

# Smyth County Juvenile and Domestic Relations District Court Family Abuse Protective Order Filing Information

## ALERTS:

- ❖ **IF YOU ARE IN IMMEDIATE DANGER, CALL 911.**
- ❖ **If the Court Service Unit or Court is not available, and you are in danger, you may also go to the Magistrate's Office to seek an Emergency Protective Order; the Magistrate's Office is open 24 hours a day, seven days a week.**
- ❖ **REMEMBER that a Protective Order does not guarantee your safety; it is important to take extra safety measures even if you have this Order.**
- ❖ **There are people that can help you through this process if you feel overwhelmed or want additional safety advice. Information on how to reach someone who can help you is provided in the "Where else can I get help" section below.**

**Please Note:** In Virginia there are 3 kinds of family abuse protective orders that can protect you and others in your family or home; there are NO FILING FEES for filing a Protective Order petition.

- **Emergency Protective Orders (EPO):** generally last only 72 hours and are usually given by a magistrate or police officer. ***If you have an EPO and believe you need longer protection, you must go to the Court Service Unit at the courthouse BEFORE the EPO expires; it is best to go as soon as possible.***
- **Preliminary Protective Orders:** last 15 days or until a full hearing in front of a judge; to receive one, you **MUST** file a petition at court and go in front of a judge.
- **"Permanent" Protective Orders:** last up to 2 years and are issued by the court after a full hearing where both parties are before the judge.

### 1. Where is the court located?

Both the Smyth County Juvenile & Domestic Relations District Court and the Court Service Unit are located in the Smyth County Courthouse and the addresses are:

- Smyth County Juvenile & Domestic Relations District Court  
109 West Main Street, Suite 2027, Courthouse  
Marion, VA 24354 (Second floor of the Courthouse)
- 28<sup>th</sup> District Court Service Unit  
109 West Main Street, Suite 2007, Courthouse  
Marion, VA 24354 (Second floor of the Courthouse)

Enter the Courthouse at the Church Street entrance.

### 2. What are the driving directions?

#### **From North or South:**

- Take I-81 to Exit 45 to VA Highway 16

- Turn right on VA Highway 16 if coming from I-81 South OR turn left on VA Highway 16 if coming from I-81 North
- Travel approximately 0.8 miles and then turn left onto East Main Street
- Travel approximately 0.15 miles and the courthouse will be on your left, at the corner of Main Street and Church Street.

**From East:**

- Take I-64 West to I-81 South
- Take Exit 45 to VA Highway 16 and continue to follow the directions above “From North or South.”

**From West:**

- Take Route 460 East to I-81 South
- Take Exit 45 to VA Highway 16 and continue to follow the directions above “From North or South.”

**3. Where is parking available?**

For both the Court and the Court Service Unit: Limited parking spaces are available in the front of the Courthouse, on Main Street and there are also a few parking spaces on the North Church Street side of the Courthouse. There is additional public parking in the parking garage located across the street from the main entrance of the Courthouse. The parking garage has 2 levels and there is no time limit on the spaces located there.

For both the Court and the Court Service Unit: Handicap parking spaces are located outside the main entrance to the Courthouse (North Church Street).

**4. What bus transportation is available to Courthouse/cost?**

**Smyth County Transit:** Mountain Lynx Transit Dispatch can be reached at 276-782-9300 from 8 am to 6 pm Monday through Friday and is located at 4453 Lee Highway, Marion VA 24354. Call dispatch for detailed information or to make a reservation. Additional information is available at <http://district-three.org/index.php/public-transit/> . Services cost 50 cents each time you board the bus. **Mountain Lynx provides several trips to the courthouse daily within the Town of Marion.** The schedule for the Town of Marion is available at this web address <http://district-three.org/index.php/Town-of-Marion/>. Mountain Lynx Transit is available for any rider requesting transportation within the town limits. Service is provided Monday through Friday, 8:00 am to 6:00 pm and Saturday, 10:00 am to 4:00 pm. Exact change or a pass must be presented at time of each boarding. All transits are wheelchair accessible. The loop buses operate hourly along a flexible-fixed route. You may board the bus anywhere along the route. Drivers have the flexibility to deviate a few blocks off the fixed route for a drop-off or pick-up. To arrange this service, call 276-782-9300. Request-based services is available for areas within the town limits not services by the loop, Monday through Friday only. **Mountain Lynx Transit provides**

**weekly service to various parts of Smyth County.** You can determine which day of the week your area is served by going to the following web address <http://district-three.org/index.php/Smyth-County/>.

