

## Using Your Library Card

### Borrowing

The loan period for most items is three (3) weeks and borrowing is limited to 50 total items per cardholder. Once the limit is reached, borrowing will not be permitted until the cardholder's record falls below 50 items. Of the 50 item total, no more than 10 DVDs, only one STEAM Kit, and only one Binge Box may be checked out at one time.

The following items are limited to a loan period of one (1) week:

- Bluebonnet books (current)
- DVDs (excluding instructional and those with a playing time longer than seven hours)
- Holiday books (children's easy)
- Holiday music (adult CDs)
- Launchpads
- Magazines (print copies)
- Science experiment books
- STEAM Kits
- Tax books (current)
- "Too Hot to Hold" items (excluding DVDs)

The following items are limited to a loan period of three (3) days:

- "Too Hot to Hold" DVDs

Borrowing privileges are suspended and accounts which meet the following criteria are blocked from use of materials:

- Overdue materials
- Lost materials
- Materials returned damaged beyond repair
- Materials returned with missing pieces
- Account balances owing \$5 or greater in fees

Blocks placed on accounts will prevent check out of additional materials, computer usage and interlibrary loans. Blocks remain on accounts until items are returned or replacement costs are paid, and the balance owed is reduced below the \$5.00 threshold.

**Patrons are responsible for all materials charged to their library card until materials are checked back in. Notify the library immediately if your card is lost or stolen.**

### Fees

Fees are charged for lost, damaged, or missing items. Sets returned with missing pieces will remain on the patron record until the complete set is returned. If any piece of a set is lost, the patron will be charged the cost of an entire replacement set. Patrons with fees of \$5.00 or more will not have access to any of the library resources including computer use. Cash, check and credit card (Discover, MasterCard and Visa) payments can be made in person at any library. Checks may be mailed and credit card payments are accepted over the phone. Online credit card payments can be made only in amounts above \$2.50 by logging into your [account](#). [Online Bill Pay Policy](#)



### **Hold Requests**

Hold requests are limited to 25 per card. When placing an item on hold, patrons may select any Plano library for item pickup and will be notified when the item becomes available.

### **Mobile App**

Download the library mobile app to manage your account, store your library card, search for books, movies and music, place holds, download an eBook, learn a new skill, research a topic, find a great program to attend, locate your neighborhood library and more; available from the App Store, Google Play, and Amazon (*search for Plano Public Library*).

### **Notification Preference**

Notifications may be sent by email, text, or telephone. Contact the library to update your account settings.

**Notifications are sent as a courtesy only; monitoring due dates and renewal status is the patron's responsibility.**

### **Overdue Materials (Effective October 1, 2018)**

No fines will be assessed when borrowed materials become overdue. However accounts will be blocked from using Plano Public Library resources or borrowing until materials are returned. After the due date, items not returned within 30 days will be considered lost and the replacement cost added to the patron's account.

### **Renewing**

Materials **not on hold** for another patron will renew automatically up to ten times in general. However, some items are limited to one renewal, including STEAM Kits from Haggard Library, Launchpads, and Binge Boxes. "Too Hot to Hold" items are not renewable. Log in to your account online to monitor due dates, renewals, and current status of all items.

### **Returning**

Materials may be returned to any of the five Plano libraries regardless of where they were checked out, excluding STEAM Kits which must be returned to the library where they were checked out. Outside book drops are located on the west side of each library. Book drops are closed on holidays when the library is closed; check the library website for current closure dates.

### **Self-Service Checkout**

Self-checkout machines are available for quick service at all Plano libraries and allow use of a library card, or library card number stored in the library mobile app to check out materials. You may also pay fees, renew items, and review holds on the self-checkout machines.

### **TexShare Cards for Plano Residents**

TexShare cards are available to Plano residents with library cards in good standing for six months or more.

Additional information at [planolibrary.org](http://planolibrary.org)