

# QUALLA BOUNDARY PUBLIC LIBRARY

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POLICIES & PROCEDURES



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### I. MISSION STATEMENT

The Qualla Boundary Public Library provides the enrolled members of the Eastern Band of Cherokee Indians, residents of the Qualla Boundary and the surrounding Swain and Jackson Counties with excellent service and convenient access to resources for their educational, informational, and recreational needs.

### II. LIBRARY CARDS

Patrons are welcome to visit the Library to read, enjoy programs, use the Wi-Fi network with their own devices, or use our public access computers (after signing a computer use agreement), only library card holders may borrow materials. Library users 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 or replace any items damaged or loss while items are checked out with their library card. The user agrees to abide by the Library’s Computer Usage Policy when using library computer resources. New library card users are limited to two checkouts on their first visit. Library Cards are good 2 years from the date issued.

All applications for 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.

Minors: Applications for minor cards, defined as people 5 years up to 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.

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 card.

Renewal of cards: To renew a library card the account must be in good standing, i.e. all outstanding books, movies, (replacement books or movies) etc must be returned 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.

### III. BORROWING PRIVILEGES

Within Qualla Boundary Public Library there are two 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 two visits. Once in good standing library users may check up to 5 books with a limit of 2 movies on an adult card, with a limit of 2 movies counting as 2 of the five books.

### IV. PARENT'S/LEGAL GUARDIAN'S 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 or damaged 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.

#### V. 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 card holder is in good standing and address is verified.
- Violation of Library Policy which results in a user being banned from the Library for a specified time period. Library cards will expire on a biannual basis and may be renewed as long as card holder is in good standing.

#### VI. MATERIALS AND SERVICES

The Library offers a variety of materials and services to the public. In addition to books, the Library offers audio books, video on VHS tape, DVDs; newspapers and magazines. The Library provides access to computers and wireless Internet access. Current issues of print magazines or newspapers may not be checked out.

Most Books (adult & Juvenile), Audio books are checked out for two weeks. A total of ten easy books are allowed to be checked out. For Junior Fiction and adult fiction, the limit is 5 books per card, providing there are no books overdue on the card holder's card.

#### VII. COMPUTERS

The Library's public computers are available to library users for 45 minute periods, which can be extended if there is no one waiting or the patron has made prior arrangements with library staff to be granted more time. Use of library computers is governed by the QBPL Computer Usage Policy.

Wireless Internet access: The Library provides free wireless Internet access for library users with their own devices, with no time restrictions.

#### VIII. RENEWAL OF MATERIALS

Most books, audio books and movies may be renewed for one additional two-week period if no holds have been placed on them.

#### IX. HOLD REQUESTS

Library users may place a hold on a specific item that is currently checked out. Users will be notified by email or phone 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 or re-shelved.

#### X. RETURN OF MATERIALS

All borrowed items may be returned either to the indoor or outside book drop or circulation desk at the Qualla Boundary Public Library. Items that will not fit in the book drops must be taken inside to the desk.

#### XI. OVERDUE MATERIALS

Materials are expected to be returned or renewed (if eligible) by the due date. A notification of overdue materials is made after materials are 1 day past the due date through email. If the items are not returned, a second notification will be mailed. 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.

#### XII. 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. 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 Library Manager. The replacement item must be an exact match for the item being replaced.