



# **Foothills Consortium**

## **Foothills Consortium Policy Manual**

Information and policies for  
Rutherford County Library System  
(including Haynes & Mountains Branches),  
Mooneyham Public Library,  
Spindale Public Library,  
& Norris Public Library

Revised August 3, 2020

## Table of Contents

Foothills Consortium .....	3
Library Hours .....	4
New Patrons .....	4
Electronic Access Cards.....	5
Non-Residents .....	5
ReAD Access Student Accounts.....	5
Registering for a Library Card .....	5
Card Expiration and Card Renewal .....	6
Loan Policies & Renewing Materials .....	6
Overdue / Late Fees .....	7
Delinquent Patrons .....	8
Lost Library Items .....	8
Claimed Returned .....	8
Borrowing Items from NC Cardinal Libraries .....	8
Computer and Internet Access .....	9
Fax, Scan & Print Services .....	9
Passport Services .....	9
Policy on Registered Sex Offenders .....	10
Rutherford County Library System’s Disruptive Behavior Policy .....	10
Rutherford County Library System Violations Policy .....	11

## About the Foothills Consortium

In spring 2020, the former CMC Consortium expanded to using the NC Cardinal Integrated Library System, and as a result the public libraries separated from Isothermal Community College Library and the Polk County Library System. The Rutherford County Public Libraries are now collectively known as the Foothills Consortium.

The Foothills Consortium is comprised of the following public libraries in Rutherford County, North Carolina: Rutherford County Library and its two Branches, Haynes and Mountains; Mooneyham Public Library in Forest City; Spindale Public Library in Spindale; and Norris Public Library in Rutherfordton.

Foothills Consortium Libraries report to independent governing authorities. As such, local library policies and services may vary among individual member libraries. While at a Foothills library, local policies apply regardless of where a library card was issued. In order to provide the best patron experience, Foothills member libraries will seek opportunities for consistent practices, particularly when dealing with topics related to circulation of library materials.

## Foothills Consortium Contact Information

Rutherford County Library  
[www.rutherfordcountylibrary.org](http://www.rutherfordcountylibrary.org)  
255 Callahan Koon Road  
Spindale, NC 28160  
phone: (828) 287-6115  
fax: (828) 287-6119

Haynes Branch Library  
[www.rutherfordcountylibrary.org](http://www.rutherfordcountylibrary.org)  
2669 Hwy 221 A  
Mooresboro, NC 28114  
phone: (828) 288-4039  
fax: (828) 287-6419

Mountains Branch Library  
[www.rutherfordcountylibrary.org](http://www.rutherfordcountylibrary.org)  
150 Bill's Creek Road  
Lake Lure, NC 28746  
phone: (828) 287-6392  
fax: (828) 287-6418

Mooneyham Public Library  
[www.townofforestcity.com/library](http://www.townofforestcity.com/library)  
240 E. Main Street  
Forest City, NC 28043  
phone: (828) 284-5224  
fax: (828) 248-5214

Norris Public Library  
[www.norrispubliclibrary.org](http://www.norrispubliclibrary.org)  
132 N. Main Street  
Rutherfordton, NC 28139  
phone: (828) 287-3520  
fax: (828) 287-0660

Spindale Public Library  
[www.spindalenc.net/home/departments/library](http://www.spindalenc.net/home/departments/library)  
131 Tanner Street  
Spindale, NC 28160  
phone: (828) 286-3879  
fax: (828) 286-8338

## Library Hours

The following are normal operating hours unless otherwise posted.

<b>LIBRARY HOURS</b>							
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>Rutherford County</b>	9:30-5:30	9:30-5:30	9:30-5:30	9:30 – 7:00	9:30-5:30	10:00 – 3:00	CLOSED
<b>Haynes Branch</b>	10:00 – 6:00	10:00 – 6:00	10:00 – 5:00	10:00 – 6:00	10:00 – 6:00	10:00 – 1:00	CLOSED
<b>Mountains Branch</b>	10:00 – 6:00	10:00 – 6:00	10:00 – 3:00	10:00 – 6:00	10:00 – 6:00	10:00 – 3:00	CLOSED
<b>Mooneyham Library</b>	8:00 – 5:00	8:00 – 5:00	8:00 – 5:00	8:00 – 5:00	8:00 – 5:00	CLOSED	CLOSED
<b>Spindale Library</b>	8:30 – 11:30 12:00 – 5:00	8:30 – 11:30 12:00 – 5:00	8:30 – 11:30 12:00 – 5:00	8:30 – 11:30 12:00 – 5:00	8:30 – 11:30 12:00 – 5:00	CLOSED	CLOSED
<b>Norris Library</b>	9:00 – 5:30	9:00 – 7:00	9:00 – 5:30	9:00 – 5:30	9:00 – 5:30	9:30 – 12:00	CLOSED

## New Patrons

Library materials may be checked out to those people who live, work, attend any school, or own property in Rutherford County. A library card issued from any Foothills Member library is valid at any and all other Foothills Consortium Member libraries.

