

Library Security Desk Procedures & Policies

CSU Library Use Policy:

- The CSU Library is open to the entire CSU community—administrators, faculty, staff and students (full and part-time) who have valid CSU ID cards for the current year.
- I-Share Libraries card holder may use the library with a library card from the cooperating libraries and circulation of library materials is permitted via their library card and through a reciprocal agreement.
- Community users who are members of the Metropolitan Library System may use the library with their valid ID card. Circulation of library materials is permitted via their library and through interlibrary loan.
- Other residents of Illinois can access library physical materials and electronic resources while they are inside the library only, not borrowing privileges.

Procedures: Entry

- For all library users, the **Library Main Entry** is the **South Center Entry**.
- Users need to swipe their cards into the readers on the gates and enter when validated electronically.
- Users from I-Share libraries need to register at the Security Desk with their I-Share institutional ID card before entering the library.
- Other residents of Illinois and members of Metropolitan Library system need to register at the Security Desk by presenting a valid ID (driver's license, etc.) Registration data should be entered from the users' ID submitted.
- Security Desk officer needs to direct all these residents to the Help Desk for direction to the "Guest Computers".
- When ADA visitors use parking spaces assigned to the library parking lot, and want to use the North entrance doors, the automatic doors will be keyed off. ADA visitors need to call Security Desk at 773-995- 4526 for assistance.
- Security Desk personnel may have to make reasonable accommodation for ADA Compliance by personally opening a back door for them.
- All users are subject to inspection if carrying bags.

Procedure: Exit

- All users must exit the library past the Main Entrance (South) Security Desk using the security gate system. Rear doors (North) are for special use only.
- People exiting the library must pass through the RFID security gates. No one should walk around the gates.
- LIS employees can use North door using their key card.
- Deliveries are to be via the loading dock only.
- Security Desk personnel are asked to secure all floors at the closing time.
- If a gate alarm sounds, Security Ddesk personnel should stand, approach, and ask the person passing through the gate, to return to the circulation desk for an inspection of materials being carried out of the library.
- The person should return through the gates to ensure no further alarm sounds from the radio frequency detection of library material.

- An alarm detecting unchecked material should be treated first as a mistake on the part of a patron, with the opportunity to correct the problem by an assisted check-out. Multiple item detections, repeated alarms, or what appears to be fraud or theft, should be treated in accord with campus police policy.
- All CSU library materials are state property, subject to inventory control and safekeeping in accord with Illinois State Law.
- Depending on the seriousness of the act, violation of library policies and procedures are subject to reprimand, probation, penalties, suspension or dismissal from the Chicago State University. CSU Library works with CSU Law Enforcement Officials to ensure the library materials and belonging are secure and protected.

Caveat:

- Be good ambassadors for your university and library. Smile, greet people and welcome to the new library. Use the polite subjunctive in asking to see IDs.
- The Security Desk should be always covered by Security Desk personnel.
- Limit conversations that distracts from the business of security and hospitality.
- Attending personnel should be prepared to answer the directional questions about the library and campus.
- Police intervention with patrons should be limited to requests for assistance by LIS staff and those rare cases when the need for such intervention is obvious.
- There should be no random and unprovoked checks on patrons using the library.
- Police cannot have access to patron circulation records. We insist on LIS faculty and staff cooperation with the campus police in all matters. Use as your LIS liaison (Dr. Fatemeh Asadi) for all Public Service issues, and the LISAS Facilities Manager (Marva Smith).
- Campus security personnel in the library should feel welcome and as part of the LIS team may use lounge areas, refrigerators, coffee service, etc., and they are invited to LIS social events.

Revised 03/12/2012