

# All About Your Library Card

## How Do I Get a Library Card?

Apply in person at any Houston Public Library location for your library card. Library cards are free to City of Houston residents. The non-resident fee is waived for anyone residing in the State of Texas. Residents outside Texas may purchase a card for \$40 a year or \$20 for six months. A valid photo ID and verification of address are required to register. Temporary Resident cards with limited privileges are available to individuals who temporarily reside locally. Acceptable documentation of temporary residency is required in addition to valid photo ID. Visit: [www.houstonlibrary.org/librarycard](http://www.houstonlibrary.org/librarycard) to get a registration form online.

Children under 18 may get their own library cards with applications signed by parents or guardians. The parent or guardian must agree to be responsible for the use of the child's card, including any fines or fees, and for the child's selection of materials and use of electronic resources, including the Internet.

Adult and Youth resident and non-resident waiver registrations expire after three years, at which time they may be renewed. Non-resident registrations expire at the end of the privilege period purchased at the time of registration. Non-resident privileges may be extended with additional payment of the non-resident fee (\$40 for one year or \$20 for six months). Temporary Resident cards expire after 30 days, at which time they may be renewed with verification of ongoing temporary resident status.

## What Kind of ID is Accepted?

The Library accepts a valid photo ID such as a non-expired Texas Driver's License or Texas ID with your current address. If this is not available, please ask a staff member about alternative IDs.

## What is a PIN & Why Do I Need It?

PINs (Personal Identification Numbers) are codes of four or more digits that must be used when logging in to your account or checking items out at a self-check machine. You will also need it to renew your materials online or by phone. The Library has instituted the use of PINs to more securely protect you and your information. You may change your PIN after you log-in to your account online or you may change your PIN in person at any library location. A photo ID verifying ownership of the account must be presented for PIN change requests made in person.

## How Do I Renew My Library Card?

When your library card nears expiration, stop by the Central Library or any Neighborhood Library with your ID as noted in previous question. Staff will verify your address and update the borrower record to reflect any changes. Any balance pending on the card must be paid prior to renewal. Most cards are renewed for three years; out-of-state non-resident cards are renewed for six or twelve months. Temporary resident cards are renewed for 30 days.

## How Many Items May I Borrow?

You may borrow up to a total of 50 items at one time. Only five of these items may be DVDs. Temporary residents may borrow up to three items at one time.

## Online Access

Your library card is your passport to many valuable subscription databases, e-books and e-journals that can be accessed for free by library cardholders, in addition to the world of services and information available through the Library's website. All Library locations offer access to the Internet on public workstations. Parents and guardians must be responsible for their children's use of the Library's electronic resources, the Internet, and print and audiovisual materials.

## What If I Lose or Forget My PIN?

If you lose or forget your PIN, you may come into any library location with your library card and ID and staff can look up your PIN and reset it for you. You may also go online and when you attempt to log in, select the "Forgot PIN?" button. You will be asked for your library card number. The system will then send a message to the email address we have on record for you with a link to change your PIN.

## What If I Lose My Library Card?

Prevent others from charging materials to your account. Call 832-393-2222 (option three) to report a lost or stolen library card. You are responsible for all items checked out on your card before you report that it has been lost. Staff can issue a new replacement card the next time you visit the Library.

## How Long May I Keep Library Materials?

The standard loan period is three weeks. Most items may be renewed for one additional three week period. The renewal period is calculated from the date the items are renewed. DVDs cannot be renewed. The maximum loan period, including renewal, is six weeks. Special check-out items such as laptops have different loan periods.

## Where Do I Return My Borrowed Items?

Borrowed items may be returned to any Houston Public Library location.

## How Do I Renew Materials?

You can renew materials at [www.houstonlibrary.org](http://www.houstonlibrary.org) online. Log-in to "My Account" to view your account information and renew your items. You may renew via telephone by calling the Library's 24-hour renewal line: 832-393-2280. Items may also be renewed in person at the Central Library or at any Neighborhood Library.

You must have your library card number and PIN to renew online or by phone. Eligible items can be renewed for three weeks. DVDs and some items (e.g. items with holds pending) are not eligible for renewal.

## How Much Are Overdue Fines?

Fines for most adult and young adult items are 20 cents per day and 10 cents per day for most children's items. Overdue laptop fines are \$25/hour or any part of any hour. Library cards may not be used when fines/fees reach \$10. Library cards are activated again when you pay your fines to reduce the balance owed to less than \$10.

Accounts with unpaid balances may be submitted to a collection agency; a collection fee is added to the account balance upon submission. Accounts in collection may not be used until the balance owed is paid in full. Fines and fees are established by the Houston City Council and are non-refundable.

## Will the Library Hold Something for Me That Wasn't on the Shelf When I Looked?

Yes. The Library will attempt to locate and hold a circulating item for you. Hold requests may be made online at [www.houstonlibrary.org](http://www.houstonlibrary.org) through the Library's Catalog. You may have up to 30 holds pending at any time.

## What If I Lose Something I Borrow?

If library material is not returned within 30 days of the due date, you will receive a billing notice from the Library. In addition to the cost of the lost material, you will be charged a \$10 non-refundable processing fee for each cataloged item or a \$5 non-refundable partial processing fee for each uncataloged item that is lost. The same charges apply to items returned with serious damage.

For questions or concerns regarding circulation of library materials, please call:

**HOUSTON PUBLIC LIBRARY CIRCULATION DEPARTMENT**  
832-393-2222

### REFERENCE / INFO

832-393-1313

[www.houstonlibrary.org](http://www.houstonlibrary.org)

RENEWAL BY PHONE ..... 832-393-2280

CIRCULATION QUESTIONS..... 832-393-2222

TTY - HEARING IMPAIRED ..... 832-393-1539

VOLUNTEER SERVICES..... 832-393-1481

eServices - for e-mail answers and more!

[www.houstonlibrary.org](http://www.houstonlibrary.org)

Linking YOU to the World  
[www.houstonlibrary.org](http://www.houstonlibrary.org)



**PIN #** \_\_\_\_\_

