be granted to locate and copy specific messages. No person, other than the account holder, may review the entire contents of an account’s system mailbox without authorization by an appropriate Division Dean or Vice President, or the President.

E-mail moved by the account holder outside the e-mail system becomes personal files covered by other policies and procedures. Server e-mail downloaded to client computer files are covered by other policies and procedures. Those files on a person’s home computer are outside the system management. Maintenance of e-mail privacy is controlled, at least to a great extent, by permitted access to the machine and is the responsibility of the individual. (This section shall not be used to circumvent provisions in paragraph 3 above.)

Western Piedmont Community College administers the campus electronic mail system in a manner consistent with the system’s importance for campus communication and the need for privacy of e-mail messages. In the process of administering the electronic mail system, certain members of the College staff will, of necessity, have access to the contents of certain e-mail
messages. The staff members will exercise their ability to access the contents of e-mail under the strict limitations of system administration requirements. Furthermore, information about the contents of e-mail obtained by members of the staff as they administer the e-mail system must not be communicated to other staff members unless required to administer and support the system, and shall never be communicated to anyone outside the College without the approval of the appropriate Division Dean or Vice President.

The College’s electronic mail system operates in a best effort manner to deliver messages as specified by the sender, protecting the privacy of the contents. Although highly reliable and secure, delivery to on-campus e-mail addresses is not guaranteed, there can be no assurance the person holding the recipient account actually examines a particular message, and confidentiality cannot be absolutely guaranteed. In all these respects, electronic mail is no different from other campus mail.

There are no assurances about the handling of e-mail received from or sent to addresses outside Western Piedmont Community College. Organizations managing e-mail systems elsewhere may or may not have similar policies to those described here. Many are known to consider e-mail the property of the organization, subject to examination. Western Piedmont Community College has no direct influence on the handling of e-mail anywhere outside its local network.

The e-mail account holder must maintain password security. Electronic mail addressed to an account is delivered to a mailbox file that can be accessed through a variety of computer programs under account password control. The account holder is responsible for maintaining strict confidentiality of his or her password.

The account holder is expected to manage all e-mail delivered to that account. It is the responsibility of the account holder to manage his or her e-mail by suitably disposing of mail in the account’s mailbox (deleting messages or transferring messages to his/her personal computer storage file).

Electronic storage for mailboxes at Western Piedmont Community College is limited. The administrator(s) of the College’s e-mail system must ensure that sufficient space is available for the on-going delivery of new messages. System administrator(s) may establish maximum permissible mailbox size. Maximum mailbox size may be different for different e-mail account holders. When this size is exceeded, the system administrator may request the mailbox contents be moved to other computer storage.

The accumulation of a large volume of e-mail in an account’s mailbox may require the system administrator to take system management action. A large volume of unread mail being received by an account can cause network and e-mail performance problems. In cases where, over a period of time, an account is receiving a large volume of mail and the account holder is not moving it out of the mailbox, the system administrator will implement stages of response to safeguard the account holder’s mail, protect performance of the e-mail system, and help the account holder gain control over the amount of e-mail being received. The response stages are listed below:

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a. The System Administrator will offer assistance and advice on how to manage the inflow of mail. He/she will alert the account holder to the need for action in managing the account;
b. The System Administrator will contact the person by phone or conventional mail to alert them to the problem and request that immediate action be taken, offering advice on how to proceed;
c. The System Administrator will send conventional mail to the account holder stating that the system staff will take whatever action they deem most appropriate to halt the receipt of new mail; and
d. The System Administrator will request permission from the appropriate Division Dean or Vice President to deactivate the account.

Extraordinary action may be required under specific constraints. Certain circumstances may require the System Administrator to take extraordinary action in administering the e-mail system. This might be caused by such things as system malfunction, malicious actions by an individual, batched incoming mail to the extent that required storage exceeds maximum mailbox size, such as to jeopardize system operation, etc. E-mail account holders must realize the possibility such action could result in the loss of e-mail files. The System Administrator must take steps to:

e. Protect the privacy of mail;
f. Protect the functionality of the electronic mail system; and
g. Protect account holders from disruption of their use of the electronic mail system.

