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 register at the Security Desk with their valid ID card. Circulation of library materials is permitted via their library and through interlibrary loan.
- Other residents of Illinois register at the Security Desk with a valid ID card. They 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 present their CSU ID cards for entry into the library until such time as the entrance security gates are ready to use. Then users simply enter 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 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 Star Help Desk.
- Circulation Desk personnel are asked to keep a registration log to determine the total number of the non-CSU ID holder entering the library and using library facilities each day.
- When ADA visitors use parking spaces assigned to the library parking lot, and want to use the library, they may use entrance through the North doors. The automatic doors will be keyed off.
- Security Desk personnel may have to make reasonable accommodation for ADA compliance by personally opening a back door for people needing assistance.
- 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, not the north or south center entries/exits. A log-in will be placed there and during the normal business hours this area has personnel in the vicinity. Otherwise the loading dock and entry door are to be locked and the area monitored on camera.
• There is no security gate at the loading area, so both LIS personnel working in the area and Security Desk personnel via camera surveillance and intermittent checks should inquire about anything leaving the library with non-library personnel.
• Security desk personnel are asked to secure all floors at the closing time.
• If a gate alarm sounds, security desk personnel should stand, approach, and ask the person passing through the gate, to return to the desk for an inspection of materials being carried out of the library.
• If the library materials that circulate have not been properly checked-out, have the patron return with the item(s) to the Circulation desk for assistance. 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: “May I see your CSU ID card.” “If you do not have a CSU ID card, please register (Sign-in) and present a valid form of ID.”
• The Security Desk should be always covered by Security Desk personnel, but is a congregation point. Limit conversations that distracts from the business of security and hospitality.
• Attending personnel should be prepared to answer the directional questions for the library and campus. Handouts, campus maps, floor plan will be available to point out directions.
• Gated admission should solve the problem of unwanted “guests” in the library. The librarians and Public Services’ staff should monitor their own areas and LISAS will post user policies regarding noise, improper behavior, pornography, etc. 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 can not have access patron circulation records. We insist on LIS faculty
and staff cooperation with the Campus police in all matters. Use as your LIS liaison the Director for Public Services (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 part of the LIS team. You may use lounge areas, refrigerators, coffee service, etc., and you are invited to LIS social events.

### Access to Library resources

#### CSU Students:

- should show their valid CSU UID card at the Security desk
- can use their University ID to check out books or make copies.
- can use any computer throughout the library being signing in with a valid CSU email account and password.

#### CSU Alumni:

- can enter the Library with their Alumni Card.
- do not need to get One-Day-pass.
- can use Library computers with their user name and password.
- can borrow materials from our library.
- have no Interlibrary Loan privileges.
- have no time limits.
CSU Emeritus Faculty:

- can enter the Library with their CSU emeritus card.
- do not need to get One-Day-pass.
- can borrow materials from our library
- have no Interlibrary Loan privileges.
- can use Library computers with their user name and password.
- have no time limits.

I-Share students (Students from consortium Universities):

- should register at the Security Desk.
- do not need to get One-Day-pass.
- can use their library cards to check out materials at the Circulation Desk.
- can use our computers and databases. They would need to log in as “GUEST”.
- can use any public computer throughout the Library.
- have no time limits.

Metropolitan Library System members:

- should register at the Security Desk and get One-Day-Pass in exchange of their valid ID cards.
- will be directed by the Security to the Media Center Desk for further help.
- can only borrow the materials through their own library, usually their public library.
- can use public computers as a “GUEST” in the designated area for a limited time period.

Other residents:

- should register at the Security Desk to get a One-Day-Pass in exchange for their valid ID cards.
- will be directed by the Security to the Media Center Desk for further help.
- can use computers as a “GUEST” only in the designated area
- have time limits.
• can use library materials only in the library.
• have no borrowing privileges.