

# LGBTQ Center of Durham's Policies for Use [DRAFT]

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## Mission Statement

The LGBTQ Center of Durham Library is committed to improving the quality of life for LGBTQ+ people in and around Durham through:

- library resources, programming, and networks of support
- acting as a hub for Durham's LGBTQ+ community
- sharing and affirming all LGBTQ+ lived experiences in our library collection
- lending resources freely to all members of the community
- educating our neighbors to enhance understanding of and sensitivity to LGBTQ+ issues
- prioritizing historically and emerging marginalized peoples in leadership roles
- listening to the voices and assessing needs of the community to determine programming and collection development priorities
- creating and maintaining a culture of transparency and accessibility throughout all operations and relationships of the library and broader organization

## Library Audience

- Most generally: Durham and surrounding County community members
- More specifically:
  - African-American, Hispanic/Latino/Spanish-speaking, Native American, Asian-American, and other historically underserved populations, with an emphasis on materials reflecting African-American experiences and (intersecting) identities
  - LGBTQ+ identified community members and their allies
  - LGBTQ+ families and their allies
  - ESL community members

## Access Policy

Durham and surrounding County community members may use the full collection of resources in-house at their leisure during regular Center hours without becoming members. Obtaining an account with the Library allows users to check out circulatable materials and use them outside the library.

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## Finding and Checking Out Materials

Users can search the cataloged library holdings using our online catalog (<https://www.librarything.com/catalog/LGBTQCenter/yourlibrary>), but must come into the LGBTQ Center of Durham in order to check out materials.

No photo ID will ever be required to set up an account with the LGBTQ Center of Durham Library. When creating an account, we ask for a name and contact information. This may include home/cell phone number and/or email address. We then issue an ID number for checkout, created using the first 4 characters of the user's last name and the last 4 digits of the given phone number. At account creation, users can choose their preferred method of contact: email, text, or phone call. One valid method of contact must be provided to open an account.

We currently do not have borrower cards to give out to newly-registered users due to budget constraints. When users are given their new checkout ID, we recommend that this number is stored in an easily-accessible place (in a note on a cell phone, written down and stored in a wallet, etc.) to facilitate quick and painless checkout. However, if the checkout ID is forgotten, library staff can look up users using name and contact information.

Most of the collection is circulating, meaning that most items can be checked out. Nevertheless, some exceptions do apply, including:

- Reference materials
- Rare articles, zines, and other periodicals
- Rare, antique, and/or fragile materials

The lending periods for circulating materials will be as follows:

- 3 weeks for books and audiobooks (audiobooks will be membership access only, coming soon)
- 2 weeks for DVDs and CDs

## Checkout Limits

Library users with a checkout ID may checkout up to \_\_\_\_ items at a time. This includes \_\_\_\_ DVDs, \_\_\_\_ CDs, and \_\_\_\_ audiobooks.

## Renewals

Most borrowed items may be renewed once, unless the item has been requested by another user. You may renew items:

- in person at the LGBTQ Center of Durham
- by calling the LGBTQ Center during business hours (Mon-Fri 2p-8p and Sat/Sun 12noon-6p)
  - Please note: a checkout ID is required to renew materials over the phone
- by sending an email to [library@lgbtqcenterofdurham.org](mailto:library@lgbtqcenterofdurham.org)
  - Please note: library staff may not check this email multiple times a day, so for the most prompt service, please call or renew in-person

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## **Request Holds**

As a user with borrowing privileges, you may request to have library materials held for you. You may place holds on items currently available on the library shelf; however, the library cannot guarantee holds will be immediately filled as another library user may have already placed a hold on the materials.

When the materials become available, the library will contact you via your preferred contact method, set up during your account registration. We will hold your requested materials for 7 days.

You may request a hold:

- in person at the LGBTQ Center of Durham
- by calling the LGBTQ Center during business hours (Mon-Fri 2p-8p and Sat/Sun 12noon-6p)
  - Please note: a checkout ID is required to renew materials over the phone
- by sending an email to [library@lgbtqcenterofdurham.org](mailto:library@lgbtqcenterofdurham.org)
  - Please note: Library staff may not check this email multiple times a day, so for the most prompt service, please call or renew in-person

## **Suggest a Purchase**

We invite you to suggest for us to purchase materials we don't currently have in our collection by completing our [suggest a purchase form](#). Alternatively, you can let library staff know about titles you'd like to see when you are visiting the LGBTQ Center of Durham Library in-person.

## **Late and/or Damaged Materials**

Fines for late and/or damaged materials may be assessed at the discretion of Library staff.

## **Interlibrary Loans - COMING SOON (not yet functional)**

If you would like to borrow a book not owned by the LGBTQ Center of Durham Library, you may request an interlibrary loan to borrow books from another library system. You may make interlibrary loan requests in-person at the LGBTQ Center of Durham. We may require a processing fee at the time you make your request, depending on the lending institution's policy and shipping & handling charges. If applicable, this fee will be assessed at the discretion of Library staff.