Circulation Policy

Mission Statement: The Fontana Regional Library system (Library) provides the public of Jackson, Macon, and Swain Counties with excellent service and convenient access to resources for their educational, informational, and recreational needs.

Purpose Statement: This purpose of this policy is to facilitate access to the materials and information contained in Fontana Regional Library's collections, and shared resources available through the Library's membership in North Carolina library consortia.

General Information: Fontana Regional Library does not discriminate on the basis of race, color, religion, national or ethnic origin, gender, sexual orientation, gender identity or gender expression, age, disability, or genetic information, in the provision or administration of library services. The Library is a member of the NC Cardinal Consortium providing access to the collections of member libraries across North Carolina, and a member of the e-iNC Consortium providing access to shared digital content through Overdrive.

Children's Internet Protection Act (CIPA): Fontana Regional Library complies with the Federal CIPA requirements. Library Internet computers have Technology Protection Measures (filtering). For further information please refer to Fontana Regional Library's *Computer Usage Policy*.

LIBRARY CARDS

While any person is welcome to visit the Library to read, enjoy programs, use our wi-fi network with their own devices, or use our meeting and study rooms, only library card holders may borrow materials or use the Library's computers.

Library users may have one type of library card from Fontana Regional Library. For example, a user may have a full service card or a guest card, but not both. By accepting a library card, the user agrees to return library materials on-time and in the same condition as received. The user agrees to pay any fines and fees associated with the use of library materials. The user agrees to abide by the Library's Computer Usage Policy when using library computer resources. New library card users are limited to five checkouts on their first visit.

Full service library card: A Fontana Regional Library full service library card allows a library user to checkout or place holds on circulating materials from any NC Cardinal Library, request interlibrary loans from libraries not in NC Cardinal, use library computers, and check out e-books.

A full service resident card is free to people who satisfy one of the following requirements:

- resident of North Carolina;
- non-resident who owns property or business in Jackson, Macon, or Swain County;
- non-resident student in Jackson, Macon, or Swain County; or
- non-resident who is employed in Jackson, Macon or Swain County.

People who do not meet one of these requirements may pay $15.00 for a temporary full service card. Resident cards expire after one year. Temporary cards expire after six months.

All applications for full service cards require valid identification verifying age and identity, proof of current address and residency status. Non-resident applications require an additional contact address. See Appendix A for examples of acceptable ID and proof of status. Please refer to specific requirements for minors (under 16 years of age) below.

A library user who has a guest card may apply for a full service card, but the guest card will be cancelled when the full service card is issued.

Guest cards: Guest cards are available at no cost to library users who only wish to use library computers. Valid identification verifying age and identity must be provided at the time of application and guests are required to sign a FRL *Acceptable Use Agreement* before a card can be issued. Please refer to specific requirements for minors (under 16 years of age) below. A guest card has no check out privileges for any materials. A guest card expires after one year. A library user with a full service library card may not apply for a guest card.

Minors: Applications for full service cards or guest cards for minors, defined as people under 16 years of age, must be signed by a parent or legal guardian. The parent or guardian is responsible for all materials and financial obligations on the minor's card, and grants the minor access to the Internet. As the responsible party, the parent or guardian must furnish appropriate proofs of age, identity, and residency, depending on the type of application (see above). If a parent or guardian specifies that a minor may not have access to the Internet, a library card will be issued that restricts Internet access.

Full service institution cards: Daycare centers, including those receiving outreach services from the Reading Rover bookmobile, childcare providers, and other institutions that serve the public in Jackson, Macon, or Swain Counties may receive an institution card. To qualify, the institution's director must apply for the card and the application must be approved by the Branch, County, or Outreach Services Librarian. All library materials checked out on an institution card have a four week loan period and all overdue fines are waived. The institution is responsible for lost and damaged materials, which are billed at the current replacement price.

Replacement of lost library or guest cards: Lost cards should be reported to the library immediately; library users are responsible for all materials checked out on their cards up to the time that they report the cards as lost. Library users must verify their identity to receive a replacement library or guest card. Replacement library or guest cards will be issued for a fee of $1.00.

Renewal of cards: To renew a library card the account must be in good standing, i.e. all outstanding fines and fees must be paid in full on or before the date of renewal. Library users

will need to verify that all contact information, including names, addresses, phone numbers, and email addresses, is current. If the card is a temporary card, the $15.00 fee will need to be paid at the time of renewal.

