

# Library Frequently Asked Questions

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## Library Service Eligibility

**Q.** Who is eligible for a library card?

**A.** You are eligible for a card if you are an active duty Air Force member, retiree, reservist or DoD civilian in possession of a military ID card or CAC or a dependent of one of the above and have a dependent ID card. If you are stationed at or work at the Minot Air Force Base or (for retirees) live nearby, you can receive a regular library card. If you are TDY or are otherwise visiting us, you can request a temporary library card from the Library Director.

**Q.** Who is eligible to use the Internet computers, photocopier, fax machine, scanner, etc.?

**A.** Anyone who can come to the library. The photocopier, fax machine, and coffee have fees, but all other services are free although there are limits on printing. If you have access to the Minot Air Force Base and agree to follow the library's policies, you may use the library's services that do not require a library card.

## Borrowing and Returning Materials

**Q.** How many books/CDs/DVDs can I check out at one time?

**A.** You can have up to 50 books, 7 CD titles, 7 DVD titles, 7 Magazines, 7 Kits, 7 Videos and 5 Inter-Library Loans (books we borrow for you from another library) out at one time.

**Q.** How long can I check materials out for?

**A.** Books, CDs, Kits, and Magazines are checked out for two weeks. DVDs and Videos are checked out for one week. New release DVDs are checked out for 3 business days. With Inter-Library Loans, the checkout period is set by the lending library, so it varies a great deal.

**Q.** How many times can I renew the stuff I have checked out?

**A.** You can renew most materials twice. Inter-Library Loans can only be renewed at the discretion of the lending library. If someone else has requested the item, you can not renew it, but you can put your name back on the holds list if you would like.

**Q.** The item I want is checked out. Can you call me when it comes in?

**A.** We can place a hold on the item. That way, when the item is returned, we will be able to call or e-mail you. You will then have seven days to pick it up from the library. Some very popular items have a list of people waiting for them. If you put an item on hold that has a long list, please let the library know if you decide that you no longer want the item before it is your turn.

**Q.** The item I'm looking for is in the catalog. Can you get it for me?

**A.** If you need an item that we don't have there are two options: Inter-Library Loan and Request for Purchase. Both have forms that you can fill out at the library's circulation desk. Inter-Library Loan means that we will try to borrow the item from another library for you. When it will arrive, how long you get to keep it, and whether or not it can be renewed is always up to the library we borrowed the item from. Many libraries will let us renew if you can give us enough advance warning (3-5 days before it is due). Sometimes, we can't find a library that is willing to lend us the item you want. If this is the case, we will let you know. Request for Purchase is a better option if the item was published in the last year. Once you fill out a Request for Purchase form, we will attempt to order the item. Depending on available funding and purchase plans, it can take some time for the item to arrive, but we will call you when and if we get it.

**Q.** I homeschool and need more than five Inter-Library Loans at one time. Can I get more?

**A.** You can request a larger limit from the Library Director. If you homeschool and have a good borrowing history (you return your books on time), you will probably be given a limit that works better for you.

**Q.** I need a book for longer than the six weeks I can get from renewing it twice. Is there any way I can renew it a third time.

**A.** If you need something renewed beyond the renewal limits, you can bring it in to the library. If no one is waiting for the item, we will check it in and then check it back out to you. This allows us to establish that you haven't lost the item.

**Q.** I have lost or damaged an item that I have checked out! What should I do?

**A.** If you lose or damage library materials beyond the library's ability to repair them, you must replace them. Call or visit the library to arrange a replacement. If you think the item is not too badly damaged, you can bring it in and we can try to repair it. We can repair simple torn pages, loose pages, and broken bindings and remove some types of dirt on books and can repair superficial scratches on CDs and DVDs and replace most CD and DVD containers. If we can't repair the item, you will have to pay for it, but DON'T try to fix it at home! The library uses special tapes, glues, and equipment to repair books.

