

Additional Account Benefits

- Programs and classes for kids, teens, and adults, including weekly storytimes and monthly book clubs
- Computers, free WiFi, and Hotspots for checkout
- Printing, wireless printing, copying, and faxing
- Meeting rooms of various sizes for advance booking and small study rooms
- Curbside pick-up
- Dickerson Local History and Genealogy research room at the Main Library in Monroe
- A STEAM Lab for creations and innovation at the Main Library in Monroe

LEAP | Library and Educators as Partners Program for Educators and Students

Libraries and Educators as Partners is a collaborative partnership between schools and the Union County Library to increase student literacy and educator awareness of library resources and programs.

- A LEAP Student Account is automatically created for each child attending a school participating in the LEAP Program.
- LEAP Educator accounts are provided to educators with proof of employment at an education institution in Union County.

Locations

Main Library

316 E. Windsor St., Monroe, NC 28112
704.283.8184

Lois Morgan Edwards Memorial Library

414 Hasty St., Marshville, NC 28103
704.283.8184 option 2

Union West Regional Library

123 Unionville-Indian Trail Rd, Indian Trail, NC 28079
704.283.8184 option 3

Waxhaw Branch Library

509 S. Providence St., Waxhaw, NC 28173
704.283.8184 option 4

Hours

Monday-Thursday
9 a.m. - 7 p.m.

Friday
9 a.m. - 5 p.m.

Saturday
9 a.m. - 5 p.m.

Sunday
Closed



Questions or Concerns?

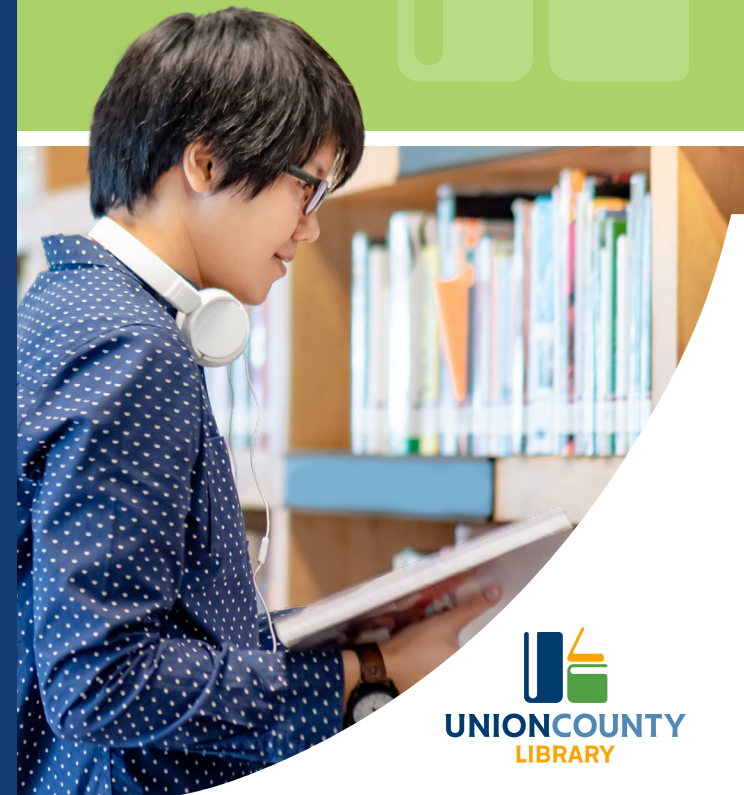
Library staff are available to assist patrons in person, over the phone, via email, or website chat.



unioncountync.gov/library



Welcome
explore. create. learn.



Welcome to the Union County Library!

With your library account you have access to a wide range of resources including books, audiobooks, magazines, and DVDs as well as digital and streaming content available 24/7 through the library's website.



Account Benefits

Everyone who lives, works, or studies in Union County is eligible for a free library account. Your library account number can be found on the back of your library card. Students with LEAP accounts will use their student number to access library materials and resources. All benefits listed below are for standard library accounts with full privileges.

Check-Out – A maximum of 35 items can be checked out per account. The following items have additional checkout restrictions:

- 1 Technology Device
- 10 DVDs/Blu-ray
- 4 Display Items
- 14 Electronic Items (Overdrive®/Libby®)
- 3 Electronic Items per month (hoopla®, Kanopy®)

Loan Periods – Most items are checked out for 21 days with the following exceptions:

- 7 Days for DVDs/Blu-ray, and Magazines
- 14 Days for New Books
- 6 weeks for Book Club Kits

Notices – The library sends the following notices by email or text:

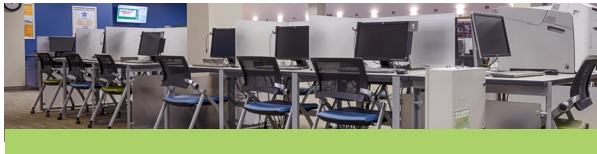
- Courtesy due date notices are sent 3 days before an item is due.
- Overdue notices are sent 3 and 6 days after an item is due.
- Arrived holds notices are sent when an item placed on hold is available to be checked out.

Notice preferences can be set up when registering for an account. If you are not receiving notifications or would like to change your settings, please contact the library.

Online Account and Resource Access – With your library account number and PIN (selected during your registration process) you will be able to:

- View items currently checked out with due dates
- Renew items
- Check out electronic materials

You may request a PIN in person at any library location or over the phone with your library account number.



Using Your Library Account

Placing Holds – Items can be placed on hold the following ways:

- **In person** at any library location with a library account number or official ID
- **By phone** with a library account number or official ID
- **Online** through the library's website with a library account number and PIN

You may place up to 10 holds per account. Once the hold is available for check out you will receive a notification. The item will be held for 3 days.

Arrived Holds – These items may be picked up at your designated library location.

- **Inside:** available during library hours on patron hold shelf
- **Curbside:** available during library hours at designated curbside parking space
- **After-Hours Locker:** available 24/7 by request; located outside library entrance

Returning Items – All physical items except Technology Devices may be returned to any Union County Library location. Physical items can be returned in the following ways:

- Inside any library location during operating hours
- Placed in the outside book drop. Book drops are closed on holidays.

Electronic materials are returned automatically at the end of the loan period. No items are due on days the library is closed.

Renewing Items – Most items can be renewed up to 2 times with the exception of the following:

- Technology devices
- Items with holds

Items may be renewed in person, over the phone, or online. Items without holds will renew twice automatically.

Overdue, Lost, or Damaged Items – The library charges fines and fees for items that are overdue, lost, or damaged. Fines are charged for items returned more than one day past the due date at 25 cents per day with the following rate exceptions:

- \$10 per day for Hotspots and LCD Projectors
- \$1 per day for Tracer Projectors

Items accrue a maximum of \$10 in overdue fines with the exception of technology devices.

If an item is lost or damaged, the full replacement cost of the item will be charged to the account.

Borrowing privileges will be suspended for accounts with charges exceeding \$10 or items overdue for more than 30 days.

If you have concerns about charges or are unable to pay any accrued fines or fees, library staff will be happy to discuss your account and payment options to ensure library access is restored as soon as possible.