NC Cardinal library cards: Library users with cards at other libraries in the NC Cardinal system do not need to apply for another card. NC Cardinal member library cards are good at all libraries in the Consortium. The user's library account at their home library must be in good standing to check out Library resources. If an NC Cardinal user wishes to obtain a Fontana Regional Library card, they must clear any outstanding bills or overdue items on their existing NC Cardinal account and fill out a FRL *Application for Borrower's Card* and provide the required identifications.

BORROWING PRIVILEGES

Within Fontana Regional Library there are three levels of borrowing privileges. First-time library users may place holds and use library resources, but are limited to five items checked out on their first visit. Full service card holders in good standing may check out available library items, place holds, and have full use of library resources. Guest card holders may not check out materials but may use library computers and all other resources.

NC Cardinal: NC Cardinal is a consortium of libraries across North Carolina. Library users who have a library card in good standing at any member library of the NC Cardinal Consortium have borrowing privileges at all NC Cardinal libraries. Library users may place holds on items from any library within the consortium and have it delivered to their local library.

e-iNC: Several libraries across North Carolina have pooled their resources to provide digital resources, including e-books and e-audiobooks, to their users through membership in the e-iNC consortium. Library users who have a library card in good standing at any e-iNC member library may place holds on and download these resources to their personal devices.

Users' responsibilities:

- Library users are responsible for the timely return, in good condition, of all materials checked out to their cards. Fines or fees will be charged for lost, damaged, or late items.
- Library users are financially responsible for any fines and fees on their record.
- Library materials may be returned at any NC Cardinal library.
- If library users allow others to check out materials on their cards, those materials are the responsibility of the card owner.
- Library users must notify the Library if their cards are lost or stolen. Library users are responsible for all materials checked out on their cards up to the time that they report the cards as lost.
- Library users must update their addresses or other contact information including email addresses if there are changes.

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Parents' and legal guardians' responsibilities:

- Parents/guardians are responsible for timely return, in good condition, of all materials charged to their minor children's cards. Fines or fees will be charged for lost, damaged, or late items.
- Parents/guardians are financially responsible for any fines and fees on their minor children's records.
- Parents/guardians are responsible for guiding the selection of library materials by their minor children.
- Parents/guardians must notify the Library if their minor children's cards are lost or stolen. Parents/guardians are responsible for all materials checked out on the cards up to the time that they report the cards as lost.
- Parents/guardians must update their minor children's addresses or other contact information if there are changes.

Temporary loss of borrowing privileges:

Books and other library resources, including library computers, may not be checked out to a library user in any of the following circumstances:

- Library card has expired. Cards may only be renewed if all fines or fees are paid in full and address is verified.
- Returned mail. Privilege is reinstated only upon proof of current mailing address.
- Bills or overdue fines are $5.00 or over.
- Violation of Library Policy which results in a user being banned from the Library for a specified time period.

Library cards will expire on an annual basis (six months for temporary) and may be renewed as long as all outstanding fines and fees are paid in full.

Permanent loss of borrowing privileges:

The Library reserves the right to permanently revoke a user's library privileges for excessive unpaid bills, severe or repeated misconduct under Library Policy, or illegal activity in the Library or involving library resources.

MATERIALS AND SERVICES

The Library offers a variety of materials and services to the public. In addition to books, the Library offers audiobooks and music on tape, CDs, and "playaways"; video on VHS tape, DVDs, Blu-rays; newspapers and magazines; audiovisual equipment; games, puzzles, and toys; and educational resource kits and materials. The Library provides access to computers, wireless Internet access, and digital resources. Not all member libraries loan all types of items. Current issues of print magazines or newspapers may not be checked out.

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Type Material	Loan period	Overdue Fines	Maximum late fines
Most Books (adult & juvenile), Books on tape or CD, Music on CD or cassettes, Magazines, Newspapers, etc.	3 weeks	$0.25 day	$10.00
New Books, Seasonal Books	2 weeks	$0.25 day	$10.00
Friends Rental Books* ($2.00 check out fee applies)	2 weeks	$0.25 day	$10.00
Video - all formats ($1.00 check out fee applies; limit 5 total per card)	1 week	$1.00 day	$10.00
AV-Equipment (check out fee may apply)	1 day	$2.00 day	$50.00
Reference Books**	1 day	$2.00 day	$50.00

*Friends Rental Books are additional copies of bestsellers made available through the Friends of the Library organizations. They are not available for holds and may be checked out on a first-come first-served basis.