Extraordinary action taken by the System Administrator to limit an individual’s access to the system or to inspect and/or alter the contents of a mailbox is subject to review by the appropriate Division Dean or Vice President.

This policy will be reviewed annually.
File Ownership Policy:

All files on Unix computer systems will have two owners: a user owner and a group owner. Since these ownerships are independent of each other, group ownership and permissions are allowed to be organized according to need.

There are a number of factors contributing to the file ownership being changed or removed. This lack of file ownership can pose a serious security risk.

All files on Western Piedmont’s administrative computer systems must have a valid and legal UID (User Identification Number) and GID (Group Identification Number). This will ensure that all files have a valid and legal owner in order to prevent unauthorized access to data and aid in the detection of unauthorized intrusion.

If a user has been terminated, all of that user’s files should either be removed or ownership transferred to a legal owner. Since UIDs may eventually be recycled, the new account holder with the same UID may not necessarily have the same access rights as the original UID owner and should therefore not have access to the contents of the original user’s files.

The Technology Division offices will maintain a termination checklist or automated procedure which includes the following steps:

- Lock or delete the user account.
- Locate all files with the terminated user’s UID and change it to a known legal owner so that a terminated employee’s work can be accessed if needed.

Termination procedures will also include periodic comparisons of system user accounts to payroll or personnel lists to make sure an employee has not been terminated without the Technology Division being informed and the account deactivated.

Definitions:

- **GID** – Group Identification Number, the administrator uses this to identify individual groups that users may be assigned to.
- **UID** – User Identification Number, an integer that is assigned when the user is created; it is used by the system to identify each user and their files and processes.
- **Valid UID** – a UID that is associated with a user in the /etc/password and /etc/shadow files.
- **Valid GID** – a GID that is associated with a group in the /etc/group file.
**Legal Warning Banners Policy:**

Connection banners reveal information about a computer system to users at login. Connection banners should not announce the operating system and its version, but instead display a legal warning concerning authorized use of the system to telnet and GUI users.

This warning may be useful in any future legal proceedings of unauthorized access to the system.

Western Piedmont will adhere to the guidelines established in the IIPS Users Group Standards for Legal Warning Banners.

**Operating System Access Policy:**

Users of critical applications should be prohibited from accessing the operating system environment to reduce the risk of accidental or deliberate modification to system and database files. Only administrators should have any direct access to the operating system as well as the ability to modify critical system files.

However, it is understood that at least one user from each user department may require the ability to ftp files, modify files, consolidate files, and delete files. This type of access will be granted as needed with the consent of the data owner or custodian of the user’s department.

Access will be controlled in accordance with the guidelines created by the IIPS Users Group Standards for Operating System Access.

**System Monitoring Policy:**

Western Piedmont’s administrative computer systems have logging mechanisms setup to capture any attempted or successful intrusions into their systems. Logging involves recording normal and abnormal processes and activities into binary or text files for review by system administrators at a later time.

Monitoring practices of these system logs should be accomplished at least monthly. Certain log files will need to be monitored daily or weekly based on the college’s risk assessment.

Western Piedmont will adhere to the guidelines developed by the IIPS Users Groups Standards for System Monitoring.

**Idle Timeout Policy:**

Unattended session connections to Western Piedmont’s administrative servers are serious security risks. This implies that users have left a workstation while still logged into the system, which may allow an unauthorized user access to confidential information.
To ensure that unattended sessions are ended in a timely manner and to reduce the threat of unauthorized access, all users are required to logout of all administrative computer systems when idle. An idle timeout mechanism should also exist to logout idle users.

Western Piedmont will follow the guidelines developed by the IIPS Users Group Standards for Idle Timeout when implementing these procedures.

