

Borrowing Policies continued

Returning Materials

Items may be returned to any public library (not school or university library) within Allegheny County and will be checked in from your account on the day received.

Items returned to Carnegie Library of Pittsburgh bookdrops will be checked in the day received. Items returned to outdoor bookdrops after the Library is closed will be back-dated to the previous day's date as long as they are in the first collection of materials prior to 8:00 am.

Borrowing Materials outside Allegheny County

Materials requested from libraries outside Allegheny County must be borrowed through the Interlibrary Loan process.

Please visit our website for details.

Returning Materials outside Allegheny County

Items returned to libraries outside the county border may take longer to be received by the owning library and do not automatically clear from your account. Be sure to ask about the return policy for those libraries to ensure that you are not incorrectly charged overdue fines.

Renewing Materials

Within policy limits, you may renew materials online, by phone, or in person. Some materials are not renewable. Items that have a reserve waiting or are already overdue are not renewable.



- To renew online visit our website and click on "My Account." Review the list of items to be sure the renewal was successful.



- To renew by phone call: 412.622.1895. Please listen carefully to the instructions and wait until you have confirmation on EACH item before hanging up.

Reserving Materials

Requests may be made online, by phone or in person. Please be sure to select the particular library where you wish to have the item delivered.



- To reserve online, visit www.carnegielibrary.org and click on "My Account."



- To reserve by phone call your neighborhood library.

You will be notified when your reserved item is ready for pick up. Your online account may indicate "ready for pickup" before that item is actually at the shelf waiting for you. Please wait 8 hours or until you receive the actual email or phone call notification before coming in to retrieve your reserved item.

Lost or Damaged Materials

Library materials that are lost or remain unreturned after six weeks from the due date are automatically billed to your account. Bills include a \$5 processing fee to cover re-cataloging, processing, labels, barcodes, etc. If you find a lost item after you pay for it, you *may* be entitled to a refund. The Library does not accept replacement items. You may arrange a payment plan or make partial payments on lost Carnegie Library of Pittsburgh items.

Borrowing Policies continued

Items damaged beyond repair will be billed to the customer's card and must be paid in full in order to remain in good standing with the Library.

Collection Agency/Credit Reporting

Carnegie Library of Pittsburgh does retain the services of a collection agency to encourage the return of materials and the payment of outstanding bills. If your account becomes delinquent with lost and/or overdue items, you may be reported to the agency for pursuit of collection. You will also be billed \$10.00 to cover the reporting fee if your account goes into collection.

The return of materials and payment of any charges will clear your account with the agency and Library. Your account must return to a zero balance in order to stop the collection process. Outstanding accounts could be reported to the credit bureaus.

Confidentiality

We respect your right to privacy. By law, we cannot discuss details of a library account with any individual other than the cardholder. Parents must bring their minor child with them to use or discuss the child's account. If you need to discuss your account by phone, please have your account number ready. When completing the application, you may designate another individual to pick up your reserve items or pay your fines on your behalf. This person will not have access to view the items on your account.

We promise to:

- Protect the confidentiality of your record in accordance with the law and our policies.
- Provide equal and fair access to all cardholders.
- Work with you to resolve account issues in a fair manner.
- Provide and maintain a collection of materials to meet our customers' needs.

Rev. 11/11

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www.carnegielibrary.org



Congratulations!

YOU ARE NOW A CARNEGIE LIBRARY OF PITTSBURGH CARDHOLDER.





Congratulations!

You are now a
Carnegie Library of Pittsburgh Cardholder.

With your card you will be able to:

- Access materials and resources including books, DVDs, CDs and unique collections including rare and historic books and photographs.
- Borrow materials from any Carnegie Library of Pittsburgh location or any member library of the Allegheny County Library Association and have them delivered to a library near you.
- Borrow materials from libraries outside of Allegheny County through the Interlibrary Loan process. Please see Borrowing Policies at www.carnegielibrary.org for details.
- Return library materials to any Carnegie Library of Pittsburgh or Allegheny County public library location.
- Locate items in our collection at any computer with Internet capabilities. Just go to www.carnegielibrary.org and click on “Catalog Search” or “Find Articles, Databases & more.”
- Search online databases, download eBooks, eVideo and eAudio, listen to music via streaming audio and check your library account online from your home, office or school.
- Access the Internet at any library location.

Remember!

- Bring your card with you on each visit.
- Prepare to present identification (we may need to verify that a cardholder is using the proper account).
- Renew your account (most accounts expire every two years and must be reactivated with proper ID).

Card and Account Management

It is important that you do not lend your card to anyone. Keep your card in a safe place and monitor your account regularly. PINs (personal identification number) are required for online, computer and self-check out use. Please establish a secure PIN and do not share with anyone.

When you receive your library card **you accept responsibility for all activity** on the card including:

- Care and conditions of the items checked out including all parts and pieces.
- Fines and fees based on library policies.
- Payment for lost, unreturned or damaged items.



Visit www.carnegielibrary.org and click on “My Account” to view the material checked out on your card and review due dates and fines.



Remember!



- If you lose your card or you suspect that it has been stolen, report the missing card immediately. Call 412.622.3114.
- Review your account and report any concerns in a timely manner.
- Overdue notices are provided as a courtesy. You are responsible for knowing the due dates of borrowed materials.
- Provide a current email address to receive courtesy overdue and reserve notices.
- By providing your email address, you understand that overdue and reserve notices will be sent via email. Please be sure that your spam filters accept mail from: library1@iitsy1.einetwork.net

Borrowing Policies

- Your card provides access to **all** materials and resources available to Carnegie Library of Pittsburgh cardholders. The Library **does not** place restrictions on children’s cards. Parents or guardians should supervise and discuss library usage and parental expectations with their children.
- Borrowing policies can be viewed online by visiting www.carnegielibrary.org and clicking on “About CLP” and then “Policies.”

Checkout periods are designed to maintain the Library’s collections and provide equal access to all cardholders. Late fees are charged for overdue materials; please pay them as promptly as possible. You will not be able to borrow materials or use our computer services if your outstanding charges total \$10 or more.

Loan Periods and Late Fees

A maximum of 50 items may be borrowed at one time.

	Number Allowed	Renewal Limit	Checkout Period	Late Fee per day
Books*	50	2	3 weeks	30 cents
Bestseller Collection	5	0	3 weeks	30 cents
Magazines	50	2	3 weeks	30 cents
Scores & Scores on CD-ROM	50	2	3 weeks	30 cents
Audiobooks <i>Books on CD/cassette</i>	50	2	3 weeks	30 cents
Playaways <i>Books on MP3</i>	50	2	3 weeks	30 cents
Music CDs*	10	2	1 week	30 cents
Videocassettes* <i>VHS Tapes</i>	5	2	3 weeks	30 cents
DVDs*	5	2	1 week	1 dollar
DVDs* <i>over 6 hours</i>	5	0	3 weeks	1 dollar
Slide Sets & Picture Envelopes	50	2	3 weeks	30 cents
LPs - records	50	2	3 weeks	30 cents
Video Games	3	2	1 week	1 dollar

*Late fees on all children's material are 20¢ per day, including audiovisual materials. This applies to children’s materials **checked out on any library card**. It does not apply to adult materials checked out on a child’s card.

Remember!

- Items not returned in six weeks from the due date will be billed to the account.
- Fines and fees can be paid online using Visa, MasterCard or Discover Card if you owe more than \$2.00.
- Fines and fees can be paid in person or at many self-checkouts using Visa or MasterCard if you owe more than \$2.00.
- Policies & fines may vary for libraries that are outside of the Carnegie Library of Pittsburgh system.