**Reference materials are only loaned by special permission of the Branch or County Librarian for one day.

Computers: The Library's public computers are available to library users for one hour periods, which can be extended if there is no one waiting. Use of library computers is governed by the FRL *Computer Usage Policy*. The computers can be checked out using the self-service reservation kiosks available in the libraries. Check out of library computers requires a guest card or full service library card. The Library also has wireless laptops and netbooks which can be checked out at the circulation desk. A valid driver's license or other proof of ID is required for this service.

Wireless Internet access: The Library provides free wireless Internet access for library users with their own devices.

Digital resources: The Library provides access to digital resources such as Value Line, e-magazines, e-books, and e-audiobooks. Access to these resources requires a full service library card in good standing. These resources are subject to change, and are available through the library website.

NC LIVE: Library users at home and in the library have access to a variety of online databases and services including e-books, e-audiobooks, journals, history, genealogy, art, homework help, and more through NC LIVE, available on the library website.

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NC*knows*: The Library provides access to NC*knows*, a free online live reference service, through the library website.

Renewal of materials: Most books, books on tape or CD, music cassettes or CDs, magazines, and other items may be renewed for two additional three-week periods if no holds have been placed on them.

New books may be renewed for one additional two-week period if no holds have been placed on them.

Videos in all formats may be renewed for one additional one-week period if no holds have been placed on them.

Friends Rental Books and seasonal books may not be renewed.

Eligible items may be renewed in person, over the telephone, or online through the library catalog. *Note: Videos cannot be renewed online.* Library users should have their library card on hand to renew items.

Hold requests: Library users may place a hold on a specific item that is currently checked out or owned by another NC Cardinal library. Users will be notified by email, phone, or U.S. mail when the item arrives at the requesting library. Items must be picked up in a timely manner (within seven days from date of notification) or they will be released to the next person on the waiting list, sent back to the owning library, or re-shelved.

Interlibrary loans (ILL): Library users may request that the Library attempt to locate and borrow a specific item that is not available in any NC Cardinal library's collection. Library users borrowing interlibrary loan materials are responsible for paying postage to return the item to the owning library, and any fees charged by the owning library. Loan periods are set by the owning library.

Return of materials: All borrowed items may be returned either to the indoor or outside book drop or circulation desk at any NC Cardinal library. Items that will not fit in the book drops must be taken inside to the desk.

Overdue materials: Materials are expected to be returned or renewed (if eligible) by the due date. Overdue fees will be assessed based on the chart above. A notification of overdue materials is made after materials are 14 days past the due date. If the items are not returned, a second notification is made when materials are 28 days past the due date. If an item is overdue more than six weeks the item will be assumed lost and the borrower will be charged the appropriate replacement fee. If the item is returned to the library in good condition after the borrower has been billed, the bill for the lost item will be cancelled and the borrower will be responsible for the overdue fines accrued up to the date of return, or the maximum fine.

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Lost/Damaged materials: If items are not returned to the Library or are returned in an irreparably damaged condition the user will be billed for the replacement cost of the item, which includes processing costs. Users are expected to pay this bill within two weeks. The Library is the sole arbiter of the condition of a damaged item. Replacement items will not be accepted as payment for lost or damaged bills. This may only be waived by prior approval from the Branch or County Librarian. A $5.00 per item processing fee will be charged if replacement items are accepted. The replacement item must be an exact match for the item being replaced.

Unpaid bills: Unpaid bills for lost or damaged materials or excessive overdue fines will be turned over to a collection agency for further action. An additional $10.00 fee will be charged on all accounts referred for collections.

Auxiliary services: The following auxiliary services are offered, for a fee, as a convenience to library users. The fees for these services are used to cover the costs to the Library of providing the service.

- Copiers – The libraries has copiers available to the public.
- Printers – The Library computers are connected to a networked printer for library users.
- FAX – The Library offers limited fax services for library users.

FINES AND FEES

The Library assesses fines for materials not returned on time. The Library assesses fees for the replacement of materials that are lost or damaged or to offset the cost of specific services.

Checkout Fees: Certain specialty items including videos in all formats, Friends Rental Books, and A/V equipment have check out fees. The fees allow the Library to continue offering these items as a convenience to users.

- Videos in all formats are $1.00 per item;
- Friends Rental Books are $2.00 per item;
- A/V equipment varies by item.

