

CARDHOLDER RIGHTS & RESPONSIBILITIES

This information is for Albany Public Library (APL) cardholders at APL branches.

Policies may vary at other Upper Hudson Library System libraries in Albany and Rensselaer counties.

BORROWING PRIVILEGES

Library materials may be checked out from, or returned to, any public library in Albany and Rensselaer counties. For your protection and privacy, no one other than you is allowed to use your card.

An adult with a permanent card may have up to 200 items checked out at one time, including up to 10 DVDs and 10 music CDs. Some limitations apply to temporary cardholders (city of Albany residents without a permanent address), and for MyCard and eCard users. Please ask for more detailed information.

When you check out materials, you will receive a receipt showing what items were checked out and when they are due. You may also **check your account online** to see when your materials are due. Your **username** is the barcode number on the back of your library card, entered without spaces. Your **PIN** is the last four digits of the phone number you provided when you registered for your library card, unless you have requested a different number or have reset your PIN.

LOAN PERIODS

- Fiction and nonfiction books, audiobooks: 28 days
- New nonfiction books, children's holiday books: 14 days
- New fiction books and magazines: 7 days
- Nonfiction DVDs, children's DVDs, television show DVDs: 7 days (adult cards only)
- Music CDs: 7 days (adult cards only)
- Feature film DVDs: 2 days (adult cards only)
- eBooks and digital audiobooks: 7, 14, or 21 days (determined by borrower)
- eMagazines: unlimited

RENEWALS

Most materials may be renewed one time. You can renew your items in person, over the phone, or online by logging into your account. To renew by phone, you must call the library during business hours and provide your library card number.

Some materials (including magazines, interlibrary loan items, and items requested by other customers) cannot be renewed. If you have reached your renewal limit, you must check in your materials and wait one business day before you may check out the same materials again.

FINES

Late fines for Albany Public Library (except for MyCard and eCard) are \$0.25 per item per day. Other libraries in Albany and Rensselaer counties charge different rates. Please check with the lending library regarding its rates. Fines exceeding \$10.00 will result in a suspension of borrowing privileges until reduced below this amount.

You are responsible for returning all parts (stickers, cases, boxes, liner notes, pouches, barcodes, etc.) of all materials you borrow in good condition. If something is returned with significant damage, you are responsible for the cost of cleaning or repairing it.

Returned checks will be subject to a fee of \$30.00.

LOST MATERIALS

If you lose or damage an item for any reason, you must pay for that item. For Albany Public Library material, you may pay with cash, check, money order, Visa card, or MasterCard and you will receive a receipt for your payment. If you find the lost item and return it within 60 days, you may receive your money back, less the \$5.00 maximum overdue fine, **only if you have your receipt**. If the item is from another library, please speak with a staff member about the payment procedure. Replacement copies of items are **not** acceptable.

LOST OR STOLEN LIBRARY CARD

If you think your card has been stolen, you must call Albany Public Library promptly—you are responsible for anything checked out to your card until it has been reported lost or stolen. There is a \$1.00 fee to get a replacement library card, and you must present a photo ID to the library.

REQUESTING MATERIALS

Materials may be held for you at your local branch by placing a request on those materials using the online catalog or by asking at a public service desk. Certain items are available on a first-come, first-served basis only. You may choose to receive an automated phone message or email informing you of when your items are ready to pick up. Notification preferences may be updated at the circulation desk. For information about requesting items not owned by the Upper Hudson Library System, please ask at any public service desk.

COMPUTER USE

Your library card may allow you to use up to two hours of free public computer access as long as you have your library card with you. Access rules may vary by age of cardholder and/or library location. Please ask a public service librarian for details.