**Q.** Where can I return my items if the library is closed?

**A.** The library has two outside book return boxes that you can use to return items after hours. There is a beige book return outside the library's front door that is open all year-round. There is also a blue book return that you can drive up to at the back of the building that is open during the summer. We have to close the blue book return in the winter because it is not snow-proof. If it is closed, it will be locked and there will be a sign on it. The beige book return is protected by the wall and eaves of the building.

**Q.** Can I return CDs/DVDs in the outside book return?

**A.** In the winter time, cold can make CDs and DVDs very brittle and they can break when you put them in the outside book drops, but they are usually alright in the summer time. If you are not sure, bring it in!

## **Library Programs**

**Q.** What programs do you have for adults?

**A.** We have a book club for adults that meets on the second Sunday of every month at 1:30 PM. Call the library at 723-3344 if you would like to join. We also have a Game Day on Tuesdays from 10:00 AM to 7:30 PM. We have a book discussion group called the Brown Bag Book Club that meets on the first Wednesday of every month at noon. Attendees take turns talking about any interesting books that they have read recently. We also have the Summer Reading Program, Winter Reading Program, and Banned and Challenged Book Challenge every year that everyone can participate in. More information will be available on our website as summer approaches. The second Saturday in November is always our National Game Day program when participants of all ages are welcome to come to the library to play games. We also have special programming throughout the year. More information on upcoming programs can be found on the calendar page and on Facebook.

**Q.** What programs do you have for teens?

**A.** We have the Newbery Book Club which is open to teens and kids who are old enough to read the books. The club meets on the fourth Monday of each month at 3:30 PM. We also have a Game Day on Tuesdays from 10:00 AM to 7:30 PM. We also have the Summer Reading Program, Winter Reading Program, and Banned and Challenged Book Challenge every year that everyone can participate in. More information will be available on our website as summer approaches. The second Saturday in November is always our National Game Day program when participants of all ages are welcome to come to the library to play games. We also have special programming throughout the year. More information on upcoming programs can be found on the calendar page and on Facebook.

**Q.** What programs do you have for children?

**A.** We have a story time every Wednesday morning at 10:30 AM and a kids program every second Saturday of the month at 1:00. We also have a Game Day on Tuesdays from 10:00 AM to 7:30 PM. We also have the Summer Reading Program, Winter Reading Program, and Banned and Challenged Book Challenge every year that everyone can participate in. More information will be available on our website as summer approaches. The second Saturday in November is always our National Game Day program when participants of all ages are welcome to come to the library to play games. We also have special programming throughout the year. More information on upcoming programs can be found on the calendar page and on Facebook. For children who are can handle the reading-levels of Newbery Award winning books, we have the Newbery Book Club which is open to teens and kids who are old enough to read the books. The club meets on the fourth Monday of each month at 3:30 PM.

**Q.** What age does my child have to be to participate in story time?

**A.** The short answer: any age! The long answer: babies are welcome and so are lower and middle elementary aged kids. As long as they are interested they can come. As they are outside of school hours, the Bedtime Story Time and the Second Saturday Program are usually more appropriate for school aged children, but, as babies, toddlers, and preschoolers are welcome at the same program, we usually try to accommodate all ages. Children of all ages benefit from listening to books read aloud.

**Q.** Do you have any other programs?

**A.** We sometimes have special programs such as Harry Potter Night program in February. We also sometimes have special programming for the Summer Reading Program.

**Q.** I have a great idea for a program. Can I suggest it?

**A.** Certainly. You can contact the Library Director at 723-4554. If your idea will work for us, and you can help us reach participants, we might be able to make it work.

**Q.** Where is the best place to find out when your programs are and what they are about?

**A.** Our programs are advertised on our Facebook page and appear on our monthly calendar. We have a flyer version of our calendar that you can pick up at the library.

## **Fax, Photocopier, Printing and Scanner Services**

**Q.** Do you charge for fax services?

**A.** Yes, we charge \$1.00 for every five pages sent to a local or toll free number, \$2.00 for every five pages sent to a long distance number, and \$1.00 to receive any faxes, regardless of the number of pages. We can also send faxes overseas; come in to the library or call 723-3344 for more information.

