



Student Success Center Textbook Lending Library (TLL) Application at Pacific Oaks College

Textbook Loan Policy, Procedures and Microsoft Form Online Application

Pacific Oaks College is committed to supporting undergraduate students in their persistence toward bachelor's degree completion. The U.S. Department of Education Title V Hispanic-Serving Institution (HSI) Grant funds the services being offered through the Student Success Center Textbook Lending Library.

Commitment

The Student Success Center provides undergraduate students with short-term textbook support through a need-based program. The need-based program is designed to provide textbook access to positively impact the student's ability to progress in their courses toward completion of their bachelor's degree.

Eligibility Expectations

To be eligible to borrow textbook(s) from the lending library, the student must:

- Be enrolled at least as a part-time student at PO. 6 units minimum for Undergraduate programs.
- Review and plan their schedule and be encouraged to meet at least one time in the semester with the Student Success Coach.

Student Expectations for textbooks loaned

The Student Borrower:

- Will be held fully responsible for all textbook(s) borrowed and will return it on time and in the same condition as when initially borrowed with allowance for reasonable wear. The student will receive a reminder email one week

prior to the due date with a request to schedule a check-in appointment.

- Must use the textbook(s) for the sole purpose of College course assignments and class preparation.
- Is responsible for ensuring that they accept textbook(s) that is in proper condition from the Student Success Center Textbook Lending Library.
- Must immediately notify the Student Success Center Lending Library of changes to their contact information differing from those provided on the application to allow receipt of reminders or notifications.
- Report the loss immediately to the Center and provide the theft report.
- Must return textbook(s) borrowed no later than the last day of the semester. When a class ends on a Saturday, the textbook(s) are due no later than the following Monday by 5 pm. All textbook(s) must be returned at the same time, upon which it will be inspected by a staff member for condition.
- Will receive a courtesy reminder call and email the first business day after the last day of the semester for any textbook(s) not turned in on time.
- Is financially responsible for the damages as determined by the Student Success Center Lending Library not to exceed the replacement value of the textbook(s). Any applicable charges will be placed on the student's College account that may result in a registration and accounting hold.
- Student Liability: If the student has the book out longer than 4 days past the loan period it will be considered lost and will be charged to their Pacific Oaks Student Account. Failure to return the books will prevent the student from using the Student Success Center's lending library materials. This block will remain until materials are returned, and fines are paid to Pacific Oaks College.

Overdue items:

- For over-due textbook(s), damaged, lost, or stolen, the student's College account will be charged once the textbook(s) are four-business days past-due. An accounting hold will be placed on the students account.
 - Students will be charged a fine of \$5 per day for overdue items.

Damaged items:

When a textbook is returned, the Student Success Center will determine if it is in acceptable condition. If the returned book is determined by the center not to be in returnable loan condition, the center will charge the student the full replacement cost of the textbook which will be placed on the students account.

Acceptable condition means:

- No water damage: swollen, discolored, crinkled, stains or rings.
- No broken spine or binding
- Cover is not torn or taped
- No missing, torn, or loose pages
- No burns, fire, or smoke damage
- No strong odor of any kind (including musty odor, cigar, or cigarette odor)
- No writing or highlighting et al.

Students failing to return library materials in accord with library policy, including failure to pay fines and/or damages, will be excluded from library service until materials are returned and all fines and/or damages have been paid.

Circulation Period and Procedure

- Pacific Oaks College Undergraduate students may check out materials provided by the Hispanic-Serving Institution (HSI) grant for 1 semester (16 weeks). Students must complete an online application.

Renewals

- Books may be renewed for a period not to extend one week past the end of the semester.

Returning Books

- Materials may be returned at the student success center front desk or by mail.

Holds

- There are no holds allowed on these materials, they are available on a first come first serve basis.

Textbook pickup:

Students will be able to pick up their textbook(s) in Pasadena and San Jose campus, for online students arrangements can be made.

For students who live 50 miles away from campus:

Textbook(s) will be mailed, once the student receives the textbook(s) in the mail they will be responsible for emailing ssc@pacificoaks.edu to report any damaged books upon delivery. The student will have a total of 3 days after they receive the books to report any issues. If nothing is reported within the 3 days, the student account will be charged for the damaged book(s).

Application Procedure:

To Apply:

- Please thoroughly read the Textbook Lending Library Policy and Procedures as stated above.
- Complete the Application form below online.
- Please allow 1 business day for the review of your application. Upon application approval, the Center will contact you to set a 30-minute appointment to check out the textbooks. For students who live 50 miles away from campus textbooks will be mailed.

Applications will be reviewed in the order they are received.

The Student Success Center will confirm your current class schedule on Canvas.

Loan periods are for one semester (16 weeks) a student must apply each semester. Receiving borrowing privileges, a prior semester does not guarantee the loan of textbooks for a subsequent semester.

Textbook Check Out Hours of Operation (By appointment only):

- Monday through Friday: 10:00am-6:30 pm (After hours available with appointment)
- Please plan for a 30-minute check out appointment.
- We strongly encourage you completing an assessment when you return the textbooks so that we can continue to improve and provide this service.

Complete the Microsoft Form online application

- <https://forms.office.com/Pages/ResponsePage.aspx?id=wXL6IAYRXUmqH5LLq5iWBsqBUwmqgDFKvEUfN6HJYJZURExUT0M0ODNKOFJTMERRR1pNMDZIUDczQy4u>