A person must be at least 5 years old to apply for a library card at all libraries. A parent or guardian signature is required for those patrons under the age of 16. The parent or guardian who signs as responsible party must have a library card issued from a Foothills Consortium member library and have an account in good standing.

New patrons must show identification (ID) when registering for a library card. Examples of valid photo identification include:

- Driver’s License or other state-issued photo identification
- Student identification card
- Military identification card
- Passport
- VA Veteran’s card

If not included on the photo identification, applicants must also provide verification of current mailing address. Examples of verification include:

- Utility bill (electric, gas, water, phone)
- Insurance card / policy
- Personal check
- Bank statement
- Tax notice

Cards will be issued to individuals only. No library cards will be issued to institutions, schools, churches, companies or other groups.

## **Electronic Access Library Cards**

Patrons wishing to access online resources, such as eBooks and NC LIVE databases, may obtain a library card with limited benefits. Electronic access card holders may access the library's digital collections and use computers within the libraries, but may not check out physical materials. Please contact any Foothills Consortium library for more information on acquiring electronic access library privileges.

## **Non-Residents**

People who do not live, work, own property, or attend school in Rutherford County are considered Non-Residents. Non-Residents may obtain checkout privileges by paying a fee of \$20.00 per year.

## **REaD Access (Read, Engage, & Discover Student Access Accounts)**

Our REaD Access program provides all Rutherford County students access to numerous library materials and resources through partnerships with the local traditional public, charter, and private schools. REaD Access accounts are free and provided to students in all participating schools in Rutherford County. Check with your school library if you are not sure if your school participates in the REaD Access program. With a REaD Access account, students may check out up to 10 books and/or audiobooks, access eBooks and other online resources, and use the library's public computers using your student ID number. To check out books and/or audiobooks in the library, you will be asked to provide your student ID number. To check out eBooks or access other online resources, you will be prompted to type in your student ID (the website may say library card number) and the 4-digit PIN you were assigned.

## **Registering for a Library Card & First-time Checkouts**

The registration form must be filled out completely. The patron must include his/her full first, middle and/or maiden and last name. Initials are not acceptable. Current address, date of birth, and identification number (preferably driver's license) are required. The form must be signed on the back by the patron. Forms for juvenile patrons must be signed by a responsible party in the

lower right hand corner, as well as on the back of the card. A driver's license number must also be recorded for the responsible party.

First time library users will be allowed to check out one adult item or two children's items. The physical library card will be handed to the patron when these items are returned on time. If the items are returned late, the patron will again be limited until the item(s) are returned on time.

A common library card will be issued that can be used at all public libraries in Rutherford County. There is a replacement fee of \$1.00 for a lost or damaged card and a fee of \$.50 for a new barcode.

### **Card Expiration and Card Renewal**

All library cards are valid for three (3) years from the date of application. When a patron's card has expired, a staff member will verify that the address and telephone information is correct. Staff will then change the expiration date to three (3) years from the current date. The patron does not need to get a new physical library card.

### **Loan Policies & Renewing Materials**

Individual Foothills Libraries allow patrons to borrow materials for various loan times depending on both the item type and the library. Please refer to the Foothills Chart below to identify specific loan periods for materials available from each library.

<b>LOAN PERIODS</b>			
	<b>Circulation Period for Books &amp; Audiobooks</b>	<b>Circulation Period for DVD's</b>	<b>Number of Items Patron Can Borrow</b>
<b>Rutherford County Library System</b>	14 days with 2 two-week renewals	14 days with 2 two-week renewals	6 DVDs, 50 total items
<b>Mooneyham Library</b>	14 days with 2 two-week renewal	14 days with 2 two-week renewals	6 DVDs, 50 total items
<b>Spindale Library</b>	14 days with 2 two-week renewals	14 days; new DVDs 7 days	6 DVDs, 50 total items
<b>Norris Library</b>	14 days with 2 two-week renewals	14 days	6 DVDs, 50 total items

### **Limiting Items**

There is a check out limit of 50 items per patron at any one time.

