

# Guidelines for the Responsible Use of LINCC

Last reviewed and approved by the CCLA  
Executive Committee in March 2009

## Overview

The quality and ongoing sustainability of the Library Information Network for Community Colleges (LINCC) and its related products and services provided by the College Center for Library Automation (CCLA), rely on guidelines collaboratively developed by CCLA and LINCC libraries through the advisory process, and are refined as a result of shared experience. These guidelines voluntarily commit CCLA and LINCC libraries to mutual agreements that ensure the integrity of LINCC operations in the interest of all 28 colleges.

## Purpose

This document outlines the rights and responsibilities of the College Center for Library Automation (CCLA) and local colleges for resources and services administered by CCLA on behalf of students, faculty, library staff and others.

## Responsibilities of CCLA

In general, CCLA has the responsibility to ensure that Florida's College System has a quality-based, highly functional and reliable system to provide resources to students, faculty, and staff, and to manage library automation functions. CCLA must keep the LINCC system up-to-date and maintain the security and privacy of LINCC users.

CCLA, in its role of maintaining a shared bibliographic database and as a custodian of student data for all 28 community colleges in the state of Florida, operates under the provisions of the Family Educational Rights and Privacy Act (FERPA) and acts as an extension of each institution. CCLA is also custodian of information regarding both institutional staff and vendors. In each of these roles, CCLA is charged with safeguarding personally identifiable information and other types of information, in accordance with state, federal and local laws, as well as local institutional policies to ensure the integrity and validity of the data.

Additionally, CCLA is responsible for:

- Maintaining LINCC and other resources it administers and making them accessible to appropriate users
- Keeping institutions informed of system problems and downtime
- Supporting the use of the system through:
  - CCLA's Service Desk
  - Training
  - Documentation
  - Informational updates
- Soliciting input from users and advisory committees on LINCC system operations
- Keeping institutions informed of changes in any LINCC guidelines

- Abiding by the *Privacy and Terms of Use* statements published on CCLA's website
- Notifying an institution of any third party inquiries for information contained in LINCC regarding their institution in accordance with *CCLA's Third Party and Law Enforcement Requests for Information from the College Center for Library Automation Policy*
- Expanding LINCC access by planning, investigating, testing and evaluating general system capacity and network upgrades
- Representing LINCC in appropriate external organizations as appropriate (i.e., ALA, FLA, FLNC, ACRL, EDUCAUSE, CNI, OCLC, etc.)
- Advocating LINCC needs to local, state and national funding authorities
- Providing statistical data and other feedback for the community college system at large and for local institutions
- Observing copyrights and licensing agreements
- Establishing and overseeing contractual agreements with vendors

### Responsibilities of Colleges

In general, both institutional representatives and CCLA staff will operate within the established contact, notification, and advisory structure, which include communication with the appropriate institution contact (hardware, public services, administrative, etc.) by phone, e-mail or in writing. Continued escalation is also available through the CCLA Advisory Process via elected officers, regional representatives, size representatives and the liaison from the Division of Community Colleges.

Additionally, each institution is responsible for:

- Keeping CCLA informed of the system status and problems
- Working with CCLA to resolve issues with local implications, including building, hardware, ISP, network, etc.
- Ensuring that local, state and federal laws are followed regarding the use of the LINCC system or data
- Ensuring that library staff are aware of, and abide by, the following LINCC guidelines:
  - *Maintaining LINCC Borrower Privacy*—to protect the privacy of users
  - *LINCC Database Guidelines*—to ensure the integrity of shared bibliographic and user data
  - *Resource Sharing Guidelines*—to promote sharing resources within the LINCC system
  - *Privacy Guidelines For Electronic Resources Vendors* by the International Coalition of Library Consortia (ICOLC)—to ensure shared information about vendor pricing, etc. is protected
  - Any other new guidelines developed and posted on the CCLA web site
- Protecting non-disclosure proprietary information provided by CCLA including training manuals, presentations, etc, by limiting availability to authorized users of CCLA products within their institution
- Observing copyright and licensing agreements

- Optimizing resource sharing in accordance with the *Resource Sharing Guidelines*
- Notifying CCLA of any third party requests for LINCC data received by their institution
- Maintaining up to date knowledge on using the system by:
  - Participating in training on the use of the system
  - Monitoring CCLA discussion lists for system information
- Encouraging input into the use of the system by participating in:
  - LINCC user meetings
  - Consultative visits
  - Responding to other CCLA surveys and other CCLA requests for information
  - Prototyping and testing activity as appropriate

### Resolving Issues

The LINCC system is a statewide centralized resource. When issues arise that are local in nature, there may be a statewide impact. The local institution bears the responsibility to monitor and resolve system problems caused by local activity (hackers, LAN problems, improper use of the system, etc). CCLA must be notified of any such occurrences. CCLA will provide technical assistance and support, but each institution is responsible for rectifying system problems that occur within its domain and network infrastructure.

In the event that LINCC system operation is interfered with, CCLA will employ appropriate security measures and will cooperate with local authorities in their efforts to rectify the situation and discipline system abusers. In extreme situations, services may be suspended until problems are addressed and system security is recovered.

In general, both institutional representatives and CCLA staff will operate within the established contact, notification, and advisory structure, which includes communication with the appropriate institution contact (hardware, public services, administrative, etc.) by phone, e-mail or in writing. If needed, a process for escalation of issues is available through the existing Advisory Process via elected officers, regional representatives, size representatives and liaison from the Division of Community Colleges.

The CCLA Executive Committee may advise (or advise the CCLA Director to advise) the College President of the need to correct a local problem and the consequences of the failure to correct the problem. A problem that has reached this level of concern may require the involvement of the CCLA Contract Administrator through the Division of Community Colleges, and/or the Community College Council of Presidents.

During emergency situations, CCLA will act first to protect the LINCC system with appropriate action and notification as time permits.