Caldwell County Public Library

Circulation and Access Policy

Purpose

The purpose of the Circulation and Access Policy is to establish regulations regarding the use and availability of library materials, to provide clear guidelines for the charging of fees for overdue and unreturned library materials, and other circulation-related issues. Caldwell County Public Library provides free and equal access to library materials and services and is guided by its goal to be the community's catalyst for lifelong learning. The library supports the individual's right to have access to ideas and information representing all points of view as stated by the American Library Association's statements regarding the following: Library Bill of Rights, Freedom to Read, Freedom to View, and Access to Electronic Information, Services and Networks.

Library Cards: Eligibility & Registration

To be eligible **for a library card that grants access to our physical and digital collections as well as resource sharing,** you must be a resident or taxpayer of, or work in, or attend school in Caldwell County, North Carolina. ~~Caldwell County Public Library provides reciprocity for those residents of the five surrounding counties (Watauga, Wilkes, Catawba, Burke, Wilkes, and Alexander).~~ **Non-county residents must provide proof of eligibility. Accepted documents include but are not limited to: a current property tax statement, a recent employer pay stub, or a current student ID.**

You must present a valid government issued photo ID.

You must sign a statement that you will be responsible for returning materials on time and in good condition.

Any parent or guardian may obtain a library card for a minor.

The first card is issued free. If you lose your card, you are responsible for contacting the library immediately. Replacement cards are $1.00. A patron may have no more than one active card at any time. If a patron is found to have more than one card, the most recent card issued will be valid and all other cards will be declared invalid. Damaged cards should be returned to the library for replacement. There is no charge for replacement of a damaged card.

A Caldwell County Public Library card must be presented at any library in the county to check out

materials or to use the Internet. A valid government issued photo ID may be used at any time if the patron's library card is not present.

Eligibility for a Caldwell County Library card can be established with the following:

- a current/valid government-issued photo ID
- State photo ID Card or Photo Voter Registration Card
- Driver's License
- Permanent Resident Card ("Green Card")
- Student ID from an accredited public or private university, college, community college or trade school
- U.S. Passport or U.S. Passport Card
- U.S. Military ID Card

If your address differs or isn't displayed on your ID, another document showing your name and a current county address must accompany your ID. Accepted documents include but are not limited to: recently received mail, an executed lease or deed, a letter from your Caldwell County employer, or a utility bill.

It is the mission of the library to provide service and access. Staff and administration will work with individuals to establish eligibility and verification.

Caldwell County Public Library provides reciprocity for those residents of the seven surrounding counties (Avery, Ashe, Watauga, Wilkes, Catawba, Burke, and Alexander) by offering free Caldwell County library cards. Individuals outside of Caldwell or a surrounding county may apply for a card with a $25 fee. **These non-resident cards will provide access to our physical collection and resource sharing. Non-resident cards will not provide access to our digital collections on Libby and Hoopla.**

Shared Use

Patrons are discouraged from allowing other individuals to use their library card. If someone besides the card holder uses the library card, the card owner bears full responsibility for all items or fees charged to their card, unless the card has been reported lost or stolen.

Fee Policy Statement

Caldwell County Library charges fines for all materials kept out beyond the due date. The purpose of the fines is to encourage timely return of materials. Fines are charged according to the following schedule, subject to change at the beginning of each fiscal year.

Fee structure:

Books, audiobooks, kits, magazines are assessed an overdue fee of $.10 per day. DVD's are assessed an overdue fee of $.50 per day. Items not returned after 30 days will be considered lost.

Items marked lost or damaged beyond repair will be charged a replacement

cost.

Blocks on Use of Card

“Block on Use of Card” means that a patron may not check out any items from the library until the block is resolved. A library card is blocked from use under these circumstances:

Expired Card - Cards are valid for a period of three years. The purpose of expiring cards is to maintain updated patron contact information. Cards may be renewed if all charges for lost items have been paid and the card has an outstanding balance of $0. Cards that have expired may not be used until they are renewed.

Unpaid Balance - A card is blocked if a patron has unpaid fines and fees equaling or exceeding $50. Cards blocked for exceeding the limit must have these fines paid and the balance below $50 before the block is removed.

Lost Items - A card is blocked if a patron has more than 10 lost items charged to their card. The patron must reduce the fees to below $50 before the block is removed.

Banned User - The patron has been banned from the library for violating library policies.

Additional fee Information:

Non-resident library card: $25 fee

Returned check fee: $25

Circulation Policies:

Patrons may have up to 50 items total checked out on their card at any time. Patrons may check out up to five (5) DVDs per card.

