



LGBT Center of Raleigh Library Policies

Version 2: April 2012

Approved by Board of Trustees

- I. REGISTERING FOR A LIBRARY CARD**
- II. BORROWING LIBRARY MATERIALS**
- III. RETURNING LIBRARY MATERIALS**
- IV. NON-CIRCULATING MATERIALS**
- V. CONFIDENTIALITY OF PATRON RECORDS**
- VI. LIMITATIONS OF USE: LIBRARY CATALOG COMPUTER**
- VII. COLLECTION DEVELOPMENT POLICY**

I. REGISTERING FOR A LIBRARY CARD

a. Requirements for Triangle-Area Adult Residents [age eighteen (18) and older] of North Carolina (Wake County, Durham County, and Orange County)

- Present proof of local address (e.g. current North Carolina driver's license; valid temporary driver's license with current residential address; imprinted checks with current residential address; canceled mail postmarked within the last week; or telephone, utility, rent, or tax bills) upon application for a library card.
- Provide an active email address or phone number. This contact information will only be used for communicating account notices from the Library.
- Pay a membership fee of five dollars (\$5.00) to use the LGBT Center of Raleigh Library. This fee directly benefits the library's ability to purchase new materials for the collection.

b. Requirements for Triangle-Area Children and Young Adults [up to age eighteen (18)] of North Carolina (Wake County, Durham County, and Orange County)

- Present proof of local address (e.g. school documents or signed note from parent or legal guardian) upon registration for a library card.
- No membership fee is required to use the LGBT Center of Raleigh Library for people under eighteen (18) years of age.
- For children under the age of twelve (12) when registering for a library card: the custodial parent or legal guardian must be present with the applicant, accept responsibility for the use of the child's library card, and sign the back of the library card.

c. Limitations of Use: Issuance of Library Cards

- The LGBT Center of Raleigh does not issue library cards to anyone residing beyond the Triangle-Area of North Carolina (Wake County, Durham County, and Orange County).
- The Library does not issue library cards to anyone living in another state of the United States, nor any other country in the world.
- The LGBT Center of Raleigh will charge \$3.00 to replace a lost library card.

d. Additional Information

- The LGBT Center of Raleigh Board of Trustees are not required to pay the one-time membership fee to use the Library to borrow books.
- Volunteers of the LGBT Center of Raleigh, per recommendation by the Executive Director or Librarian, are not required to pay the one-time membership fee to use the Library to borrow books. However, the Library requests that volunteers complete 12 hours of service before checking out any materials.
- A patron may borrow only a single book during the first visit after obtaining a library card.
 - Upon successful return of the first borrowed item, the patron will have full use of the Library's borrowing policies.
- Eligibility for a library card will be reviewed every three (3) years to verify the following:
 - Proof of local address in the Triangle-Area of North Carolina (Wake County, Durham County, and Orange County)
 - Active email account or telephone number

II. BORROWING LIBRARY MATERIALS

a. Responsibility

- In order to borrow library materials, a patron must present a valid library card at the time of check out.
- The patron is responsible for all library materials checked out on the library card. For patrons under the age of eighteen (18), the adult who registered the library card assumes this responsibility.

b. Books

- Books may be borrowed for a period of two (2) weeks
- A patron is allowed to borrow up to two (2) books during a single visit to the Library
- A patron cannot exceed the maximum of borrowing four (4) books during any given time of overlapping borrowing periods
- A maximum of two (2) renewal periods is permitted for borrowing a book if it is not on hold for another patron [see section II.e.]

c. DVD Movies and Audio CDs: Disc Club Membership

- Patrons are permitted to borrow DVD movies and audio CDs after enrolling in the Library's Disc Club Membership Program. The terms of the membership program are listed below:
 - Disc Club membership is open to Wake, Durham, and Orange county residents age eighteen (18) or older currently registered with a valid LGBT Center of Raleigh Library card.
 - A \$5 non-refundable fee is required to join the Disc Club. This fee directly benefits the Library's ability to purchase new materials for the collection.
 - Patrons acknowledge and agree to abide by the borrowing terms for the Disc Club:
 - The maximum late fee for DVD movies and audio CDs is \$20, based on a 20-day period multiplied by the daily late fee.
 - After 20 overdue days, a DVD movie or audio CD will be considered lost and will incur a fine of \$20 or the current replacement cost of the item (including shipping and handling costs), whichever is higher. [see Section III.a.] This fine must be settled before a patron can check out further materials.
- Library volunteers and the Board of Trustees are also required to pay the \$10 fee to enroll in the Disc Club.

