

# Questions?

**How many things may I check out?** You may check out as many as 25 items at one time.

**How long may I keep them?** Books, albums, non-fiction videos, short-length videos, CDs, music and non-music cassettes may be checked out for 21 days. Entertainment videos (adult and children's) and circulating magazines may be checked out for 7 days.

**What does it cost to check out an item?** All books are free. A \$.50 maintenance fee is charged for each audio book cassette or CD, music cassette, CD or album. Entertainment videos and DVDs are \$2.00 for 3 days. Non-fiction videos are \$2.00 for 21 days. Downloadable audio books are \$5.00. Children's audio books have no check-out fees.

**What if I'm late returning items?** The library charges \$.20 per day, per item for books, albums and audio books or music cassettes and CDs, up to a maximum overdue fine of \$5.00 per item. Fines are \$.10 per day, per item for children's materials, up to a maximum of \$3.00 per item. If a group of overdue items are returned on the same day, the maximum charge is \$15.00. Overdue videos and DVDs are \$1.00 per day, per item, with a maximum charge of \$15.00. When a group of overdue items have all been returned, the maximum overdue fine is \$15.00 per account.

**What happens if I lose or damage a book, DVD, etc.?** Payment for replacement/repairs will be necessary. Additional items cannot be checked out while amounts of \$2.00 or more are owed.

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



**Do you have other questions?** The specialist who issues your library card will be glad to answer them. You may also call (901) 415-2700, the library system's general information number, for help.

## Memphis Public Library & Information Center

3030 Poplar Avenue  
Memphis, TN 38111

(901) 415-2702



# LIBRARY CARD OWNER'S MANUAL

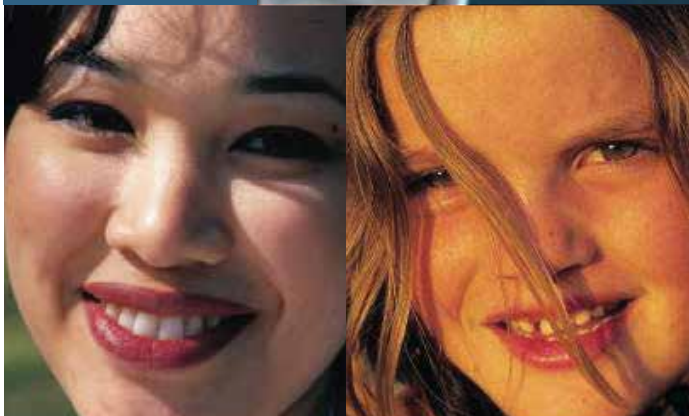


## Your Card

The library card is your passport to the world of resources at your Memphis Public Library and Information Center. With your card, you can borrow from the public library's collection of more than 1.3 million books, magazines, audio-books, CDs, videos, DVDs, and other items that provide information, education and entertainment for cardholders in Memphis, Bartlett and unincorporated Shelby County.

## Lost/Stolen Cards

Any lost/stolen cards must be reported immediately to the library to prevent unauthorized use.



## Benefits

**Multiple Locations** - Check out and return books and other items at any Memphis Public Library location.

**Information Specialists** - Librarians and specialists skilled in helping you are available to answer a variety of questions.

**Holds** - May be placed on items that are currently available and items that are checked out, using the online service at [www.memphislibrary.org](http://www.memphislibrary.org) or by calling 415-2700.

**Renewals** - All books and magazines (checkout copies only) may be renewed twice. Automated renewals are available at 452-2047 or online at [www.memphislibrary.org](http://www.memphislibrary.org), unless a hold has been placed on the items by another customer. Your library card number and personal identification number or PIN will be necessary. You may also speak to a member of the Circulation Department at 415-2702 for renewals or other information about your account. DVDs, videos, CDs, cassettes and LPs may not be renewed.

**Due date Reminders** - A choice of email or automated telephone reminders of when materials are due.

## Confidentiality

To protect your privacy and in accordance with Tennessee Code Annotated, Section 10-8-102, information concerning the card may be given only to the person to whom the card is issued.

## Card Owner Responsibilities

- **YOU ARE RESPONSIBLE FOR ALL MATERIALS CHECKED OUT ON YOUR CARD.**
- When you sign your card, you agree to follow library policies, including the payment of fines and fees.
- Your card is the property of the library system and must be returned upon request.
- You must notify the library if you lose your card or move. Replacement cards are \$1.
- You must update your account annually with identification showing your current address.

View your library account, the catalog, databases, renew 21-day books and place or check the status of a hold at [www.memphislibrary.org](http://www.memphislibrary.org) by using your library card number and PIN

## Library Materials

Books of all types (classics to bestsellers)  
Albums-Cassettes-CDs  
Magazines-Newspapers  
Audio Books  
Pamphlets-Maps

Government Publications  
Videos and DVDs  
Downloadable eBooks, Audio Books,  
Magazines, and Music