**To schedule a trip- Reservation Line:** You may call 276-782-9300 (TTY: Virginia Relay dial 711) Monday through Friday, 8:00 am to 4:00 pm to schedule a trip. Please provide name, telephone number, exact address of your pick up point, and destination. Let us know if assistance is needed beyond standard curb-to-curb service. You will be given a pick-up time with a 30-minute window. Please be ready and waiting. The bus may arrive 15 minutes prior to or after your pick-up time. The bus driver cannot wait longer than five (5) minutes. We recommend calling 24 hours in advance as the best way to ensure service at your preferred time. Also, please call if you need to cancel.

#### **5. What taxi service is available?**

- Diamond Cab Co: 276-783-8711
- Eller Taxi Service: 276-759-2200
- Red Bird Taxi: 276-783-2311

#### **6. What other assistance is available for transportation?**

- District Three Public Transit (276) 782-9300

You may also contact the Smyth County Victim Witness Office at (276) 782-4061 or The Family Resource Center at 276-782-1608 or their 24 hour Hotline at 800-613-4165. Assistance will be provided as available. If you are in an Emergency Crisis Shelter, staff from the facility will transport you to Court.

#### **7. Where should I go after passing through security check at the door?**

To file for a protective order, you will need to first go to the Court Services Unit located on the second floor of the courthouse.

- From the security checkpoint, turn left and either take the stairs on the left or the elevator to the second floor. If taking the stairs, go up two flights, through the door and into the Juvenile Court waiting area, to the right of the waiting area will be the door to the Court Service Unit reception area; from the elevator, walk straight ahead through the Juvenile Court waiting area and in the door to the Court Service Unit.

The Juvenile and Domestic Relations District Courtroom and its waiting area are located on the second floor of the courthouse.

- From the security checkpoint, turn left and either take the stairs on the left or the elevator to the second floor. If taking the stairs, go up two flights and

through the door where you will enter into the Juvenile Court waiting area. At the end of the hallway, which is to the right of the waiting area, is a door into the Juvenile Court Clerk's Office.

- For elevator access, from security checkpoint, turn left and take the elevator to the second floor where you will enter into the waiting area for Juvenile Court. At the end of the hallway, which is to the right of the waiting area, is a door into the Juvenile Court Clerk's office.

## **8. What should I do if I do not understand or speak English well?**

You need to tell the Intake Officer at the Court Service Unit when you first go to file your petition. The Clerk's Office can then be notified and arrangements made for an interpreter to be present at the hearing.

You can also contact the Victim Witness Coordinator at 276-782-4061.

I-CAN! Virginia (online assistance with protective orders) is available in Spanish. See: <http://www.courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html>  
There are also translation programs available on the Internet for limited assistance.

## **9. What should I do if I need help with a physical challenge?**

Contact the Intake Officer at the Court Service Unit at 276-782-4054 or contact the Clerk's Office at 276-782-4052 and let them know your physical challenge and arrangements can be made with the Deputies at the security check area of the Courthouse also.

You may also contact the Victim Witness Coordinator at 276-782-4061.

## **10. What should I wear to Court?**

- Appropriate dress is required for all parties during the court hearing. Please do not appear in:
  - Shorts
  - Halter or tank tops or low cut tops
  - Hats
  - Exposed undergarments
  - Clothing with vulgar or obscene words or pictures
  - Ripped or torn clothing
  - Sleepwear

No food, drinks or gum are permitted in the Courtroom.