d. DVD Movies and Audio CDs: Borrowing Terms of the Disc Club

- Patrons age eighteen [18] and older who participate in the Disc Club membership program are permitted to borrow DVD movies and audio CDs for a period of eight (8) days
- A patron is allowed to borrow one (1) DVD movie or one (1) audio CD during a single visit to the Library
- A maximum of one (1) renewal period is permitted for borrowing a DVD movie or an audio CD if it is not on hold for another patron [see section II.e]
- A patron cannot exceed the maximum of borrowing two (2) DVD movies and/or audio CDs during any given time of overlapping borrowing periods
- Patrons may not replace library-purchased DVD movies and audio CDs with a homemade copy. It is unlawful to copy a copyrighted DVD movie or audio CD, and the Library cannot and will not circulate "bootleg" copies.
- The Library does not accept any responsibility for damage caused to patrons' equipment as a result of using borrowed DVD movies or audio CDs.
- DVD movies and audio CDs are subject to sun damage and warping. Patrons should avoid leaving these items in their cars or near sources of heat.

e. Renewals

- Materials may be renewed in person on the Library's catalog computer or via telephone to the LGBT Center of Raleigh if a trained library volunteer is available to complete the renewal

- A maximum of two (2) renewal periods is permitted for borrowing a book if it is not on hold for another patron
- A maximum of one (1) renewal period is permitted for borrowing a DVD movie or an audio CD if it is not on hold for another patron
- New releases of books, DVD movies, and audio CDs are not renewable. These materials are identified by a yellow “New” sticker clearly marked on the item.
- The Library requests that patrons wait three (3) days after reaching the maximum renewal period to check out an item again

III. RETURNING LIBRARY MATERIALS

a. Late Fees and Replacement Costs

All materials must be returned during regular business hours of the LGBT Center of Raleigh, no later than the day they are due. A patron cannot check out new materials until late fees or replacement costs have been paid.

- For books, there is a \$0.25 late fee charged per library day
 - The maximum late fee for books is \$20, based on a 20-day period multiplied by the daily late fee.
 - Lost books incur a fine of \$20 or the current replacement cost of the item (including shipping and handling costs), whichever is higher.
- For DVD movies and audio CDs borrowed via the Disc Club, the late fee is \$1 per library day
 - The maximum late fee for DVD movies and audio CDs is \$20, based on a 20-day period multiplied by the daily late fee.
 - After 20 overdue days, a DVD movie or audio CD will be considered lost and will incur a fine of \$20 or the current replacement cost of the item (including shipping and handling costs), whichever is higher.
- Late fees for any materials checked out will not accrue on days when the LGBT Center of Raleigh is closed for business, including national holidays.
- The LGBT Center of Raleigh Librarian has the option of waiving or reducing late fees and/or replacement charges based on a determination of extenuating circumstances.

b. Overdue Notices

- In order to remind patrons that they have overdue materials, notices will be sent out via email on Mondays and Thursdays for approximately two (2) months after the materials are due
- After the materials are two (2) months late, a notice will be sent to the patron stating that borrowing privileges have been suspended until the items are returned or all charges related to the missing materials have been resolved.

c. Suspension of Library Card Privileges

- A patron will have library card privileges suspended if one or more of the following conditions exists:

- A patron has exceeded a period of two (2) months with overdue materials
- A patron owes more than thirty dollars (\$30.00) in late fees or replacement costs of materials;
- A patron is no longer reachable via email address or telephone number.
- A patron's primary address is no longer within the Triangle-area of North Carolina (Wake County, Durham County, and Orange County)
- Library privileges will be restored when accounts have been cleared and/or updated, or at the Librarian's discretion.

IV. NON-CIRCULATING MATERIALS

a. Special Collection

- The Library is fortunate to own a substantial collection of rare, valuable, and beautiful books. Therefore, the Special Collection is housed in a locked cabinet in the library.
- Patrons age eighteen (18) or older must sign a Viewing Agreement before accessing the Special Collection.
 - The Viewing Agreement states that patrons will respect and abide by the following guidelines:
 - Patrons will return Special Collection books to a library volunteer when finished viewing.
 - Special Collection books are non-circulating and may not leave the library.

b. Additional Non-Circulating Items

- Reference books, travel books, art & photography books, and magazines may not be removed from the Library. Most of these materials (except for magazines) are identified by a yellow "Reference" sticker clearly marked on the item.

V. CONFIDENTIALITY OF PATRON RECORDS

- All Library records that identify types of materials used by or personal information about individuals are confidential in nature. Under no circumstances shall LGBT Center of Raleigh staff, volunteers, or the Board of Trustees provide information of any kind about an individual Library patron.
- No Library records shall be made available to the public, press, or governmental agency, except by such process, order, or subpoena authorized by federal, state, or local law, or upon the written consent of the Library patron.

VI. LIMITATIONS OF USE: LIBRARY CATALOG COMPUTER

- Use of any disk, CD, DVD, flash drive, etc. from an outside source is prohibited on the LGBT Center of Raleigh's designated library catalog computer.
- Downloading to the library catalog computer's hard drive is not permitted, nor is installation of unauthorized programs, shortcuts, screensavers, or wallpaper.
- Patrons may not use the library catalog computer to browse the internet, access e-mail, or chat at anytime. Patrons discovered engaging in email or chat may lose library privileges temporarily or permanently.
- The library catalog computer may not be removed from the LGBT Center of Raleigh at any time.