Fax Policy

The library is pleased to provide fax service to the general public. Anyone needing fax service will be accommodated as soon as possible, but library services and operations will take priority.

The Fax number for the Morganton Public Library is 828-433-1914

The Fax number for the Valdese Public Library is 828-874-1211

The Fax number for the C.B. Hildebrand Public Library is 828-397-2511

**Sending a Fax**

Charges: $1.00 per page, local or long distance.

Operation of the fax machine is limited to library staff.

A supplied cover sheet must be filled out in order to send a fax. There is no charge for the cover sheet unless it is the only page sent.

The library is not responsible for the quality of the fax sent including missing pages, bad transmissions, failure to transmit or incomplete information.

The library does not fax to international numbers.

Only the patron may determine the success of the transmission by calling the recipient.

If the call results in a busy signal or other failed connection, 4 more attempts will be made to transmit in the next 10 minutes. If failure persists for 10 minutes, transmissions may be resubmitted one hour later at no additional charge.

**Receiving a Fax**

Charges: $1.00 per page.

The library is not responsible for the quality of received faxes.

Anyone expecting a fax should notify the library immediately.

The library will notify the recipient when the fax is received.
Recipient has 5 days (excluding days the library is closed) to pick up the fax. If not picked up the fax will be shredded.

An administrative fee equal to one-half of the fax fee will be charged to the fax recipient for faxes that are not picked up and shredded. This fee is capped at $5.00 per fax. (A 5 page incoming fax would cost $5.00. If not picked up and shredded, the administrative fee would be one-half of that amount or $2.50.)

Any outstanding administrative fees must be paid before any faxes will be released.

Library staff will not read incoming faxes but will place them in a folder until they are picked up.

Approved by the Burke County Public Library Board of Trustees – 12/20/2016 – effective upon approval.