

## FAQ's

Written by Administrator

Tuesday, 13 December 2011 19:54 - Last Updated Thursday, 18 July 2019 19:28

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Frequently Asked Questions about the library and our services  
Choose a category for answers to commonly asked questions:

Reference And Research Help  
Finding Materials  
Library Cards  
PIN Numbers  
Borrowing Privileges  
Services

## REFERENCE AND RESEARCH HELP

### **How can I get a reference question answered if I'm not at the library? Do you answer reference questions via e-mail?**

Yes. You may call Information Services at 252-335-7536 or e-mail the Reference Library Assistant, Beatheia Jackson if you have a short factual question. If you need more extensive assistance the reference assistant will be glad to help you when you visit the library.

## FINDING MATERIAL

### **How do I find a book?**

All items (including books, videos, DVDs, and sound recordings) can be found by searching our online catalog. Also, please feel free to ask the Library Staff for assistance in locating the materials you need.

### **LOCATED ON THE 1ST FLOOR**

Children's books, Fiction, Audio Visuals, Large Print Books, and New Releases

### **LOCATED ON THE 2ND FLOOR**

Teen books, Non-Fiction, Periodicals, Reference, Biographies, and Local History

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### **Can I obtain magazine articles and e-journals online?**

Yes, but databases are available only to Library cardholders. Users can access electronic databases to search full text articles from journals on-site or remotely from school, home or office. You must go to the Library's homepage and click on Databases/EBooks.

## **LIBRARY CARDS**

A library card allows you to do more than simply borrow books and other materials. You can also use your card to be admitted to the computer lab and access to our online databases from home.

### **How do I get a library card?**

Adults and Teens:

A library card is free to any citizen who lives in the East Albemarle Regional Library System (Pasquotank, Camden, Currituck, and Dare). If you do not live in one of the four counties you must pay a yearly fee of \$15.00 to obtain a library card. In order to get a card you must furnish identification ( e.g. current North Carolina driver's license, rent receipt, property tax receipt, utility receipt...).

Children:

Children, birth through age 13, may receive a library card. Children may be present to receive their cards, but their presence is not required. Their applications must be signed and completed by a parent or guardian. The parent or guardian must have a valid library card.

### **What is a PIN and how to do I get one?**

A PIN is a 4 digit number that provides an extra level of security when using your library card to reserve books, renew items by phone, or look up your personal information in the Catalog. The last 4 digits of your telephone number will be assigned as your PIN when you receive a library card. You can change your PIN at anytime by accessing [MY ACCOUNT](#) .

### **What should I do if I lose my card?**

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You should report the lost card at once to your Library. You are responsible for materials taken out with the card until it is reported lost or stolen.

### **Is there a charge for a replacement card?**

There is charge of \$1.00 to replace a lost library card.

## **BORROWING PRIVILEGES**

### **How long can I keep borrowed material?**

Each time you borrow a book or video, a date due receipt or card will be given to you, indicating the day you should return the items to the library. **Check this date carefully.** Most material circulate for 21 days except for certain new fiction and non-fiction books. They circulate for 14 days. Items can be renewed twice if there are no holds or reserves on them.

### **Is there a limit on the number of items I can borrow?**

The check-out limit for magazines, and DVDs is 5 per adult. There are no limits on other materials except for special project items. These items may be limited in number depending on need and collection size.

### **Can I renew items by phone and/or online?**

Yes you can renew items by phone or online, provided there aren't any holds or reserves on the items.

### **What about overdue charges?**

Fines are 10¢ per day per item. There is a five-day grace period before fines start accruing except for the new releases that circulate for 14 days. If you have fines, call the Library to renew items and stop fines from accruing.

### **Can I get a book from another branch transferred to my own branch?**

Yes, you can "reserve" or "place a hold" on all circulating library materials within the East Albemarle Regional System (EARL). The East Albemarle Regional System consist of libraries in

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Dare (Manteo, Hatteras, and Kill Devil Hills), Currituck (Barco, Corolla, and Moyock), Camden, and Pasquotank Counties.

### **Where do I return borrowed library material?**

During library operating hours, please return materials to the circulation desk. When the Library is closed, you may return materials in the Book Return in the front of the building. Materials may also be returned to any Library Branch in the EARL system.

## SERVICES

### **Can I bring my students to the library?**

Yes, but to provide better service to your students we ask that you make an appointment with the Reference or Children's Library Assistant at 252-335-2473.

### **Do you offer computer classes or training?**

Yes. We offer free training workshops at all levels. FMI contact the Computer Instructor at 252-335-7536.

### **Are computers available for public use in the Library? Yes**

On the first floor in the children's department there are five (5) children's computers and two adult computers. There two (2) adult computers in the main area of the library on the first floor.

On the second floor there are fourteen (14) computers in the computer lab, two (2) computers in the teen section, 2 (two) job search computers in the Career and Business section, two 2 laptops that patrons can check out to use on the second floor in the library, and one (1) research computer located at the Information Services Desk.

There are ten (10) computers in the computer classroom.

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All the computers are connected to printers, except the two laptop computers. The cost for printing is .10¢ per page for black and white copies and .75¢ per page for color copies.

Computers can be checked out via your library card for a maximum of two hours per day. Patrons are invited to use the reference 15 minute computer located at the Information Services Desk to browse the online card catalog or the National Geographic Magazine Collection.

### **Do you have typewriters for public use?**

Yes, we have a typewriter for public use on the second floor in the Computer Lab.

### **Do you have scanner for public use?**

Yes, we have a scanner for public use on the second floor in the Computer Lab.

### **Do you have tax forms?**

Yes, some federal tax forms are available during tax season. FMI on the availability of the library receiving tax forms go to <https://www.irs.gov/uac/tax-forms-outlet-program-tfop>

You can download federal tax forms and publications at the [IRS](#) web site. North Carolina tax forms must be downloaded from the [North Carolina Department of Revenue](#) web site.

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### **STILL HAVE QUESTIONS**

E-mail [Kellen Whitehurst](#)