

Borrowing Guidelines

75 items maximum on each card.
Late fees vary depending on the materials,
but will not exceed \$12 per item
(or one half the cost of the item).

Audiovisual Items are for Home Use Only

Item Type	Item Limits (# per card)	Loan Period (# of days)	Renewal Limit (# of times)	Fines (amt. per day)
Adult/Teen Materials				
Books—Fiction	no limit	28 / 14	3	\$0.25
Books—Non-Fiction	4/call #	28	3	\$0.25
“Hot Ticket” Books	2	14	0	\$0.25
DVDs— <i>Feature film</i>	10	7	0	\$1.00
<i>Nonfiction</i>			3	
Audiobooks/ Playaways	no limit	28	3	\$0.25
CDs—Music	no limit	28	3	\$0.25
Magazines	6/title	7	3	\$0.25
Children’s Materials				
Books	no limit	28	3	\$0.05
DVDs	5	7	0	\$1.00
Videotapes	5	7	1	\$1.00
Audio/Book Sets	no limit	28	3	\$0.05
Playaways	no limit	28	3	\$0.25
CDs—Music	no limit	28	3	\$0.05
PC Games	1	7	0	\$1.00
Magazines	no limit	28	3	\$0.05
Interlibrary Loans (SALS/MVLS libraries)				
Interlibrary Loan Items	varies	varies	varies	as above
Digital Materials				
Digital Downloads	varies	varies	varies	NA

Getting a Library Card

Library card applications are available at the Public Service desks. Positive ID with a current address must be presented to apply for a card at Customer Service.

First-time borrowers are limited to one item. **Applications must be signed** by a parent or legal guardian for children under age 18. At the time the application is made, parents are advised to read our “Surfing the Internet” guidelines. Parents may restrict their child’s use of the Internet by filling out a “Request for Deletion of Internet Privileges” from the Reference Department.

LIBRARY HOURS:

Monday - Thursday

9 a.m. to 9 p.m.

Friday

9 a.m. to 6 p.m.

Saturday

9 a.m. to 5 p.m.

Sunday

(After Labor Day
to mid-June)

1 p.m. to 5 p.m.

Renewals by phone: 792-6508, ext. 2

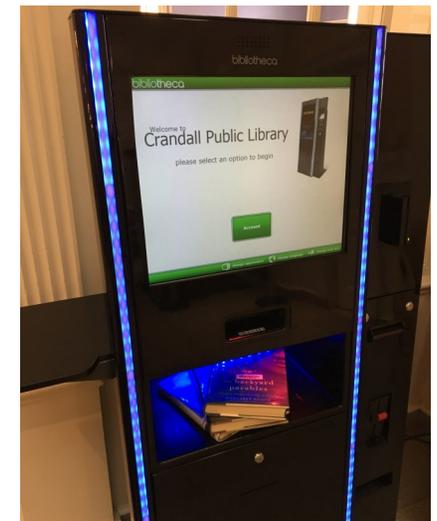
Renewals or requests online:

Patron Account section of
www.crandalllibrary.org

Approved by the Board of Trustees: 9/24/08
Revised: 6/12/18



Your Library Card: The Basics



251 Glen Street
Glens Falls, NY 12801
518-792-6508
www.crandalllibrary.org

Using Your Library Card

See Borrowing Guidelines section for detailed information on loans and renewals.

- ◆ **First-time borrowers** are limited to one item.
- ◆ **When fines exceed \$5**, a borrower's library card cannot be used, even to access the Internet.
- ◆ **If you don't have your library card**, positive ID with current address may be used to check items out. You may use ID to borrow on your **child's card (under 18) but not a spouse's**.
- ◆ **Items not on reserve for someone else** may be **renewed by phone, online or in person** as long as there are renewals left (see borrowing guidelines chart elsewhere).
- ◆ **Reserved items** must be checked out on the **card of the borrower who requested them**.
- ◆ **If a library card is lost or stolen**, please report it to the library immediately so that a block can be placed on the account. Patrons are responsible for their card and materials checked out until a card is reported lost or stolen.
- ◆ **Replacement library cards** cost \$1. Positive ID with current address must be presented.
- ◆ **Cardholders** should notify the library of **address, phone and email changes**.

Express Check

Express Check stations are located through-out the library. Staff members can instruct you how to use the stations to borrow items wherever you are in the building.

Internet Computers

Our online computers are available to library card holders in good standing. To get started, sit down to an open station and type in your library card barcode number (with no spaces). You will have 2 hours of access per day. Please logout when you leave or step away. Portable laptops are also available from the Reference Desk.

Crandall Library Online

Our online catalog is accessible via computers placed throughout the library. The same database can be searched from your home by going to www.crandalllibrary.org.

Search Options: You can search for items using various options, including "This Library Only" or "All Libraries."

Availability: Click on the Availability button to see if an item is in.

Requests: To request an item, click on the Place Request button. You'll be asked for the barcode number of your library card; the last 4 digits of your phone number is your default password.

Item Pickup: Once an item has come in for you, you will receive a phone call—or an email if you have filled out an Email Notification and/or Text Notification card. Your item will be placed on the Reserves shelf near Customer Service for you to pick up and check out using the card the request was placed on.

Check Your Account Online: Use the Patron Account tab on our website or on the online catalog to view items out, make renewals, and more. You'll be asked for the barcode number of your library card; the last 4 digits of your phone number is your default password.

Fines & Fees

See Borrowing Guidelines section for detailed information on fines.

- ◆ **When fines exceed \$5**, a borrower's card may not be used.
- ◆ **Partial payments may be made on fines**, but only the full price of lost or damaged items and collection agency fees will be accepted.
- ◆ **Credit Cards** Visa and MasterCard may be used to pay fines.
- ◆ **Fines are not charged for days when the library is closed.** Items returned in the book drops when the library is closed are considered returned the last day the library was open. Book drops are emptied several times every day.
- ◆ **If an item is 30 days overdue**, a notice will be sent. The item must be returned, and a late fee will be charged.
- ◆ **If a lost item is paid for and then found** within six months and returned with the receipt, a refund will be returned to the borrower, minus a late fee.
- ◆ **Accounts overdue for 60 days** may be referred to a collection agency, whose fee will be added to the overdue fine.
- ◆ **A damaged item that has been paid for within 3 months** will be given to the borrower.
- ◆ **Returned check fee:** \$20.
- ◆ **Lost case fee:** DVDs and Videotapes carry a lost case fee of \$6.