



Fontana Regional Library 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

The circulation policy of the Fontana Regional Library exists to facilitate access to the materials and information contained in the Library's collections.

Issuance of Cards

Library services are provided without discrimination.

All adult applicants must provide current and/or permanent mailing address, regardless of category. One ID with photograph, name and address or a combination of two pieces of identification with name and address must be provided.

Full service library card applicants must also supply a second address. The second address may be a work address, a second residence, or the name and address of an alternative contact.

All cards are valid for one year from the date they are issued.

Library cards for minors:

For applicants under the age of 18, a parent or legal guardian must sign the application and provide acceptable identification. Parents or guardians are responsible for all items checked out on their children's cards.

I. Full service library cards: allow cardholders to check out any circulating materials owned by the library system.

1. Resident

Residents of Swain, Macon, or Jackson Counties

Applicants must show identification with a current residential address (acceptable proofs below)

- Valid NC Driver's license
- Dwelling lease less than one year old
- Checkbook with local address

- Automobile registration
- Recently (30 days) postmarked mail

Non-resident property owners/business owners in Swain, Macon, or Jackson Counties

Applicants must provide proof of ownership (acceptable proofs below)

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

Employees in Swain, Macon, or Jackson Counties – Seasonal employees must be working at least six months

Applicants must provide proof of employment (acceptable proofs below)

- Letter from employer
- Check stub dated within last month

Full-time student at any school in Swain, Jackson, or Macon counties

Applicants must provide proof of attendance (acceptable proofs below)

- Student ID with a validation sticker
- Current class schedule
- Letter from the bursar’s office
- Letter from school office

Residents of Haywood, Transylvania, Cherokee, Clay, or Graham counties

Applicants must show identification with a current residential address (acceptable proofs below)

- Valid NC Driver’s license
- Dwelling lease less than one year old
- Checkbook with local address
- Automobile registration

New users: First-time library card applicants will be issued a probationary card that limits the number of items that may be checked out at any time to five. After three months, provided that the applicant is in good standing (no overdue items or unpaid bills), the privilege will be upgraded to unlimited.

2. Non-Resident

Library cards may be issued to people who do not live, work full-time, attend school, or own property in eligible service areas (above). There is a \$25 annual fee for the non-resident card.

New users: First-time library card applicants will be issued a probationary card that limits the number of items that may be checked out at any time to five. After three months, provided that the applicant is in good standing (no overdue items or unpaid bills), the privilege will be upgraded to unlimited.

II. Guest cards for computer use

Patrons requiring access to the library computer resources only may be issued a guest card at no cost. Identification must be provided at the time of application and guests are

required to sign an acceptable use agreement before a card can be issued. These cards do not allow holders to check out library materials.

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.

Borrowing Privileges

In order to check out any materials from any of the member libraries in the Fontana Regional Library system a person must have a current Fontana Regional Library card.

Library users are responsible for all materials checked out on their cards or on the cards of children for whom they have assumed responsibility. If library users allow others to check-out materials on their cards, those materials are still the responsibility of the card owner. Lost cards should be reported immediately; library users are responsible for all materials checked out on their cards up to the time that they report the cards as lost.

BORROWING PRIVILEGES AND RESPONSIBILITIES

- Library users are responsible for the return of all materials charged to their cards and for any fines and fees associated with items on their record.
- Library materials may be returned at any public library in Swain, Macon, or Jackson counties.
- Parents/guardians are financially responsible for the items checked out on their minor child's library card.
- Parents/guardians are responsible for guiding the selection of library materials by their children.
- Library users must notify the library if their cards are lost or stolen. This notification will prevent unauthorized use of their library card.
- Library users must update their addresses or e-mail addresses if they move.

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 reinstated only upon proof of current mailing address.
- The borrowing limit of items has been reached. (new user cards only)
- Bills or overdue fines are \$15.00 or over.
- There are five overdue items on the library card.

Library cards will expire on an annual basis and will be renewed as long as all outstanding fines and fees are paid in full.

If a card is inactive for three years with no outstanding bills it will be removed from the library patron records.

Loan Periods and Renewals

LOAN PERIODS

Type Material	Loan period
Most Books (adult & juvenile), Books on tape or CD, Music on CD or cassettes, Magazines, Newspapers	2 weeks
High-Demand Books (designated bestsellers)	1 week
Videos and/or DVDs (checkout fee applies; limit 5 total per card)	1 week
AV-Equipment (checkout fee applies)	1 day
Reference Books	1 day

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

Not all member libraries loan all types of items. Current issues of magazines or newspapers may not be checked out.

RENEWALS

Most books, books on tape or CD, music cassettes or CDs, and magazines may be renewed for **two** additional two-week periods as long as no reserves have been placed on them. New books, high demand books, videos, and DVDs may not be renewed; special holiday books are also non-renewable.

Renewals may be done in person, over the telephone, or online for eligible materials. Library users should be sure to have their library card on hand before calling.

MATERIAL RETURNS

All borrowed items may be returned either to the circulation desks at any member library or to the outside book drops. Items that will not fit in the book drops must be taken inside the library.

RESERVING/REQUESTING MATERIALS

Library users may place a reserve on a specific item that is currently checked out or owned by another member library of the Fontana Regional Library system. Users

will be notified by phone or by mail when the item arrives at the requesting library. Reserve 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 LOAN REQUESTS

Library users may request that the library attempt to locate and borrow for their use a specific item that is not available in any member library's collection. Library users borrowing interlibrary loan materials are responsible for paying postage to return the item(s). Library users are also responsible for any fees charged by the loaning library. Loan periods are set by the owning library.

Overdue Materials, Fines and Fees

Overdue Materials: Overdue fines are assessed for items returned 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 fine rates are as follows:

Type Material	Overdue Fees	Maximum late fees
Books, Books on tape or CD, Music on CD or cassettes, Magazines, Newspapers	\$0.25 day	\$5.00
Videos, DVDs	\$1.00 day	\$10.00
Reference Books	\$2.00 day	\$50.00
AV-Equipment	\$2.00 day	\$50.00

Overdue fines only accrue for days the library is open.

A written notice about overdue materials will be made after materials are 14 days past the due date. If the items are not returned a second notice will be mailed 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 fine.

Lost/Damaged Materials: assessed at the current replacement price of the item (or a similar item if the actual lost/damaged item is unavailable). If pieces or parts of items are lost or damaged and can be replaced individually without having to replace the entire item, patron will be charged according to the Item Replacement List (see Item Replacement List).

If a bill for lost or damaged materials is unpaid within 60 days after the materials were due, the account will be referred to a collection agency to recover the lost material. A fee of \$10.00 per account will be charged to the patron.

Other Fees:

Service	Fee
Video / DVD checkout	\$1.00 per item; payable upon checkout
ILL fee	Return postage
Replacement library card	\$1.00
Non-resident library card	\$25.00 per year
Copies or computer print-outs	\$.25 per side
Computer diskette	\$1.00
Fax (no international faxes)	Send: \$5.00 1 st page; \$2 each add'l page Receive: \$2.00 1 st page; \$1 each add'l page
Returned check fee	\$10.00
Collection agency fee	\$10.00

Payment of Fines & Fees: The library will accept the following forms of payment for fines accrued:

- Personal check with proper ID for the exact amount of the fines
- Cash

Refunds for Video and DVD fees: If the library determines that a video or DVD is defective, library staff will issue a coupon for a free video or DVD rental.