

# 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)

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

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



# 圖書館借書證須知

## 我如何獲取借書證？

請親臨任何休士頓公共圖書館申請借書證。休士頓及德州居民可免費獲得借書證。非德州居民可購買借書證，費用為一年40美元，半年20美元。申請者須證明其有效身份證及地址。如申請者是暫時居民，則可申請有限功能借書證。除有效附照身份證之外，暫時居民須具適當暫時居留文件。如欲在網上申請，請瀏覽 [www.houstonlibrary.org/librarcad](http://www.houstonlibrary.org/librarcad) 網站。

未滿18歲的兒童須有家長或監護人在申請表格上簽名。家長或監護人必須同意為兒童的借書證負責，責任包括借書證費用及罰鍰、兒童所選書籍或材料，及其電子資源與互聯網的使用。

成年、未成年的居民、非居民借書證登記在三年後失效，必須申請延期。非居民借書證在購買時的有效日期到期後失效。非居民可延長借書證有效期，費用為一年40美金，半年20美金。暫時居民卡有效期為30日，在證實持續暫時居留狀況後，可延長卡的有效期。

## 哪些是有效身份證？

圖書館接受有效附照身份證，如有效德州駕駛執照或具目前地址的德州身份證。如不具此類身份證，請詢問圖書館人員有關其他有效身份證。

## 什麼是個人密碼，為什麼需要個人密碼？

個人密碼是四或更多位數的數碼，在登入帳戶或以自動機器取書時必須鍵入，或在延長借書證有效期時在電話上或網上披露。圖書館執行個人密碼，旨在保護您的個人信息。您可登入帳戶或親臨圖書館以改變您的個人密碼。在圖書館改變個人密碼時，須持附照身份證以證實您是帳戶持有者。

## 如何延長借書證有效期？

在借書證即將失效時，請走訪中央圖書館或社區圖書館以延長借書證有效期，並請攜帶上述身份證。圖書館員工將核實您的地址，並更新數據庫內有關您的信息。延長有效期前，必須支付任何帳戶餘額。一般借書證有效期可延長三年，非居民借書證可延長六至十二個月。暫時居民借書證可延長30日。

## 我每次可借出幾本書？

您一次可借出50件物品，其中DVD不得超出五件。暫時居民一次只能借出三件物品。

## 網上功能

您可使用借書證在網上免費訂閱刊物、電子書及電子雜誌，並在圖書館的網站上獲取許多服務及信息。所有圖書館都設有公共工作站，便利您上互聯網。家長或監護人必須為兒童在圖書館的行為負責，包括兒童所使用的電子資源、互聯網、刊物及視聽材料。

## 我忘了或遺失了我的個人密碼，怎麼辦？

您可進入任何公共圖書館，出示借書證及身份證後，圖書館員工將為您重置個人密碼。您也可在網上登入帳戶時點擊「忘了密碼？」按鈕。輸入借書證號碼後，系統將查詢數據庫所儲存的電郵地址向您發送電郵，以便讓您改變個人密碼。

## 我遺失了借書證，怎麼辦？

為了防止他人以您的名義借書，請電832-393-2222（第三選項）報告遺失借書證。在遺失借書證前所借出的物品是您的責任。在您下次進入圖書館時，圖書館將向您提供一張新的借書證。

## 借出的物品，我可保留多久？

一般保留期是三星期。大部分的物品可申請三星期的額外保留期。保留期的延伸從申請日算起。不得延伸DVD的保留期。最長的保留期（包括額外保留期）為六星期。特殊借出物品，如筆記型電腦，有不同的保留期。

## 我在何處送還借出物品？

您可在任何圖書館送還借出物品。

## 個人密碼#

## 如何延長保留期？

您可在 [www.houstonlibrary.org](http://www.houstonlibrary.org) 網站上延長借出物品的保留期。登入網站後，點擊「我的帳戶」選項以檢視帳戶信息及延長保留期。保留期亦可在圖書館全天候電話線832-393-2280上延長，或親臨中央圖書館或任何社區圖書館延長。

以電話延長保留期時，您必須透露借書證號碼及個人密碼。一般保留期可延伸三星期。DVD及一些其他物品（如已被他人預定的物品）不得延伸保留期。

## 逾期物品之罰鍰為何？

成年人及年輕人物品的逾期罰鍰為每日20美分，大部分兒童物品的逾期罰鍰為每日10美分。筆記型電腦的逾期罰鍰為每小時25美元，任何剩餘的分鐘數都將算成一小時。帳戶罰鍰、費用達到10美元時，不得繼續使用借書證。當您支付罰鍰、費用而使帳戶餘額降到10美元以下時，則可繼續使用借書證。

有餘額的帳戶可能提交給追債公司處理，而追債費用將加入帳戶的餘額。在追債期間不得使用帳戶，直到帳戶餘額付清為止。罰鍰、費用為休士頓市議會所設立，支付後不得退款。

## 圖書館是否可以為我預訂沒有擺在書架上的物品？

可以。圖書館將為您查詢並預訂可流通的物品。預訂要求可在 [www.houstonlibrary.org](http://www.houstonlibrary.org) 網站上搜索書籍目錄後申請。您在任何時候可有30件預訂物品。

## 如果我遺失了借出物品，怎麼辦？

如果借出物品沒有在到期日後的30日內送還，圖書館將向您送交賬單通知。除了遺失物品的價格之外，您必須為每一目錄項目支付10美元的處理費用，為每一非目錄項目支付5美元的部分處理費用，費用支付後不得退款。相同費用適用於有嚴重損壞的送還物品。

如欲更多圖書館流通物品信息，請電至：

休士頓公共圖書館流通部門

832-393-2222

詢問電話

832-393-1313

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

延長借書證有效期 ..... 832-393-2280

物品流通信息 ..... 832-393-2222

TTY - 聽力障礙 ..... 832-393-1539

義工服務 ..... 832-393-1481

電子服務 — 電郵查詢與其他服務

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

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