**Q.** Can I pay for a fax with my credit card or a check?

**A.** No, we only have the ability to accept cash. We ask that you pay with bills that are no larger than a ten as we often don't have enough change for anything larger.

**Q.** How much do you charge to photocopy?

**A.** \$0.20 per page.

**Q.** If I photocopy one page front and back, is it still \$0.20?

**A.** No, the charge is primarily for the toner, so a front and back photocopy still counts as two.

**Q.** Does your photocopier have a document feeder so that I can copy a whole stack of paper quickly and easily?

**A.** No, I'm afraid it only copies one page at a time.

**Q.** Can I copy something onto legal sized paper?

**A.** Yes, upon request.

**Q.** Can I print from your computer lab? Does it cost anything?

**A.** Yes, you can save a document to our print server, and we will print it out for you. If you want to print a web-page, you can select File and Print to save it to the print server as an image. There is no charge for printing.

**Q.** Are there limits as to how many pages I can print at one time?

**A.** Yes. You can print up to one hundred pages (50 sheets if printed front to back), no questions asked. If you want to print 100-200 pages, you may do so if you provide us with justification using a form we keep at the front desk. If you want to print more than 200 pages, you need permission from the Library Director. If you want to print in color, you are limited to 5 pages unless you receive one-time permission from the Library Director to print more than that.

**Q.** Can I print as much as I want if I bring my own paper?

**A.** While we will not refuse donations of paper, the reason for the limits we have set on printing is the high cost of toner.

**Q.** Can I print something from my laptop?

**A.** Yes, ask for assistance.

**Q.** How do I go about using your scanner?

**A.** Unless the document you want to scan contains private information, we ask that you allow us to scan it for you and save it to one of the computers in our computer lab.

## **Internet Access**

**Q.** Can I use my CAC to access my military e-mail or a CAC enabled website on a computer in the library's computer lab?

**A.** Yes. There are instructions for using your CAC and accessing your military e-mail at every lab computer.

**Q.** Can I log-on to a lab computer with my CAC like I do with my work computer?

**A.** No. You have to log-on using the user name and password on the keyboard first. You can enable your CAC after logging on by following the directions placed by every lab computer.

**Q.** Can I use removable media such as a USB drive, CD-Rom or SD card on one of your lab computer?

**A.** Yes. The library's lab computers are connected to a commercial network, so it O.K. to use removable media

**Q.** Do you have wireless Internet?

**A.** Yes. It is a secure network, so please ask at the library circulation desk for the password.

## **Study/Meeting Rooms**

**Q.** How many study and meeting rooms do you have and many people can fit comfortably in them?

**A.** We have one of each. The study room can hold 2-3 people comfortably. The meeting room can hold 6-8 before it becomes too crowded.

**Q.** Can I reserve the study or meeting room?

**A.** Yes, you can request a reservation at the library circulation desk or by calling 723-3344.

**Q.** Do you have computers in the rooms?

**A.** Yes. The log-on information for the computer in the study room is located on the computer tower; you can request the log-on information for the computer in the meeting room at the circulation desk.

**Q.** Do you have a Smart Board?

**A.** Yes. There is one that you can use in the meeting room. The meeting room also has an old fashioned dry-erase board.

## **Volunteer and Employment Opportunities**

**Q.** How do I volunteer at the library?

**A.** You need to fill out a volunteer registration form. If you are under 18, you must also have a parental permission slip signed.

**Q.** What kinds of things can I volunteer to do at the library?

**A.** We need help with children's programs, special occasions, cleaning, and DRMO.

**Q.** When will you be hiring at the library?

**A.** We mostly hire as employees come and go, but we usually hire extra summer help in May.

**Q.** Where can I apply?

**A.** If we are hiring, you can apply at <http://usajobs.org/>