There is a limit of ten (10) compact discs, including both audiobooks and music CDs, per patron at Mooneyham, Spindale, and Norris Libraries.

At certain times, any library may limit books on certain subjects to only one or two items per patron, such as when a class is assigned reports on that topic. Reference and genealogy books may not be checked out, but pages may be photocopied.

### Placing Items on Hold

If an item is checked out, a patron may choose to put a “Hold” on the item to put themselves in a queue to check out the item when it is returned to the library. Holds are placed for individual patrons in chronological order of request. While placing a hold, the patron has the option to choose how they would like to receive notification – via phone call, email, or text - when the item is ready. Once a patron’s requested item has arrived at the patron’s preferred library location, it will be placed on the “Hold Shelf” and the patron will be notified. If an item has not been picked up within three (3) business days of notification, it will move to the next patron in the hold queue, or be returned to the shelf for browsing. **If an item has a “Hold” placed on it by another patron, it may not be renewed** but will need to be returned to the library instead.

### Renewing Items

Patrons may renew their items in one of the following ways:

1. In person at any Foothills Consortium library at the Circulation Desk during opening hours
2. By phoning one of the Foothills Consortium Libraries
3. By logging into your Patron Account at [www.rutherford.nccardinal.org](http://www.rutherford.nccardinal.org) or through the CloudLibrary app on your smart phone or tablet

### Overdue / Late Fees

Please see the chart below for information about overdue fees specific to each library. The maximum fines for overdue items is ten dollars (\$10.00) total per library for the first six (6) months. If the items have been checked out for over six (6) months, the fine will increase to ten dollars (\$10.00) per item up to a maximum of fifty dollars (\$50.00) per patron account.

<b>OVERDUE FEES</b>		
	<b>Overdue Fees for Books, Audiobooks &amp; CDs</b>	<b>Overdue Fees for DVDs</b>
<b>Rutherford County Library &amp; its Branches</b>	\$0.10 per day per item	\$0.10 per day per DVD
<b>Mooneyham Library</b>	\$0.10 per day per item	\$0.10 per day per DVD
<b>Spindale Library</b>	\$0.10 per day per item	\$1.00 per day new DVDs; \$0.10 per day per DVD
<b>Norris Library</b>	\$0.10 per day per item	\$0.10 per day per DVD

## **Delinquent Patrons**

Should any of the following apply, an individual's library privileges will be suspended until resolved:

- Fines and/or fees totaling more than ten dollars (\$10.00)
- More than five (5) overdue items
- Any items overdue long enough to be classified as "Long Overdue"
- Expired account status

Parents of children who are delinquent will have their library privileges suspended as well. This suspension includes the opportunity to use library computers. Patrons who are delinquent at one library cannot check out items at any library in the Foothills Consortium.

## **Lost Library Items**

If a patron loses an item that belongs to any of the Foothills Consortium libraries, the patron (or their parent or guardian in the case of a minor/child) is responsible for paying to replace that item. If a price is not shown, there is a flat fee of \$24.00 per item replacement fee. Please call any Foothills Consortium member library to discuss any lost items with a staff member.

At the Rutherford County Library and its branches, Haynes and Mountains, the patron must pay the price of the lost book in addition to any overdue fees that have accrued. Once an item has been paid for, it may not be returned for a refund.

## **Claimed Returned**

If a patron claims an item has been returned but it cannot be located within the library, the item will be renewed and the patron is encouraged to continue to look for it at home. If the patron still cannot find the item, staff will make a note on their library account indicating they have made a first time claim for a returned book and the patron will not be charged for it the first time. The patron will be informed that s/he will be responsible for paying for all future lost items that they claim to have returned.

## **Borrowing Items from NC Cardinal Libraries**

The NC Cardinal consortium consists of over 50 North Carolina counties and their libraries joining forces to offer better support amongst their peers, offer more material for their patrons, and to create everlasting results that make each library valuable.

NC Cardinal's mission is to provide, maintain and continually develop an efficient, sustainable library system for public library users and library staff within North Carolina. For additional information about borrowing materials that are owned by libraries outside of Rutherford County, please call the Rutherford County Library at 828-287-6115 or email [library@rutherfordcountync.gov](mailto:library@rutherfordcountync.gov).