## **11. What should I bring with me?**

- You must have:
  - A full description of what happened that led you to seek a protective order. If you used the I-CAN! Virginia system, bring the Affidavit with you. **YOU NEED THE SAME INFORMATION WHEN YOU GO TO THE COURTROOM.** You will have to tell the Judge what happened that makes you believe you need protection.
    - **PLEASE KNOW:** the person from whom you are seeking protection will receive a copy of both your Affidavit and Petition for a Protective Order when he/she is served.
    - If you are given a preliminary protective order, you **NEED TO KEEP ALL THIS INFORMATION** as you will need it for the full hearing that will have been scheduled. This is when both parties will go before the Judge and testify about what happened.
  - Any prior or existing protective orders you have, **INCLUDING** your Emergency Protective Order, if you have one. Also bring any other court orders you have, including custody orders for any children involved.
  - The full name and address of the person from whom you are seeking protection (not a Post Office Box).
- You should also bring with you:
  - **Any photographs or medical records related to the event that led you to ask for a family abuse protective order or anything else you think the Judge needs to know about why you need protection.**

As much identifying information and contact information as possible about the person from whom you are seeking protection. This information is important because law enforcement must find the person and personally serve them in order for the protective order to be in effect. Bring any of the following information about the person that you have:

- Name, nickname, aliases
  - Date of birth and social security number
  - Addresses and directions for the person's home, work, friends, relatives and places he or she goes a lot
  - Home, work, cell phone, and pager numbers
  - Description of what the person looks like, including age, height, weight, eye color, hair color, distinguishing marks or tattoos
  - Information about weapons the person owns or carries, especially firearms
  - Recent photograph of the person
  - Mental health or medical conditions
- If you have any prior or existing protective orders and have copies of

them, bring them even if they are from another state or other area of Virginia. Always bring Social Security numbers and birth dates for children for whom you are seeking protection.

- The names and full addresses of anyone who witnessed what happened.

## 12. What should I NOT bring with me?

**All persons entering the Smyth County Courthouse are screened.** This includes all bags, cases and other items being carried.

The Courthouse does **NOT** allow anything that could be used as a weapon, including but not limited to, guns, knives, scissors, knitting needles, flashlights, pepper spray and nail trimmers.

**You are NOT allowed to bring cell phones into the courthouse** OR any electronic devices, including cameras, pagers, laptop computers, beepers, recording devices, video games, Walkman, I-PODs, MP3 players, DVD/CD players, radios, or smart technology. Courthouse Security does have a limited number of lockers located at the main entrance across from the security desk, of which the public can utilize.

- Deputies at the security area will NOT hold any of these items nor take responsibility for any items left outside the Courthouse.
- Tell security staff if information on a cell phone or camera is needed as evidence in your case and they can alert staff from the Victim/Witness Program.

***You are discouraged from bringing young children with you. If you must bring children, it is suggested you bring an adult with you to supervise them and have all items they will need to be entertained and cared for as you may be there for several hours.***

Assistive devices or adaptive equipment for persons with hearing impairment/other disabilities including service/companion animals for disabled persons ARE allowed.

The Smyth County Courthouse is a smoke free environment.

## 13. Who should I bring with me?

You only **need** to bring yourself to file for a Family Abuse Protective Order; however, you may bring anyone with you that was a witness to the incident that caused you to come to court. You may bring a friend, family member or advocate, if working with one, for support if you wish. Try not to bring anyone who may cause a disturbance.

Be sure to bring the names and full addresses for any witnesses who actually saw what happened, if they do not come with you when you file the petition. You may

have them subpoenaed for the full hearing that will be scheduled if you are given the order.

#### 14. What days can I file for a Family Abuse Protective Order?

Both the Court Service Unit and the Juvenile & Domestic Relations District Court Clerk's Office are open Monday through Friday from 8:00 a.m. until 4:30 p.m., with the offices being closed for lunch from 12:00 p.m. until 12:30 p.m.

❖ **A Judge is available ONLY on Tuesday, Wednesday and Thursday for a protective order hearing.**

- Call for instructions about protective orders on Monday or Friday. You can call the Clerk's Office at 276-782-4052 or the Court Service Unit at 276-782-4054.
- The offices are closed for state holidays and occasionally for inclement weather. For bad weather, call the Court Service Unit or the Clerk's Office at the above numbers. Also postings for any closures will be on the Supreme Court of Virginia website as well as local radio station 93.9 and local TV station News Center 5.

