Obtaining a Library Card

All adult permanent and part-time residents of Haywood County and its surrounding counties may obtain a library card by providing proof of address and a valid driver’s license, state-issued photo identification card, military identification, or passport.

Teens with a valid driver’s license may obtain a library card using an adult card application by providing proof of address and driver’s license.

For all other minors, their parent/guardian must have a valid library card in good standing (not owing more than $5) or obtain a library card, first. Youth must have parental consent and the parent/guardian must sign the child’s application form. The parent/guardian must provide proof of address for the child (if different from parent/guardian). The parent/guardian must provide his/her own valid photo identification. The parent/guardian is responsible for any overdue fees or lost or damaged items that may accumulate on the child’s card.

Institutional cards may be issued to Haywood County teachers, daycare workers, or nursing home staff. The card must only be used for items needed by the institution and not for personal use. The school principal, director, or owner of the institution must sign the Institutional Card application, acknowledging that the institution is responsible for all lost, stolen, or damaged library materials. Items checked out using an institutional card do not accrue late fees, and up to 50 items may be checked out at one time.

Home School cards may be issued to Haywood County home school instructors who present their formal acknowledgment from North Carolina’s Division of Non-Public Education or their Notice of Intent to Operate a Home School. The card must only be used for items needed for home school instruction. Items labeled “Home School” and checked out using a Home School card have an extended loan period.

Homebound cards may be issued to Haywood County resident library users who, due to medical reasons, are restricted as to when they are able to return their library materials. The Homebound Card application must be signed by the library user’s physician. Items checked out using a Homebound Card do not accrue late fees, but users are responsible for all lost, stolen, or damaged library materials.

Presenting Library Cards

For the protection of each library user, library cards must be presented at the time materials are checked out or before users can have computer access. If a library card is temporarily unavailable, a valid driver’s license may be presented to check out materials or to request a guest pass to use a computer. Cardholders are responsible for any and all materials checked out on their library card, with or without their knowledge. Any overdue fees, as well as the cost of replacing or repairing lost or damaged items will be charged to
the cardholder. A processing fee ($5) for each lost item will also be charged to the cardholder.

Invalid & Expired Library Cards

A library card becomes invalid and borrowing privileges are suspended when a patron owes more than $5 in fines or fees. Library cards expire every three years so that a user’s contact information can be verified as current. Borrowing privileges are temporarily suspended until cards are renewed, which can be accomplished by visiting the library, calling the library, or emailing a library staff member with valid contact information details.

Loan Periods

Movies (all formats) 7 days
New Materials 14 days
Audio Materials (all formats) 21 days
Books 21 days
Periodicals 21 days

Fines and Fees

All materials except movies $.25 per day/$10 max.
Movies $1.00 per day/$10 max.

Renewals

All materials may be renewed, one time, unless the item is on hold. Renewals may be placed at the public access catalogs, online, by phone, or at the Circulation Desk.

Lost Items

Materials not returned within three (3) months are considered lost. The cardholder will be charged the original cost of the item, plus a $5.00 processing fee. Refunds will not be given for returned items after payment has been paid. The library does not accept replacement copies.

Lost or broken discs from audio or movie sets will be billed at the replacement cost of the entire set unless the single disc is available for replacement. If available, the replacement cost for a single disc is $8.00.

Lost, stolen, or mutilated library cards will be replaced for a fee of $2.00. Cards that have worn out by ordinary use will be replaced at no charge.

Faxes, Printouts & Copies

To send a fax within the U.S. $1.00 per page
To send a fax outside of the U.S.  $2.50 per page
To receive a fax  $.20 per page
Printouts  $.20 per page
Copies  $.20 per page

**Interlibrary Loans**

All interlibrary loans require the collection of return postage. Fees may also be charged by the lending institution. If so, the cardholder will be advised of such a fee and must, in writing, agree to pay the fee before the item is ordered. The cardholder is responsible for any overdue fees the lending institution may charge.

The library reserves the right to change this policy without prior notice; to withdraw library privileges for consistent disregard of its policies; and, to enforce regulations as well as the accepted rules of behavior on the part of anyone using the library.