## Computer and Internet Access

All Foothills Consortium libraries offer computers equipped with internet access, office productivity software, and the ability to print. Patrons must have library accounts in good standing in order to use the computers. Visitors need to show identification to staff at the circulation desk before they will be able to use the computers.

All Foothills Consortium libraries offer public access Wi-Fi.

## Fax, Scan & Print Services

<b>FAX &amp; PRINT FEES</b>			
	<b>Price Black &amp; White Photocopy</b>	<b>Price Color Photocopy</b>	<b>Price for Fax Service</b>
<b>Rutherford County</b>	\$0.25 per page	\$0.25 per page	\$2.00 first page \$1.00 additional pages
<b>Haynes Branch</b>	\$0.25 per page	\$0.25 per page	\$2.00 first page \$1.00 additional pages
<b>Mountains Branch</b>	\$0.25 per page	\$0.25 per page	\$2.00 first page \$1.00 additional pages
<b>Mooneyham Library</b>	\$0.25 per page	\$0.40 per page	\$1.00 first page \$1.00 additional pages
<b>Spindale Library</b>	\$0.25 per page	\$0.40 per page	\$2.00 first page \$0.50 additional pages
<b>Norris Library</b>	\$0.20 per page	\$0.20 per page	\$1.00 first page \$1.00 additional pages

Scanning services are provided free of charge.

## Passport Services

Rutherford County Library is an official Passport Acceptance Facility. We accept passport applications on behalf of the U.S. Department of State. U.S. Citizens planning international travel may apply for their passports by calling the library at 828-287-6115 to make an appointment with a passport agent. Appointments are available during the library's normal operating hours: Monday, Tuesday, Wednesday, and Friday 9:30 a.m. – 5:00 p.m., Thursday 9:30 a.m. – 7:30 p.m., and Saturday 10:00 a.m. – 2:30 p.m. at 255 Callahan Koon Road, Spindale, NC 28160.

For application forms, information on documentation required, fees, and a wealth of other passport and international travel information, visit the official website for passport information – [travel.state.gov](http://travel.state.gov).

## **Policy on Registered Sex Offenders**

Spindale Public Library does not allow registered sex offenders to enter their library building.

## **Rutherford County Library System's Disruptive Behavior Policy**

It is the policy of the Rutherford County Library to offer the full range of library service to all residents of the community, regardless of age, sex, racial or ethnic origin, religion, economic status, etc. It is the intent of the library to provide its services with a minimum of regulations and restrictions, adopting only those that are absolutely essential to the library's operation.

The Library recognizes that the users of the library are in fact owners of the library. As user-owners, the public has certain expectations of the library. These include an outstanding collection of library materials; pleasant, attractive surroundings; and courteous, efficient and effective service from the staff.

Library users have a right to assume that visits to the library will be free from harassment; free from physical discomfort and danger; free from psychological and emotional stress.

The library staff has basically the same rights. Each member of the staff should be able to do his/her work free of harassment, abuse, discomfort, and undue psychological stress.

The rights of both the public and the staff are sometimes violated by the attitudes and behavior of a very small minority of persons.

It shall therefore be the Policy of the Library Board of Trustees to maintain in the library system a quiet, pleasant environment conducive to serious study as well as casual use. To assure the successful implementation of this policy, the Board considers the following to be unacceptable behavior.

1. Loud conversation or laughter that disturbs other patrons.
2. Obscene or abusive language either spoken or printed on clothing.
3. Smoking in the library building or grounds; Consumption of tobacco and/or vape products brought into the building by individuals is prohibited.
4. Use of radios, CD or MP3 players, etc., if not using headphones so that sound is not transmitted to others.
5. Willful destruction of or damage to any library property.
6. Blocking or in any way interfering with the free movement of any person or persons.
7. Bringing animals other than lead dogs into the building.
8. Consumption of alcoholic beverages.
9. Removal of any library property from the building without authorization through established lending procedures.
10. Soliciting or selling of any kind, if disruptive to the normal use of the library.
11. Distribution of leaflets or posting of notices in areas not authorized for this purpose.
12. Use of library telephones by any person other than library personnel unless approved.
13. Consumption of food and beverages must follow the Food and Drink policy.

14. Following staff or users around the building, or other harassing behavior such as staring, crass language or other intimidating acts.
15. Rearranging of any library furniture, books, tapes or equipment from one location to another.
16. Engaging in disorderly conduct, committing a nuisance, or unreasonably disturbing and offending library users.
17. Carrying unauthorized weapons of any sort.
18. Cell phone use deemed loud and /or disruptive.
19. Children being unsupervised allowed running and/or playing with library equipment.

