



ST. LOUIS' ORIGINAL SEARCH ENGINE®

# ST. LOUIS PUBLIC LIBRARY BASICS

## HOW DO I GET A LIBRARY CARD?

Library cards are free to St. Louis City, St. Louis County and St. Charles County residents and property owners as well as persons attending school or working in St. Louis City. Others can obtain a card for a fee. Appropriate current identification is required at time of registration or to renew your card. Children who are *unaccompanied by an adult* can receive their own Library card by returning a completed application with their legal guardian's signature and proof of address. Contact Customer Service for questions regarding card eligibility.

The Library also has borrowing privileges available for corporations and educational institutions located in the City of St. Louis. Contact Customer Service for details.

Your Library card can be used at all St. Louis Public Library locations. Most cards are valid for two years and can be renewed on your birthday. Identification must be provided when a card is issued or renewed. Please report a lost card promptly! There is a \$1 fee to replace a card.

## WHAT CAN I BORROW?

St. Louis Public Library has books, magazines, CDs (music & books), DVDs, video games, Book Clubs in a Bag and many other materials available for borrowing with a valid Library card. You can have up to 75 items checked out at any one time. There are limits on the number of certain items that can be checked out within this maximum.

For minors age 17 and under, legal guardians decide what type of borrowing privileges are granted. Unrestricted Privileges allow borrowing from both adult and juvenile collections. Restricted Privileges only permit borrowing from juvenile collections. Internet use can be granted by the legal guardian.

You can place items on Hold that display **Place a Hold** in the catalog. Reference and non-circulating items cannot be checked out and are for in-Library use only. "You may be able to check out items not owned by the St. Louis Public Library by borrowing them through our Interlibrary Loan (ILL) service." Please call 314-241-2288 or ask at your nearest Library location for more information.

Go to [slpl.org](http://slpl.org) for downloadable books, movies, TV shows, comics, magazines and audiobooks.

## HOW LONG CAN I KEEP LIBRARY MATERIALS?

- DVDs/Videos/Games and most other items – 21 days (3 renewals)
- Book Club in a Bag (Adult cards only) – 6 weeks (non-renewable)

Items with holds placed on them cannot be renewed. Materials are overdue if not returned or renewed by the date due. Items returned in a bookdrop must be returned before the Library opens the next day to be considered on time.

## WHERE CAN I RETURN LIBRARY MATERIALS?

Most items can be returned either in person or in the bookdrop at any location of the St. Louis Public Library, St. Louis County Library, Municipal Library Consortium (libraries of Brentwood, Ferguson, Kirkwood, Maplewood, Richmond Heights, Rock Hill, University City, Valley Park and Webster Groves) or St. Charles City-County Library. Please allow up to 2-3 weeks for items to arrive back to the St. Louis Public Library if returning items to these libraries.

Large toys must be returned to the Buder Branch at 4401 Hampton Ave.

## WHAT HAPPENS IF I'M LATE RETURNING AN ITEM?

You may continue to check out materials until replacement or damaged item fees reach \$50.00. You are responsible for all items and fines on your card. The Library is not responsible for damage to personal audiovisual equipment or computers when using Library materials. Library fines can be paid at Library locations and on our website.

## HOW CAN I BOOK A COMPUTER?

Computers with internet access, word processing software and other software are available at all Library locations. Reserve computer time at any location, from our website or by contacting our Call Center at 314-241-2288. A valid St. Louis Public Library card is required.

Visitors to the City of St. Louis may take advantage of our Computer Pass. Identification is required.

## HOW DO I GET A PIN?

Both a PIN and your St. Louis Public Library card number are needed to use internet computers and to access your account from our website, where you can renew your items, place titles on hold and download ebooks, movies and music.

Please ask for a PIN when you register for your Library card. If you don't have a PIN, call 314-241-2288 for assistance. PINs can also be changed through our website or at any Library location. Do not give out your PIN to others.

## HOW CAN I CONTACT THE LIBRARY?

- **Customer Service:** 314-241-2288. Call for Library card information, questions concerning your account or fees owed.
- **Ask A Librarian:** 314-241-2288. Call to place requests, renew items, reset PINs, catalog and location information, programs, services, and quick answers to quick questions. Also includes reference by email ([webref@slpl.org](mailto:webref@slpl.org)) or chat ([slpl.org](http://slpl.org); see Ask A Librarian).
- **Call Center:** 314-241-2288. Call to reserve a computer.
- **Website:** [slpl.org](http://slpl.org). Enables you to access the Library catalog, your account, Ask a Librarian, databases, calendar of events, virtual exhibits and more.
- **SLPL App:** download at the app stores.
- **SLPL social media:** Facebook, Twitter, Instagram or YouTube.