



● NEW HANOVER COUNTY ●

Smart Start of New Hanover County
3534 S. College Rd., Suite F
Wilmington, NC 28412
910.815.3731
www.newhanoverkids.org

Smart Start Resource Room Information

Frequently Asked Questions...

What resources are available in the Smart Start Resource Room?

There are many materials that you can check-out and/or utilize in the Smart Start 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 Resource Room.

PLAY AREA

For children birth-5 yrs. of age, we have a play space available. Fine and gross motor toys, art supplies, children’s books, and more are ready for you and your child to explore.

***available to all members**

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. ***theme boxes are designed for early childhood professionals & theme kits are designed for families**

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**

Hot Laminate	\$1 per foot
Cold Laminate	.50 cents per foot

Die Cut	10 sheets/week: free, 25¢ ea. add'l sheet; unlimited free use when you bring your own paper
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BULLETIN BOARD PAPER & BORDER AND BOOK BINDING

For a small, additional fee, you can choose from our selection of bulletin board paper & borders to decorate doors, classrooms and much more. ***available to all members**

Bulletin Board Paper	4 ft minimum @ 25¢ per foot
Border	10 ft minimum @ 10¢ per foot
Book Binding	3 books per year: free, each add'l book \$3.00 per book

LIMITED COPYING SERVICES

Members are allowed to copy a **maximum of 20 copies** per membership per month. There are currently no printing services available.

	Single sided	Double sided
Black & White	25¢ per page	50¢ per page
Color	50¢ per page	\$1.00 per page

SPECIALITY ITEMS

Families may also check out a variety of specialty items such as infant massage kit and passes to local Wilmington Museums. ***available to families only**

Who can get a Smart Start 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 Resource Room membership guidelines, complete a membership form, submit a copy of state issued photo ID, 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
	\$5
GROUP MEMBERSHIP	ANNUAL FEE
10 individuals and under	\$15
11-19 individuals	\$20
20 plus individuals	\$25

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

We will accept **check or money orders** for the memberships, but you can also pay for it with a **credit card** in our office or on our website www.newhanoverkids.org. Cash is accepted when paying for additional services. 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 Resource Room.

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.

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 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.

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

The Smart Start Resource Room 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 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 Resource Room Guidelines

I have read and understand the Smart Start 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.

Smart Start of New Hanover County will make every effort to ensure that materials provided in the 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 agency from dangerous or defective equipment or property owned, maintained or controlled by them.

Print Name

Signature

Date