## NORTH CAROLINA LAWS PERTAINING TO THE DISRUPTIVE BEHAVIOR POLICY

G.S. 14-33 Misdemeanor assaults, batteries and affrays.

G.S. 14-76 Larceny, mutilation, or destruction of public records and papers.

G.S. 14-127 Willful and wanton injury to real property.

G.S. 14-132 Disorderly conduct in and injuries to public buildings and facilities.

G.S. 14-134 Trespass on land after being forbidden.

G.S. 14-190.9 Indecent exposure.

G.S. 14-204.1 Loitering for the purpose of engaging in prostitution offense.

G.S. 14-269 Carrying concealed weapons.

G.S. 14-277.1 Communicating threats.

G.S. 14-398 Theft of destruction of property of public libraries, museums, etc.

G.S. 153A-266 Powers and duties of trustees.

Libraries should also be familiar with applicable local ordinances.

Approved by the Rutherford County Library Board of Trustees – April 28, 2015

## **Rutherford County Library System Violations Policy**

### Purpose

It is the policy of the Rutherford County Public Libraries to offer the full range of library service to all residents of the community, regardless of age, sex, race or ethnicity, religion, economic status, etc. It is the intent of the library to provide its services with a minimum of regulations and restrictions, adopting only those which are absolutely essential to the library's operation.

## Users as Owners

The library recognizes that the users of the library are in fact the owners of the library. As users and owners, the public has certain expectations of the library. These include an outstanding collection of library materials; pleasant, attractive surroundings; and courteous, efficient and effective service.

## Harassment Free Area

Library users have a right to assume that visits to the library will be free from harassment, physical discomfort, danger, and psychological stress. The library staff has the same rights. Each member of the staff should be able to do his/her work free of harassment, abuse, discomfort, and undue psychological stress.

## Behavior Guidelines & Violations

The rights of both the public and the staff are sometimes violated by the attitudes and behavior of a very small number of persons. Therefore, it shall be the library's policy to maintain a quiet, pleasant environment conducive to serious study as well as casual use. To assure the successful implementation of this policy, unacceptable behavior includes, but is not limited to:

### Minor Violations

- Blocking or in any way interfering with the free movement of any person or persons
- Bringing animals other than service or assistance dogs into the building
- Distribution or posting materials such as flyers, leaflets, or other literature without authorization
- Failure to wear shoes or a shirt
- Loitering or sleeping on library property
- Failure to obey posted signs on library property, including parking and other traffic signs
- Loud conversation or laughter which is disturbing to other users
- Rearranging of any library furniture or equipment from one location to another without authorization by staff
- Using tobacco or vaping products inside the building
- Soliciting or selling of any kind
- Use of library telephones by any person other than library personnel unless approved
- Use of music or streaming devices if not using headphones so that sound is transmitted to others
- Loud or disruptive phone conversations
- Any other behavior that is disruptive or any failure to comply with directions from library staff

## Major Violations

- Carrying unauthorized weapons of any sort
- Engaging in disorderly conduct, committing a nuisance, or unreasonably disturbing and offending library users
- Fighting
- Following staff or users or other harassing behavior such as staring or other intimidating acts
- Indecent exposure as defined by General Statute of North Carolina 14.190.9
- Intimidation of library staff or library users
- Obscene or abusive language
- Possession or consumption of alcoholic beverages or illegal drugs
- Removal of any library property from the building without authorization through established lending procedures
- Sexual activity
- Threatening library staff or library users
- Willful destruction of or damage to any library property
- Any other behavior that is intimidating, threatening or dangerous to library patrons or staff

## Enforcement of Library Behavior Policy

Persons who violate any of these policies will be addressed in the following manner:

### Minor Violations

- 1st Violation - Verbal warning
- 2nd Violation - Verbal warning
- 3rd Violation - Person must leave library property

### Major Violations

- 1st Violation - Person must leave library property

## Policy Implementation

In order to maintain a peaceful environment, repeat violators of these minor violations, or any persons who commit major violations, will be subject to exclusion from the library premises. Decisions to exclude persons from library property will be made by the Library Director. Persons may be temporarily banned by the supervisor in charge. Banning may consist of 3, 6, or 12 months depending upon violation(s). It is unlawful for any person to fail to leave library property after being asked to do so. Criminal behavior will be prosecuted under the law.