**REMEMBER:** If the Court Service Unit or Court is not available, and you are in danger, you may go to the Magistrate's Office or the Sheriff's Department to seek an Emergency Protective Order; the Magistrate's Office is open 24 hours a day, seven days a week.

*There are **NO** filing fees for filing a Protective Order Petition.*

#### 15. How early can I arrive for Family Abuse Protective Order?

The Court Service Unit opens at 8:00 a.m. Monday through Friday. The Office Service Assistant at the Court Service Unit will give you instructions about filing for the protective order. It is best to get to the Court Service Unit **AS EARLY AS POSSIBLE**, preferably before noon.

#### 16. How late can I arrive for a Family Abuse Protective Order?

You must come to the Court Service Unit on Tuesday, Wednesday or Thursday **NO LATER THAN 2:00 p.m.** in order to have your request for a protective order considered by the Judge on the same day.

Intake Services close at 3:45 p.m. Monday – Fridays.

- **REMEMBER:** there is not a Judge available every Monday or every Friday to hear your petition on the same day, you may still file the petition but the Clerk's Office will have to schedule a time for the Judge to hear the matter.

- **AGAIN**, if you believe you are in immediate danger and your protective order petition cannot be heard on the day of filing, you can go to the Magistrate's Office or Sheriff's Department, which is open 24 hours a day, seven days a week, to seek an Emergency Protective Order.

### **17. How long should I expect to spend at the Courthouse to file and have my protective order petition heard the same day?**

**You should plan on being at the Courthouse for a few hours.** (Preparing your documents on the I-CAN! Virginia system may speed up the process. Go to: <https://www.vacourtformhelp.courts.state.va.us/> to begin your I-CAN! Virginia session).

- You will meet with an Intake Officer from the Court Service Unit to prepare the request for a protective order; this will include reviewing your I-CAN! Virginia documents or preparing an affidavit, which is your written statement about what happened.
- The Intake Officer will answer questions about the court process. When you have finished at the Court Service Unit, you will take your paperwork down the hall to file it with the Juvenile & Domestic Relations District Court Clerk's Office.
  - The Clerk's Office will give you instructions about when you will go in front of the judge to explain what happened and ask for the order. **You need to remain at the courthouse until you have gone in front of the Judge or the Clerk's Office has given you instructions telling you to do otherwise.**
- If the Judge grants you a protective order, you must stay until you are served with a copy of the Order and Petition you filed. **DO NOT LEAVE UNTIL YOU HAVE BE SERVED.**

### **18. How do I contact Court for more info?**

The Smyth County Juvenile & Domestic Relations District Clerk's Office can be reached at 276-782-4052.

The Smyth County Court Service Unit can be reached at 276-782-4054.

### **19. What should I do if I feel I am in immediate danger?**

- If you believe you are in immediate danger, call 911 and request law enforcement assistance.
- You may also go to the Smyth County Sheriff's Office to ask for an Emergency Protective Order. They are open 24 hours a day, seven days a week. An



officer will/can be called if you should need assistance.

- A Virginia Family Violence & Sexual Assault Hotline is available 24 hours a day @ 800-838-8238.
- The 24-hour Child Abuse and Adult Abuse Hotline can be reached @ 800-552-7096.
- Family Resource Center also provides a 24-hour Hotline and local emergency shelter to victims of domestic violence and sexual assault. The hotline number is 800-613-3145. All services are free and confidential.

**20. What should I do if an Emergency Protective Order that was issued expires before I am able to have a petition for the Family Abuse Protective Order filed and heard by a Judge?**

Emergency Protective Orders are usually issued for approximately 72 hours. Make every effort to get to the Court Service Unit BEFORE your Emergency Protective Order expires so you can file for a preliminary protective order.

The Magistrate's Office/Smyth County Law Enforcement will not issue a new Emergency Protective Order for the same incident. If a new incidence has occurred, then a new Emergency Protective Order may be issued; you will have to complete another Affidavit about what happened and testify under oath to the Magistrate and/or inform Law Enforcement about the incident and why you need another Emergency Protective Order.

