

# Welcome to the Library – FAQ Sheet

Additional policies can be found on our web site:

[www.valleycenterlibrary.org](http://www.valleycenterlibrary.org)

Please help us keep the Library a safe, welcoming place, with fair access to materials and services for everyone. If you have questions, require assistance finding materials, etc., please ask us--we are happy to assist!

- **How much does a Library Card cost?** Your first library card is free. Replacement cards are \$2.50.
- **How are items organized in the Library?** Fiction materials are shelved by author's last name with some exceptions. Non-fiction materials are shelved using the Dewey Decimal System.
- **Who is responsible for my children while they use the Library?** Parents/guardians are responsible for children's use of the library – including behavior, materials checked out, etc. No running or horseplay in the Library. Please comply with and help your children comply with these directions and with other requests and directions from Library staff.
- **What should I do with books I decide I don't want to check out?** Please do not re-shelve books. Please place unwanted books on cart or on top of shelves. This helps ensure books can be found when needed.
- **What is required to use the internet computers?** Public internet computers are checked out at the circulation desk. Please note the summary of rules for use on the computer screen before using the computer or printing.
- **I need to request materials you don't have--how does that work?** There is no charge for requesting library materials. We will contact you when your requested item is ready for pick up. If you do not pick it up within 5 business days, we will re-shelve it. If it was

an Inter-Library loan item, there will be a \$5 charge to cover postage if the item is not picked up within 5 days of notification.

- **Are there fines or fees for late, damaged, or lost items?** Patrons are responsible for returning items in good condition. Fees for repair or replacement may apply if items are damaged (including damage from food, moisture, pets, insects, burns, broken discs/cases/screens/accessories, etc.)
- **What are the check-out limits on items?**
  - Adult or family card – 15 total items
  - Youth card – 10 total items
  - Teacher card – 30 total items
  - Inter-library loan limits – 5 per family/household at any one time; 15 per home-school family at any one time
  - Per household limits: 5 movies, 8 audios at one time
- **What are the material check-out times on items?**
  - Books – 3 weeks with 2 renewals (0 if other patrons are holding for the item)
  - High-demand books – 1 week with 0 renewals
  - Videos – 1 week with 0 renewals
  - Audios – 2 weeks with 0 renewals
  - Interlibrary loan items – varies by lender
- **What fines are charged?** Fines begin accruing when an item becomes overdue. Our Library Automation System can send out reminders if you authorize the action, however, if the system malfunctions for any reason, it is still your responsibility to ensure items are returned on time. Payment of fines and fees is due immediately. We accept cash or check.
  - Adult books – 20 cents per day overdue
  - Youth/children’s books – 10 cents per day overdue
  - Videos - \$1 per day overdue
  - Audios – 50 cents per day overdue

- **What if I don't bring an item back in a timely manner?** If an item is overdue for more than 3 months or if you fail to return it when Library staff contacts you and requests its return, the item may be replaced and the replacement cost will become your responsibility. Once an item is replaced, we can no longer issue credit for its return. The Library staff will purchase replacement items and charge your account. We cannot accept items that you obtain as a replacement item.