

Smart Start PUZZLES Center Resource Room Guidelines

Frequently Asked Questions.....

What resources are available in the Smart Start PUZZLES Center Resource Room?

There are many materials that you can check-out and/or utilize in the Smart Start PUZZLES Center Resource Room. Our goal is to offer a comprehensive support system for families and early childhood professionals serving children ages birth to five. Below is a list of what is available in our Smart Start PUZZLES Center Resource Room:

RESOURCE BOOKS AND VIDEOS

We have activity books, curriculum guides, and early childhood videos. Come browse our selection of up-to-date resources. ***available to all members**

THEME BOXES and THEME KITS

We have theme boxes, theme kits, and learning materials to use with young children available for checkout. These are not only fun and exciting materials for the children to explore and enjoy, but also provide learning opportunities for you as the parent and/or professional. The materials are accompanied with guides of how to best use them with young children to promote growth and development.

***available to all members**

LAMINATING AND DIE CUT MACHINES

For a small, additional fee, you can laminate photos, pictures, and artwork to display proudly on your walls, cabinets, ceilings, and floors. As part of your membership fee, use the Die Cut machine to easily and quickly cut out objects (ex. alphabet letters, flowers, sailboats, shapes). ***available to all members**

COMPUTER WORK STATION

Use our computer work station to prepare family newsletters, to research developmentally appropriate activities, to complete college assignments, etc. A usage log is completed each time an individual uses the work station. ***available to early childhood professionals only**

SPECIALITY ITEMS

Families may also check out a variety of specialty items such as baby slings and wraps, infant massage kits, and passes to the Children's Museum of Wilmington. ***available to families only**

Who can get a Smart Start PUZZLES Center Resource Room membership?

Anyone meeting one of the following qualifications may obtain membership:

- An individual who works in a child care site in New Hanover County
- A parent, grandparent, or guardian of a young child who resides in New Hanover County
- An employee of an agency in New Hanover County which serves young children
- A child care site or agency in New Hanover County serving young children

To obtain a membership, individuals must read and sign the Smart Start PUZZLES Center Resource Room membership guidelines, complete a membership form, and pay a small annual membership fee.



You can either pay for a single membership or a group membership. The membership is good for one year from date of issue. The fee schedule is listed below:

SINGLE MEMBERSHIP/FAMILY MEMBERSHIP	ANNUAL FEE of \$5
GROUP MEMBERSHIP	ANNUAL FEE
10 individuals and under	\$15
11-19 individuals	\$20
20 plus individuals	\$25

How long can the resource materials be checked out?

Materials may be checked out for up to 2 weeks.

When may I check out materials?

Our office is open 8:00am-5:00pm Monday through Friday. You are welcome to come by anytime during office hours to browse through and check out materials. Upon arrival, let the front desk know you are here to visit the resource room and someone will assist you. We ask that you sign in before using the resource room.

I am an Early Childhood Professional. May I get materials delivered to my child care facility?

Yes. Early Childhood Professionals who have a Smart Start PUZZLES Center Resource Room membership may call our office and request materials to be delivered or picked up. We will do our best to get the materials to you in a timely manner but may be dependent on the work load of staff at the time of the request.

Can I reserve a theme box for a specific date?

Because of the limited number of theme boxes that are available, we are not able to promise them for a specific date or week. We will, however, add your name to the "waiting list" so that you can be called when the theme box comes back in, is cleaned, and is available for you to check out.

How does the group membership work?

When an agency or a center director/owner pays for a group membership, everyone on staff at that site is listed on the "Staff Snapshot" that accompanies the membership form and can use the service for the entire year. Please keep us updated of any staff changes. The child care center and its staff are responsible for any materials checked out or used. All staff employed at that center may lose privileges to the group membership if items are repeatedly broken or lost.

Can I opt to get a single membership even though my agency or child care center director paid for a group membership?

Yes, a single membership is always an option regardless of where you work.

Do I need to bring in my own paper for the Die-Cut machine?

Not necessarily. While all members can bring their own supply of paper and use the machine for as long as necessary – you can also use the paper supplied by Smart Start (up to 10 sheets of 8 ½ x 11 per week at no additional fee). Each additional sheet of 8 ½ x 11 sheet of paper would cost 25 cents.

How much does it cost to use the laminator?

In addition to the annual membership, there is a small fee for use of both the hot and cold laminators. See below for details:

TYPE OF LAMINATOR	COST
Hot	\$1 per foot
Cold	.50 cents per foot

When laminating or paper charges occur, the member will be given an invoice detailing the fee. The invoice may be paid at the time of the visit or within 3 weeks of the service. All invoices must be paid to continue using the laminators and accessing the Smart Start PUZZLES Center Resource Room.

How can I save any of my work on the computer work station?

Feel free to bring your own flash drive to save any work.

What if I need help using the equipment?

Smart Start staff will always be available for assistance.

How can I pay for my Smart Start PUZZLES Center Resource Room membership and services?

We will accept check or money orders for the membershipsbut you can also pay for it with a credit card on our website www.newhanoverkids.org. Cash is accepted when paying for additional laminating or paper use.

What happens if I accidentally lose or damage a resource that I borrowed?

The Smart Start PUZZLES Center staff are required to closely monitor all of the materials that have been purchased and are available for loan. The annual membership fee that you pay will go towards repairing or replacing small items. However, if there are reoccurrences of lost or broken items, you may be prohibited from utilizing the Smart Start PUZZLES Center Resource Room membership services in the future. Smart Start of New Hanover County may report issues to Credit Bureau in extreme cases when items are repeatedly damaged or lost.



Smart Start PUZZLES Center Resource Room Guidelines

I have read and understand the Smart Start PUZZLES Center Resource Room membership guidelines and understand that I am responsible for returning materials in good repair by the due date and by paying invoices in timely manner. I understand that failure to follow the guidelines may result in the termination of my privilege to use the membership services. I understand there will be a \$25 returned check/credit card refusal fee.

I understand that a Smart Start staff person will be carefully monitoring use of the work station and the internet sites visited. If there is any misuse of equipment at any time, I understand that Smart Start reserves the right to suspend privileges included in the membership.

Smart Start of New Hanover County will make every effort to ensure that materials provided in the PUZZLES Center Resource Room are safe and sanitized. However, individuals are encouraged to inspect all items and read any safety materials that accompany the item(s) before allowing children to play with them. In addition, some materials such as children's books may have content that is not in line with a family or organization's beliefs. Please review all materials for content. By signing below, you are agreeing to the follow statement:

I understand that it is my responsibility to inspect all materials for content and safety before giving to a child. I understand I am releasing Smart Start of New Hanover County from any and all liability for damage to or loss of personal property, sickness or injury from whatever source, legal entanglements, imprisonment, death, or loss of money, which might occur while utilizing resources providing by Smart Start of New Hanover County. Specifically, I release said from dangerous or defective equipment or property owned, maintained or controlled by them.

Print Name

Signature

Date