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 to address 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, work in, or attend school in Caldwell County, North Carolina. 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.

Eligibility for a Caldwell County library card can be established with a photo ID that includes date of birth and an address.

Accepted documents include but are not limited to:· driver's license, U.S. passport, or a current/valid government-issued photo ID.

You must sign your library card. This indicates that you will be responsible for returning materials on time and in good condition as well as notifying the library of any change in name or address.

Any parent or guardian may obtain a library card for a minor. The parent or guardian should write the name of the minor on the back of the library card and then the parent or guardian should sign the card indicating that parent or guardian is responsible for returning materials on time and in good condition as well as notifying the library of any change in name or address.

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

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 limited access to the library's 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 an individual other than the cardholder uses the library card, the cardholder assumes full responsibility for all items borrowed or fees incurred, unless the card has been reported lost or stolen.

Circulation Policies and Check Out Times:

Item	Item Borrowing Limit	Number of Renewals	Auto Renewal	Length of Checkout
Audiobooks	**5**	**3**	**Yes**	**3 weeks**
Audio Enabled Books	**2**	**3**	**Yes**	**3 weeks**
Backpacks	**1**	**None**	**No**	**3 weeks**
Boardgames/Puzzles	**2**	**None**	**No**	**3 weeks**
Books	**50**	**3**	**Yes**	**3 weeks**
DVDs	**5**	**3**	**Yes**	**1 week**
Launchpads	**1**	**3**	**Yes**	**1 week**
Magazines	**10**	**3**	**Yes**	**3 weeks**
Video Games	**2**	**1**	**Yes**	**1 week**

The borrowing limit for each card is 50 items total.

Most items may be renewed online, over the phone, on site, or through automatic renewal 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.

Item	Caldwell County Resident Only	Adult Card Only	One Per Family	Fees must be paid to checkout
Audio Enabled Books	**Yes**	**Yes**	**No**	**No**
Backpacks	**Yes**	**Yes**	**Yes**	**No**
Boardgames/Puzzles	**Yes**	**Yes**	**No**	**Yes**
Launchpad	**Yes**	**Yes**	**Yes**	**Yes**
Video Games	**Yes**	**No**	**No**	**Yes**

To ensure the preservation of our collections that have a high replacement cost, these items (audio-enabled books, backpacks, board games, puzzles, launchpads, and video games) are available for check-out by in-county patrons only. Furthermore, certain items (audio-enabled books, backpacks, board games, puzzles, and launchpads) are available for check out on adult cards only. Launchpads and backpacks are limited to one checkout per family. Backpacks, games, and puzzles are non-renewable.

Tabletop Game and Puzzle Circulation Policy

The tabletop game and puzzle lending program is a service that allows Caldwell County resident cardholders to check out a tabletop game or puzzle for use in their homes. Holds are not allowed for tabletop games or puzzles. You must return the items to the original checkout location. Returns must be made at the circulation desk, not through the book drop.

Guidelines for Borrowing and Use:

- 18 years or older & a county resident.
- Valid Caldwell County Library Card.
- Only two (2) tabletop games or puzzles per adult library card can be checked out at a time.
- Tabletop games and puzzles are checked out for three (3) weeks, with no renewals.
- We strongly suggest that customers account for all game or puzzle equipment/playing pieces/cards, etc. before and after home use.
- All game or puzzle boxes, instructions, packaging, etc. must be returned undamaged with the game or puzzle or a $3.00 fee may be added for missing items. The replacement costs for a game band is $3.00.
- Patrons are responsible for costs associated with the loss or damage of the tabletop game or puzzle. If damage results in a tabletop game being rendered unplayable or a puzzle being rendered unsolvable, the customer will be charged for the full replacement cost of the item.
- The overdue fines for a tabletop game or puzzle are $0.50 per day overdue with a maximum fine of $3.50. At that point, the item will be considered lost, and the replacement cost of the item will be assessed.

Please be aware that games and puzzles for older children and adults often contain small items that could present a choking hazard for small children or pets. Please ensure that games and puzzles are only accessed by the appropriate age group(s) and species.

Fee Policy Statement

Caldwell County library has transitioned to a partially fine-free model, no longer charging late fees on most standard print materials. While the vast majority of items are exempt from daily late fees, certain specialty items and lost or damaged materials are still subject to fines and replacement fees.

The primary goal of these remaining fees is to encourage the timely return of materials so all community members can access them. Standard fines and fees for applicable items are subject to review and change at the beginning of each fiscal year.

Fee structure:
Partially Fine Free Materials: audiobooks, audio-enabled books, books, DVDs, and magazines

Materials with Fines: backpacks, board games, launchpads, puzzles, and video games.

- No fines for 30 days.
- Items not returned after 30 days will be considered lost, and the full replacement value of the item(s) will be charged against the customer's account.
- However, if items are returned in good condition after 30 days, there will be no replacement fees or late fines for those items.
- Items that are long overdue (more than 6 months) may be accepted without fines or fees at the discretion of the Library Director.
- Items that are damaged beyond repair will be charged to the customer's account at full replacement value.

Item	Overdue fees per day
Backpacks	**$1**
Boardgames/Puzzles	**$0.50**
Launchpad	**$0.50**
Video Games	**$0.50**

Service Fees

- Printing/Copying - per page: $0.25 for black and white and $0.50 for color

Incidental Fees

- Lost card fee: $1
- Earbuds fee: $2
- Flash Drive fee: $2

Blocks on Use of Card

“Block on Use of Card” means all borrowing privileges, including physical and digital checkouts, are suspended until the issue 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. Expired cards 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.

Internet Access:

To use library computers, you must have a valid library card, or you may obtain a guest pass. 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 Patron Code of Conduct.

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.

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.)

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 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 Patron Code of Conduct. 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.

Free Wireless Internet Use at Caldwell County Public Library

Free filtered wireless internet access is open to all library visitors at all three branches of the Caldwell County Library. No special user names or passwords are required. Coverage should be available from any spot but access is not guaranteed. If you experience a loss of signal strength, please try another part of the building.

Access to printers is not available via the wireless connection.

As with the library's public access computers, wireless users should use personal headphones while playing audio files.

Wireless Internet Users Should Be Aware of the Following:

The user assumes all responsibility for the use of Caldwell County Public Library's wireless network. As with most public wireless connections, the library's wireless connection is not secure, and the library cannot guarantee the safety of your traffic across its network. The library assumes no responsibility for the configurations, security, or files on your laptop resulting from connection to the library's network.

Library staff cannot troubleshoot problems related to your wireless device or assist in making changes to your device's network settings and/or hardware configuration. The library cannot guarantee that you will be able to make a wireless connection. If you need assistance, please consult the documentation that came with your device or contact the manufacturer.

Library internet access is provided for library-related learning, research and information. The Acceptable Use Agreement in place for library public access stations applies equally to wireless users in the library. Failure to observe the Acceptable Use Agreement will result in disciplinary procedures, as outlined in the library's Patron Code of Conduct. Parents, guardians, or caregivers are responsible for the behavior of children under the age of 18.

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.

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