**Software Updates Policy:**

Operating system and application vendors release software patches to repair vulnerabilities and defects in their products on their maintenance sites. These patches should be installed to remove critical vulnerabilities in operating systems and applications.

For Western Piedmont’s administrative computer systems, system administrators will download patches from the vendor’s site upon notification from NCCCS. Once the System Office sends notification that patches have been tested and installed at NCCCS, Western Piedmont will proceed with installation of these same patches in a timely manner.

In the event that a critical patch is needed by the college, system administrators will immediately notify NCCCS. The college will then take whatever steps are necessary to secure the administrative computer systems.

**Backup Device Security Policy:**

Certain tape devices attached to Western Piedmont’s administrative computer systems could have their default permissions giving read, write, and execute privileges to all users. If the backup media remains in the drive, a malicious user could possibly overwrite the backup or extract critical system files into their own directory.

To ensure that system backup devices are only accessible by root or other system logins and not by general user logins, backup device permissions will be set to allow only certain users read and write permissions. This includes removing “world” read and write access from backup devices.
5c.5

ACCEPTABLE USE OF COMPUTING RESOURCES POLICY

Purpose and Responsibility:
The purpose of this policy is to promote the ethical and responsible use of computers and other information technology resources of Western Piedmont Community College. The misuse of computing resources exposes the College and its constituents to serious risks, including breach of personal computer security, the disclosure of restricted data, compromise of network systems and services, degradation of technology performance, and legal liability. All students, faculty and staff of the College are expected to read and comply with this policy. Any questions concerning the content or interpretation of this policy should be directed to the Dean of Learning Resources and Technology. Failure to read and comprehend this policy will not relieve an individual from any disciplinary actions which may result from an infringement of any part thereof.

Scope:
The policy applies to all computing resources owned, leased, operated, or contracted by the College. This may include, but not necessarily be limited to, desktop and laptop computers, computer servers, computer networks, peripherals and software, whether used for administration, instructional or other authorized purposes. The policy also extends to the use of College computing resources to access remote networks and off-campus computers.

The policy applies to all authorized users of Western Piedmont Community College computing resources. In the context of this policy, an authorized user may be defined as an enrolled student or employee of the College. In certain instances, and at designated facilities, members of the community and visiting students, faculty, and staff of other educational institutions may be granted limited access to College computing resources upon receipt of special permission by appropriate College personnel.

General Principle:
The College’s computing resources are primarily for the instructional, administrative and research purposes of students, faculty and staff of the College. Ethical standards which apply to other College policies and activities and all local, state, and federal laws and regulations also apply equally to College computing resources. The College abides by all sections of U.S. Copyright law and guidelines published by the Association of Data Processing Service Organizations (ADAPSO).

All individuals should use only those computing facilities and resources which they are authorized to use and in a manner consistent with the terms under which their access was granted. All users are expected to respect the rights and privacy of other users and not interfere with or violate the normal and appropriate use of College computing resources or facilities.
Prohibited Activities:

The following list provides some examples of clear violations of this policy as an aid in interpreting and enumerating the general principles set forth above. This list should not be interpreted as comprehensive. The College reserves the right to extend its oversight and regulation of computer resources, at any time, to comply with the expressed intent of this policy.

1. Distributing copyrighted or licensed materials in electronic format, in violation of existing copyright law or licensed agreements with media or software publishers. This activity is forbidden even if the material is distributed at no profit to the individual providing such or if for educational purposes not protected by Fair Use exemptions.

2. Using software, electronic documentation, or media known to have been obtained in violation of copyright laws or lawful licensing provisions.

3. Using a copyrighted program on more than one machine at the same time, unless such is provided for by a lawful licensing agreement from the author or publisher.