A new fee will be charged for each check out or renewal. If the Library determines that a video is defective, library staff will issue a coupon for a free video check out. Fees will not be refunded.

Overdue fines: Overdue fines are assessed for items returned or renewed past their due date to encourage library users to return their materials by the designated return date so that they are available for other users. Overdue fines accrue for all days the check-out library is scheduled to be open. The standard fine is 25¢ a day, up to $10.00 maximum for books, magazines and audio materials.

The fine for videos in all formats is $1.00 a day, up to a maximum of $10.00.

The fine for A/V equipment and reference books is $2.00 a day, up to $50.00 maximum.

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Lost/Damaged Materials fees: Fees for lost or damaged items are assessed at the current replacement price of the item (or a similar item if the actual lost/damaged item is unavailable), which includes processing costs. If pieces or parts of items are lost or damaged and can be replaced individually without having to replace the entire item, the library user will be charged according to the FRL *Pieces and Parts Replacement List.* If a lost/damaged fee is paid and the item is later found by the library user the Library will not issue a refund. Replacement items will not be accepted as payment for lost or damaged bills. This may only be waived by prior approval from the Branch or County Librarian. The replacement must be an exact match for the original item and a processing fee will be charged for each replacement item.

Processing fee: A $5.00 per item processing fee will be charged if replacement items are accepted by the Branch or County Librarian in lieu of payment.

Collection fee: If bills for lost or damaged materials, or excessive overdue fines, are unpaid within 60 days after the items were originally due, the library user will be referred to a collection agency. A fee of $10.00 per incident will be charged to the user.

ILL fee: Interlibrary loans from libraries outside NC Cardinal and Fontana Regional Library will be charged for return postage and any fees assessed by the owning library.

Copies and computer printouts: normal letter, legal or 11”x17” pages printed on library copiers or printers will be charged at 25¢ per side for black and white or color.

Fax fee: The Library will send or receive domestic faxes (no international calls) for library users. To send faxes the charge is $5.00 for the 1st page and $2.00 for each additional page. To receive faxes the charge is $2.00 for the 1st page and $1.00 for each additional page. Library users that have faxes sent to the Library should call to alert staff, and arrange to pick up the fax at the circulation desk within 3 business days.

Returned check fee: The fee for a returned check is $10.00, payable in cash.

Lost library card fee: Replacement of a lost library card is $1.00 per incident. Library users must verify their identity to receive a replacement full service or guest library card.

Temporary full service library card fee: Library cards are free to residents. Non-residents may apply for a 6-month temporary library card for $15.00.

Payment of Fines & Fees: The Library will accept cash, personal checks, money orders, or cashier's cheques for payment. The Library does not accept credit cards.

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APPENDIX A – Acceptable ID

All Applicants (full service or guest cards):
Applicant must provide proof of age and proof of identity in the form of one or more valid ID, such as:

- Valid Driver's license or State issued identification card (from any state)
- Current passport
- Military ID, DD-214, DD-2, military dependent's card, or U.S. veteran's card
- Other government issued ID, including "green card".
- Tax form that reflect full name such as W-2, 1099
- Certified birth certificate
- Certified marriage certificate, divorce decree, emancipation decree, or name change decree
- Medicare or Medicaid card
- Official school transcript
- For minor children, parental verification if parent has acceptable identification

Additional verification for all full service cards (resident or temporary):
Applicants must show identification with a current mailing address, such as:

- Valid Driver's license or State issued identification card (from any state)
- Recently (30 days) postmarked mail with street address
- Dwelling lease less than one year old
- Current automobile registration
- Current passport

Residents of North Carolina:
Applicants must show identification with a current residential address, such as:

- Valid NC Driver's license or NC identification card
- Dwelling lease less than one year old
- Current automobile registration
- Recently (30 days) postmarked mail with street address

Non-resident property owners/business owners in Swain, Macon, or Jackson Counties:
Applicants must provide proof of ownership, such as:

- Deed with property location and applicant's name
- Tax bill showing property location and applicant's name
- Business license showing business location and applicant's name
- Listed in online property tax database

Non-resident employees in Swain, Macon, or Jackson Counties:
Applicants must provide proof of employment, such as:

- Letter from employer

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- Check stub or direct deposit voucher dated within last month

Non-resident student in Swain, Macon, or Jackson Counties:
Applicants must provide proof of attendance, such as:

- Current Student ID
- Current class schedule
- Letter from the bursar's office
- Letter from school office
- Report card