Check out times

Books, audiobooks, and CD’s Three Weeks

DVDs One Week

Items may be renewed online, over the phone, or on site, up to three times, providing that the item in question is not on hold for another patron.

The Caldwell County Public Library places holds on all circulating items for patrons in good standing. Only 10 items can be placed on hold at any time.

Internet Access

To use library computers, you must have a valid library card. If you cannot acquire a Caldwell County

Library card, you may obtain a guest pass.

Users under 12 may use the computers in the Youth Services Area.

Computers are limited to one hour time slots with a three hour maximum per day. Computer time may be extended at the discretion of library staff.

The Internet and the other electronic resources available in the Caldwell County Public Library enable the Library to provide information beyond its collection. They allow access to ideas, information and commentary from multiple and global sources. By its very nature, the Internet is an unregulated medium. As such, while it offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages, it also enables access to some material that may be offensive, controversial in nature, illegal, or not accurate, complete or current. In addition, the Library cannot control sources of information on the Internet, which often change rapidly and unpredictably.

Access to the computers in the Caldwell County Public Library will be provided readily and equitably to users regardless of race, sex, or socioeconomic status. The Library encourages access to information but cannot protect users from offensive materials. Parents of minor children must assume responsibility for their children's use of the Internet and other computer resources. The Library will not be held responsible for the access of any materials deemed inappropriate by anyone using the Internet. Use of Library computers will be monitored in accordance with the Behavior Guidelines.

The Library will take necessary actions to comply with local, state and federal statutes.

Library computer users must agree to abide by our Acceptable Use Agreement to use resources in the adult computer area.

As the Library cannot control the content of material accessible electronically, individual users are responsible for information accessed.

Users are responsible for payment of printing fees incurred.

Acceptable Use Agreement

(These procedures may be modified by Library staff as necessary.)

Computer Resources & You

The Caldwell County Public Library System provides limited access to the Internet as a service to our patrons. The Internet is a resource that enables Library patrons to connect to information beyond that contained in the Library's collection. The Library is not a commercial Internet service provider. It is the Library's policy to provide Internet access to the public within the limits of available space, equipment, time, personnel, and other resources. The Library cannot guarantee access to the Internet at any given time. As with any other information the user chooses to access, Library staff will respect the patron's confidentiality. However, since computer screens are visible to others, they cannot be considered private. Some material is inappropriate for display in a public setting. Library staff reserves the right to monitor the use of computer workstations to ensure compliance with this agreement. The Library will not sell, rent, or otherwise distribute or disclose a patron's e-mail address, postal address, phone number, websites visited, computer time used, borrower records or other personal information, individually or in aggregate, unless required to do so by court order.

It is the user's responsibility to become familiar with computer resources through manuals, tutorials or Library-offered training sessions. Library staff will provide help on basic computer use as time permits, but will not provide extensive personal instruction.

Because the Internet includes some information which parents and guardians may deem to be unsuitable for their children, parents and guardians must provide the necessary guidance and oversight of their children. The Library System and its staff cannot act in the place of a parent or guardian.

Acceptable Use Guidelines

Each user, by advancing beyond the initial computer screens, is agreeing to abide by the Library's Acceptable Use agreement.

No more than two people may use a computer at the same time.

Users are responsible for payment of printing fees incurred.

Only Library staff may reboot, restart, or log into the Library's Internet computers.

No software may be downloaded, installed or executed on Library computers except by Library staff or their explicitly authorized agent. A personal storage device, CD or flash drive may be used at the computers; however, not all such devices are compatible with our equipment. The Library is not responsible for material loss or damage to personal files, discs, or equipment while you are using our computers.

Users may not make any attempt to damage, alter, monitor, and/or bypass the Library's computer equipment, software, or data, and/or the equipment, software, or data of others. In addition, users may not instruct or demonstrate to another user how to bypass web-filtering technology or other software control mechanisms.

Users may not send or display obscene or disruptive messages, files or images.

Users may not harass, libel or slander other users, in person or online.

Library computers may not be used to violate US Copyright Law (Title 17, US Code) which prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use."

Violations of the Library's Acceptable Use Agreement will be managed in a manner consistent with the Library's Disruptive Behavior Policy. Unauthorized use of the computer may result in revocation of computer use privileges or Library use privileges.

Any Library User found using the computers for illegal or criminal purposes could face immediate loss of Library privileges and may face criminal prosecution.

It is the responsibility of all public service staff and facility supervisors to understand this policy fully so as to ensure fair and equitable application. It is the responsibility of the Library Director with the advice of the Board of Trustees, to interpret, monitor and recommend updates to the policy. The Library Director is the final authority with regards to enforcing this policy.

Approved by the Caldwell County Board of Commissioners on May 5, 1997.
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