You can speak with an advocate or hotline worker, 24 hours a day, about safety planning and possible shelter stay if you believe this is necessary to stay safe, or for additional information and support. The Family Resource Center provides a 24-hour Hotline and local emergency shelter to victims of domestic violence and sexual assault in the Smyth County area. The hotline number is 800-613-6145. All services are free and confidential.

**21. How do I contact the Magistrate's Office for more information?**

Magistrates are available seven days a week, 24 hours a day, including state holidays.

**The Smyth County Magistrate's office is located at the Smyth County Sheriff's office at:**

- 819 Matson Drive  
Marion, VA 24354  
Phone: (276) 783-7204

Times the Magistrate is physically in this office vary; however, this office has a Magistrate available through video conference 24 hours a day. When you arrive at the Sheriff's Office, the Magistrate has a separate entrance on the left half of the building.

**The Saltville Magistrate's office is located in the Town Hall building at:**

- 217 Palmer Ave  
Saltville, VA 24370  
Phone: (276) 496-4321

Times the Magistrate is physically in this office vary; however, this office has a Magistrate available through video conference 24 hours a day.

**The Washington County Magistrate has a live staff member at all times. This office is in the Southwest Virginia Regional Jail facility at:**

- 15205 Joe Derting Drive  
Abingdon, VA 24210  
Phone: (276) 676-6228

When you arrive at Southwest Virginia Regional Jail, enter the building through the glass double doors in the front and go to the rear of the lobby area. The office is marked Magistrate.

There are no fees for any service from any Magistrate's Office.

## **22. Do I need a lawyer for a Family Abuse Protective Order?**

You do not need a lawyer to file for a preliminary protective order. The Court Service Unit Intake Officer will provide assistance to help you complete the necessary paperwork. Additionally, the Victim Witness Coordinator and/or the Family Resource Center's Court Advocate can provide assistance to help you through the process and will provide basic information to prepare you for the court hearing.

**PLEASE NOTE:** The Court Service Unit, the Clerk's Office, the Victim Witness Coordinator and the domestic violence advocate CANNOT give you or offer legal advice. For this reason, you may want to consider having a lawyer at the full hearing (when both parties are present and have a hearing in front of the judge); especially if the person from whom you seek protection has a lawyer. If you are interested in getting a lawyer, see below.

## **23. How can I find a lawyer to help me?**

- **The Virginia State Bar: Virginia Lawyer Statewide Referral Service:**  
1-800-552-7977. Their website is [www.vsb.org](http://www.vsb.org)
  - Information on local lawyers is also available in the yellow pages of your phone book and through the Internet.
- **Southwest Virginia Legal Aid Society, Inc.:** 1-888-201-2772.

Their website is <http://www.svlas.org>.

- Free legal services may be available to low-income clients who qualify for Legal Aid. Applications can be completed by phone, toll-free, at 1-888-201-2772; intake hours are Monday through Thursday 8:30 am to 4:00 pm, and Friday 8:30 am to noon, and 1:00 pm to 4:00 pm. **Before you call: GATHER ALL INFORMATION:** court/hearing dates, eviction notices, summons letters, protective orders, etc. Also, income for ALL household members. **WE WILL NEED TO KNOW** where you live (county and state); type of problem you are having (divorce, custody, garnishment, loss of benefits, etc.); where you are having the problem (county and state); your full name; full name of the person, company or agency you are having the problem with; number of adults (age 18+) and children living in the home; gross income (before deductions) of each member of the household; assets, such as checking or savings accounts, IRAs, stocks, bonds, number of vehicles; mailing address (where you get your mail), physical address (where you live) If you are applying by phone and get a busy signal, please continue to call until you reach an intake worker; the lines stay very busy. Applications can also be completed online 24 hours a day at <http://www.swvalegalaid.org> by clicking on the “Apply Now” link. Legal Aid can provide free lawyers to help with obtaining and enforcing protective orders, and they can also provide legal assistance with other matters related to family abuse, such as custody, support, divorce, housing, public benefits, and consumer matters. This legal assistance can include in court representation as well as advice. In order to be eligible for services you have to meet certain income guidelines.