4. Copying any copyrighted material or licensed program contents, unless permitted under Fair Use exemptions or permission is received by the copyright owner. This restriction includes, but is not limited to: computer software, CDs or DVDs, computer files containing the contents of copyrighted and/or licensed music, video, graphic, or textual materials, and any other electronically formatted data which can be reasonably determined to be the intellectual property of an individual, group or corporate entity.

5. Interfering with the legitimate use of computing resources by others.

6. Using the computer or network access privileges of another person.

7. Providing any unauthorized user with access to a College login ID or password, or in any other way permitting others to access a campus computer or the campus network without the express written permission of the Technology Division or authorized member of the College’s administration.

8. Intentionally creating, modifying, reading or copying files (including email) to or from any computers or network access areas to which the user was not granted specific access; including the files of other College users without their explicit permission.

9. Intentionally or recklessly introducing or transmitting destructive or malicious programs such as viruses, worms, trojans, spyware, etc. into the network or networked devices.

10. Disguising one’s identity in any way, including the transmission of falsified messages, removal of data from system files, and modifying file access records. This prohibition covers the sending of fraudulent email and the misrepresentation of identity and intent through Internet or intranet-based messaging and chat systems.

11. The creation or enablement of any function or gateway that provides unauthorized access to the College network or specific computing resources, via the Internet or other data transfer connection. This includes the installation of Internet gaming and peer-to-peer file sharing systems which allow external users to access College computing resources.

12. Sending harassing or libelous messages via any College email account or computing resource.

13. Using College computing resources to gain unauthorized access to off-campus computer systems or networks.

14. Using College computing resources to actively engage in procuring or transmitting material that is in violation of state and/or federal law.
15. Using College computing resources to communicate information which might be used for the purpose of instigating, planning, implementing or underwriting acts of violence or terror against the United States government or any of its citizens.

16. Use of College computing resources for commercial purposes without prior written permission from authorized College administrators. This includes using College web, email or printing services to promote a personal business or to carry out monetary or barter transactions to support a personal business.

17. Attempting to interfere with the normal operation of campus computing resources in any way, or attempting to subvert the regulations or restrictions associated with those resources.

18. Use of College computing resources for the blanket solicitation of money or gifts for individual benefit, or for fund raising purposes on behalf of groups or organizations which have not been specifically approved by College administration.

Printing in Computer Labs:

Some campus computer labs assess a per page charge for printing, while other labs provide printing at no cost. If printing charges are applicable, all students are expected to pay for all pages printed before leaving the lab. Failure to pay may result in disciplinary action and/or revocation of College computing privileges. Use of no-cost printing, in computer labs to which this applies, is expected to be limited to academic purposes. If personnel conclude that a student is abusing no-cost printing by printing an excessive number of pages or by printing inappropriate material, personnel may require the student to cease printing activity. Habitual abuse of no-cost printing may result in the revocation of the student’s printing privileges campus-wide.

Electronic Banking and Personal Financial Transactions:

The College does not guarantee the safety of any personal data transmitted through the College network and will not assume responsibility for any financial loss resulting from the theft of personal information occurring as a result of personal financial transactions taking place using College computing resources.

Disciplinary Action:

Inappropriate activities involving computing resources which are already covered under other College policies will be handled in the same manner, and by the same authorities as with a non-computer-related violation. However, the Technology Division, with the approval of College administration, reserves the right to confer additional computer-related penalties and restrictions when such violations of College policy involve the use of computing resources. In the case of violations that pertain solely to this policy, enforcement and appropriate penalties will be the responsibility of the Technology Division, with the approval of College administration, and may include one or more of the following actions, plus any additional actions deemed appropriate:

1. Suspension of one’s ability to perform interactive logins on specific computing resources.
2. Suspension of one’s privilege to use any or all of the College’s computing facilities.
3. Suspension of one’s ability to login to the campus network.

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4. Increased monitoring of further computer activity.

When disciplinary action is taken by the Technology Division against a student or staff member, a written notice will be sent to the user and to the Vice-President for Student Development, explaining the nature of the offense and the type and length of disciplinary action. The user will have 48 hours to appeal the action to the Vice-President of Student Development, at which time said officer may decide to suspend, modify or sustain the decision.

