

**Date:** June 5, 2002  
**To:** SOPAG  
**From:** Tammy Dearie, RSC Chair  
**Subject:** CAG Blocking Proposal

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In the past few years, UC circulation staff has seen an increase in the number of patrons who have borrowing privileges at more than one UC library.

The increased mobility of patrons, use of Request and the broader concept of "One University, One Library" increases the opportunity for patrons to use more than one library. It also gives patrons the ability to abuse borrowing privileges. In order to ensure cooperation and consistent application of policy across the campuses, the Resource Sharing Committee-Circulation Advisory Group (RSC-CAG) is proposing a uniform procedure to block library privileges at the home campus of UC patrons who violate circulation policies or lending codes at another UC campus.

RSC-CAG is aware of political issues on campuses that may prevent full implementation of the policy, but believes, regardless of individual campus policies, the libraries should be in agreement and attempt to enforce policy where feasible.

RSC-CAG would like to implement this policy as soon as possible

Date: June 5, 2002

To: Resource Sharing Committee  
From: UC Circulation Advisory Group  
Re: Blocking UC Individuals at Home Campuses

**CAG Sub-Team Members:**

Andy Panado (Chair, UCSF), Claire Bellanti (Resource Sharing Committee Liaison, UCLA/SRLF), Sharla Desens (UCR), Jon Edmondson (SRLF), Diane Ill Keen (UCR), Lucia MacLean (UCD)

**Introduction and Background:**

The **Policy on Access to University of California Library Collections by External Users**

( <http://www.ucop.edu/ucophome/coordrev/policy/1-23-92library.html>, UCOP, 02/01/92) states "all faculty, currently-enrolled students, and employees of the University, including retired employees and emeriti, have the privilege of using and borrowing materials from the University's libraries without fee." Such reciprocity is deemed important to provide support for the University's mission of teaching and research.

In recent years, the issue of how home campuses should handle UC personnel and students who abuse their library borrowing privileges at other UC campuses has been raised among affected UC Circulation Units. More specifically, this problem was discussed at several annual meetings and on the UC-Cirheads Listserv. In 2001, it was brought to our attention that a student from another UC campus caused significant damage to library materials from UC San Diego, and another student borrowed and kept hundreds of library materials from 3 UC campuses. While these problems seemed not to be widespread, it was essential to discuss and merited further review.

The Resources Sharing Committee (RSC) during its 03/16/01 meeting discussed this important topic. The committee's action was to assign this project to the Circulation Advisory Group (CAG) to review each campus' current practices and to seek out UC-wide language to which all campuses can agree on.

This proposal is a culmination of numerous discussions and preliminary agreements among UC circulation units. The first section outlines the various objectives to be met, and the remaining portion describes how those same objectives will be carried out along with target deadlines.

### **Objective:**

Develop, recommend, and implement a procedure to block library privileges at the home campus of UC faculty, staff and students who abuse their circulation borrowing privileges at other UC campuses.† The goals of this objective are:

To make information sharing more efficient and effective for both borrowers and library staff.

To ensure consistent use of blocks and application of policy for blocking of all UC patrons by any campus throughout the UC system.

To coordinate with appropriate library units and campus legal departments to ensure patron privacy and security, to recover library materials, and/or to receive restitution for damages.

### **Proposals to meet the objective:**

Each UC campus will include a statement of responsibility in their lending codes. The statement is to include the following elements:

All faculty, currently-enrolled students, and employees of the University, including retired employees and emeriti, have the privilege of using and borrowing materials from the University's libraries without fee

Borrowing privileges may be suspended at the home campus if a UC borrower violates the lending codes at another UC campus (e.g. accruing bills and fines, or damaging materials).

Restoration of privileges at the home campus is contingent upon the resolution of these matters.

### **Target date for lending code amendments: July 1, 2002.**

CAG will publish a list of authorized billing contacts on the UC–CircHeads webpage (<http://library.ucsc.edu/uc-circ/>). The contacts will be named by each individual campus library's administration. During normal business hours, Monday through Friday, these individuals will be authorized to act upon requests from other UC Circulation staff to block UC faculty, staff and student borrowers on their home campuses, to un-block individual borrowers (when library materials are returned or paid for), and to request assistance from campus Deans, Registrars and other officials when required.

**Target dates:**

Campus library administration names the billing contacts: **September 15, 2002.**

CAG posts the names of campus billing contacts and procedures on the UC-Circleheads webpage: **October 1, 2002.**

Campus library administration through RSC will inform the Chair of CAG when a billing contact changes.

CAG recommends that billing contacts use the following procedures:

1. Local library staff experiencing problems with another UC borrower should provide their own campus billing contact with pertinent information about the issue (e.g. total number of books, amount of bills, and any special circumstances).
2. The billing contact on the host campus informs the billing contact on the patron's home campus of the pertinent information.
3. The home campus billing contact investigates further as necessary and takes appropriate action based on established procedures at the home campus. Appropriate actions may include, but are not limited to:
  - blocking the patron's library record on the home campus
  - blocking the patron's university record (e.g. holds on transcripts).
  - contacting campus officials such as Ombudsmen, Deans, etc. when required by campus practices.
4. The host campus should contact other campuses when evidence exists that the patron may attempt to borrow materials at another campus.
5. The host campus billing contact notifies the home campus billing contact when books are returned and fees paid by the user, so that home campus can remove the block on the patron's record.