#### **24. How will I know when the Protective Order is served on the person from whom I want protection?**

- Contact Smyth County Central Dispatch: 276-782-4056
- Contact Clerk’s Office: 276-782-4052

When a criminal charge has been filed against a person from whom you think you need protection, and that person is being held in jail in Virginia, you may check to see if the person is still in jail and you can sign up to be notified when the person is released from jail by any of the following methods:

- Online: <https://www.vinelink.com>
- Phone: 1-800-467-4943 (TTY: 866-467-4943)
- Contact Smyth County Victim Witness Coordinator at 276-782-4061; a form can be filed by the Director with the Southwest Virginia Regional Jail requesting you be notified when the offender/respondent is being released.

## 25. When is the protective order in effect?

After a hearing before the judge (this includes both when you ask for a preliminary protective order and the “permanent” protective order), a copy of the Protective Order must be personally given to the person from whom you asked for protection by a court official or law enforcement officer. Once the person receives the order (this is called personal service), it is valid.

You **MUST** wait after the hearing to be given a copy of the order. **DO NOT LEAVE THE COURTHOUSE WITHOUT A COPY OF THE ORDER.**

## 26. What if I am the respondent?

A respondent is the person against whom the protective order is issued. A deputy or police officer will serve you with a copy of the Protective Order.

Be sure to carefully read the Order. Be sure to strictly comply with the Order to avoid more problems, which could result in a criminal penalty such as jail time.

The Order can be dissolved or changed only by the Judge.

The Order will have a date and time for a full hearing; be sure to come to Court at least 30 minutes ahead of the time of Court to park and go through security. At the hearing, you will have a chance to tell your side of the story to the judge.

***You have the right to hire an attorney if you want; HOWEVER, the Court CANNOT appoint you an attorney for a Protective Order matter. Those working in the court system (court service, clerks, judge, etc.) cannot give you legal advice.***

## 27. What should I do if the Protective Order is violated?

If your protective order is violated, and you are in danger, immediately call 911 and tell them that you have a protective order and you feel you are in danger because the abuser is violating the order.

You can also contact Smyth County Central Dispatch at 276-782-4056 to report that your protective order is being violated. You also can go to the Magistrate’s Office to ask that a warrant be filed against the person for violating the order. If you have an attorney, be sure to notify her/him. You may also notify the Clerk’s Office.

## 28. What if I need to move after my Protective Order is entered?

- If you move or travel within the state or anywhere else in the country including United States territories and Indian tribal lands, your protective order **will still be valid.**

- If you are thinking about moving or traveling you may want to contact the National Center on Full Faith and Credit at 1-800-903-0111 for more information.
- Please notify the Smyth County Juvenile & Domestic Relations District Court Clerk's Office if you move or have a change of address.
- If you move to another state or are moving to Smyth County, Virginia from somewhere else where you have been given a protective order, you can register this order with the court where you will be living. Contact the Clerk's Office in the area.

### 29. Where else can I get help?

- **Virginia Family Violence & Sexual Assault Hotline:** 1-800-838-8283.
- **Family Resource Center:** Free and confidential 24 hour Hotline and local emergency shelter services available; contact at 1-800-613-6145
- **Family Resource Center:** Outreach Coordinator/Court Advocate; contact at 276-228-3522
- **Smyth County Central Dispatch:** contact at 276-782-4056
- **Smyth County Victim/Witness Program:** contact at 276-782-4061
- Dial **2-1-1** for referral services.

### 30. What are some other resources for assistance?

- Blue Ridge Counseling Center: 276-783-9040
- Coordinated Community Response to Homelessness-Wytheville (HOPE): 276-228-5610
- District Three Governmental Cooperative: 276-782-9300 or 800-541-0933
- Family Resource Center: 276-625-0219 or 24 hours a day: 800-613-6145
- Mel Leaman Free Clinic 276-781-2090
- Mount Rogers Community Services Board: 276-783-8185
- Mountain Community Action Program: 276-783-7337
- Police Department: Call 9-1-1 for emergencies or local non-emergencies; Chilhowie (276)646-3232; Marion 276-783-8145; Saltville 276-496-4321
- Sheriff's Department: call 9-1-1 for emergencies or local non-emergencies in Smyth County call 276-782-4056
- Smyth Co. Commonwealth's Attorney Office: 276-782-4042
- Smyth Co. Department of Social Services: 276-783-8148
- Smyth Co. Housing Authority: 276-783-3381
- Southwest Virginia Legal Aid Society: 276-783-8300; <http://www.swvlegalaid.org>
- Suicide Hotline: 800-273-8255
- Victim Witness Program: 276-782-4061