If the College revokes campus computing privileges of a student and he/she needs privileges to complete coursework, the student must obtain a letter signed by the instructor whose class requires such access. This letter is to be forwarded to the Dean of Learning Resources and Technology who will authorize that the minimum privileges be restored to enable the student to complete course requirements. Any additional violations by the student during this grace period will result in suspension from all College computing resources for one year.

Violation of state or federal statutes will be reported to the appropriate government agencies which may result in civil or criminal proceedings.

**Routine System Security Monitoring:**

Regular monitoring of system activities may occur. Only personnel authorized by the Dean of Learning Resources and Technology may engage in system monitoring. The following may be monitored by aforementioned staff:

1. Any system log files that contain information pertaining to processes or applications executed on a College server.
2. System directories, temporary storage areas, work areas, and all areas outside of a user’s personal files. (Personal files are defined as any files created or owned by the user.)
3. Unsuccessful attempts to log into an account or a network resource.
4. Attempts to gain unauthorized access to computers within the campus community.
5. Attempts to disguise the source of electronic mail.
6. Personal computers associated with reported incidents of harassment or other violations of acceptable use policies, or user complaints.
7. Any activity which, in the opinion of the above-mentioned staff, appears to compromise the security or integrity of the campus network or critical network computing services.

Routine system monitoring does not involve accessing users’ personal files (either local or network-based), monitoring personal web-browsing activity, or reading personal email. Only under extreme circumstances are these measures implemented.

**Privacy Rights and Exceptions:**

All users, including Technology Division personnel will respect the privacy of other authorized users of campus computing resources; including the rights of users to the security of their files, confidentiality of their data, and ownership of their intellectual property.

However, in instances where sufficient evidence suggests misuse of the College computing system in violation of civil or criminal law, the College reserves the right, upon review by the

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administration of the College and appropriate civil authorities, to view users’ personal files stored on College systems, monitor web-browsing activity from College computers, read user email, and implement monitoring activities needed to expose and fully prosecute illegal activity.

Changes to This Policy:

The contents of this policy may be modified from time to time, based on changing circumstances and emerging technologies. It is the responsibility of the Division of Technology, with the approval of College administration, to publicize and disseminate these policy changes to the College community.

(ACCEPTABLE USE OF COMPUTING RESOURCES, approved by the Trustees on April 6, 2009.)
ELECTRONIC SIGNATURES

Western Piedmont Community College recognizes an electronic signature as a valid signature from employees and students subject to Conditions 1 and 2 below: An electronic signature is defined as any electronic process signifying an approval to terms, and/or ensuring the integrity of the document, presented in electronic format.

**Condition 1: Campus Network Username and Password**
- Institution provides student or employee with a unique username
- Student or employee is given a unique initial password, but is also able to reset his or her own password
- Student or employee logs into the campus network and secure site using both the username and the password

**Condition 2: Student/Employee Login ID and Password (when different from username and password above)**
- Institution provides student or employee with a unique login id and password
- Student or employee sets his or her own password
- Student or employee logs into a secure site using both the login ID and password

Students use electronic signatures to register, check financial aid awards, pay tuition and fees, print unofficial transcripts, log into campus computers, complete forms, and submit class work, tests, etc. Employees use electronic signatures for submitting grades, viewing personal payroll data, logging into campus computers, accessing protected data through the administrative computing system and custom web applications provided by the college, etc.

It is the responsibility and obligation of each individual to keep their passwords private so others cannot use their credentials. Once logged in, the student or employee is responsible for any information they provide, update, or remove. The College will take steps to ensure passwords are protected and kept confidential. Furthermore, users are responsible for logging out of all systems and exercising the necessary precautions when using publicly accessible computers.

This policy is in addition to all applicable federal and state statutes, policies, guidelines, and standards.