- Virginia Family Violence & Sexual Assault Hotline: 800-838-8238 (24 hours a day) or 800-987-6499 (includes linkage to language line interpreting services for non-English speaking callers; TTY 423-652-9750)
- Veteran Crisis Line Assistance: 888-945-6227
- AA/NA meetings: 276-783-3412
- Crisis Hotline: 1-866-953-0484

### 31. Where are computers the public can use?

#### **Smyth-Bland Regional Library- 118 S. Sheffey Street Marion, VA 24354**

Phone: 276-783-2323.

- Library Hours: Mon-Thurs 9:00 am – 8:00 pm; Friday 1:00 pm-5:00 pm; Saturday 9:00 am to 4:00 pm; Closed on Sunday.
- Closed all state and federal holidays.
- 15 public computers available; You have to sign in with a valid library card or a photo ID.
- Library staff is available to give assistance with logging on and using the computers.
- Print cost is 5 cents per black and white copies; 25 cents per color copy.
- There is a 30-minute limit for using library computers with extensions available.

#### **Chilhowie Public Library- 807 Chilhowie St Chilhowie VA 24319**

Phone: 276-646-3404.

- Library Hours: Monday and Tuesday 11:00 am -6:00 pm; Wednesday 11:00 am-2:00 pm; Thursday 11:00am-7:00pm; Friday Closed; Saturday 11:00 am- 4:00pm; Sunday Closed.
- Closed all state and federal holidays
- Four public computers available; you have to sign in with a valid library card or photo ID
- Library staff is available to give assistance with logging on and using the computers.
- Print Cost is 5 cents per black and white copy; 25 cents per color copy
- There is a 30-minute limit for using library computers with extensions available.

#### **Saltville Public Library- 111 Palmer Ave. Saltville, VA 24370**

Phone: 276-496-5514

- Library Hours: Monday and Tuesday 11:00 am-6:00 pm; Wednesday Closed; Thursday 11:00 am to 7:00 pm; Friday 11:00 am to 2:00 pm; Saturday 11:00 am to 4:00 pm; Sunday Closed
- Closed all state and federal holidays

- 5 public computers available; you have to sign in with a valid library card or a photo ID
- Library staff is available to give assistance with logging on and using the computers.
- Print cost is 5 cents per black and white copies; 25 cents per color copy
- There is no time limit on computer usage unless the library becomes busy.

### 32. How do I delete webpage history?

#### **Delete the webpage history as you browse the web:**

Your computer stores information about the websites you visit as you browse the web. If you are in an abusive situation, you may consider deleting certain websites from your browser history for safety reasons.

Note: Deleting all browsing history does not delete your list of favorites or subscribed feeds. It only deletes temporary files, browsing history, cookies, saved information, and saved passwords.

#### **If you are using-**

- **Internet Explorer:**
  1. In internet Explorer, click the Tools button and select internet options, then on the general tab go down to the browsing history section and click the delete button.
  2. Select the boxes beside all of the things you would like deleted, including the history, click delete and click apply before exiting the internet options.
- **Chrome:**
  1. Click the Chrome Menu icon in the top right corner of the browser window.
  2. Select History. Select Clear browsing data.
  3. Click the Remove selected items button below the blue bar at the top of the page. Click OK when the confirmation window appears. From the menu select the history you want deleted; to clear the entire browsing history, select beginning of the time.
  4. Check the boxes for the data to be cleared, including "browsing history", and click the button clear browsing data.
- **Mozilla Firefox:**
  1. Select menu and either click new private window to continue browsing privately or click history. If you choose history, click the clear recent history and select how far back you would like to delete and click clear now.