

What Every Borrower Should Know

These policies apply to OCPL Central and city libraries only.
Policies at suburban member libraries may vary.

Your Responsibilities

You are responsible for all materials borrowed on your card. Parents and guardians of minors are responsible for materials borrowed on their children's cards. Change of address or a lost or stolen card should be reported to the library immediately. Materials borrowed on an unreported lost or stolen card remain the responsibility of the cardholder.

Where Your Card is Honored

An Onondaga County Public Library (OCPL) card may be used at the Central Library downtown, at eight branch and two satellite libraries in Syracuse, and at 21 independent suburban libraries in Onondaga County.

Loan Periods

Most materials are loaned for 3 weeks or 7 days; some special materials, like Interlibrary Loan, Fast Flicks and holiday books, may have different loan periods. Your receipt, issued when you borrow materials, indicates the return dates. You can view the due dates of all items you currently have checked out by accessing the library catalog and selecting My Account.

Managing Your Library Account

With your library card number and PIN (Personal Identification Number), you can access your library account information online. Go to the catalog, and select My Account. Once logged in, some of the options are: a complete list of all items checked out on your card, due dates, late items, fines owed, or materials being held for you. By providing OCPL with your e-mail address, you can be notified of hold information and overdue notices quickly and efficiently. (You can also receive text messages by providing a cell phone number and carrier).

Renewals

To renew materials, you may telephone 435-1430 or visit any OCPL city or suburban library, with or without the materials in hand. By telephone, you will need your library card number. If you need to discuss specific titles, staff will ask questions to verify your identity. In person, you need your library card, and another form of ID. If there is no other request for the title, the materials will be renewed. There is a limit of two renewals on most library materials. You can also renew online by accessing the library catalog and selecting My Account. You will need your library card number and PIN (Personal Identification Number). (Special restrictions apply to the renewal of Interlibrary Loan items.)

Returning Materials

Most library materials borrowed from one OCPL library may be returned to any other OCPL library in Onondaga County. Information on exceptions – short loans (e.g., “Rapid Reads,” “Fast Flicks”), all Interlibrary Loan materials, some media, and equipment – is posted where applicable. Bookdrops may be used for the return of printed materials, videos, DVDs, and audiobooks, but are not recommended for CDs and other sound recordings.

Fines & Charges

Each item returned after the due date will be subject to a per day charge capped as follows:

- Magazines 25¢ / max \$5
- Paperback books 25¢ / max \$5
- Hardcover books 25¢ / max \$10
- DVDs, videos, CDs, and other recordings 25¢ / max \$10
- Children’s materials 10¢ / max \$5

OCPL sends overdue notices as a courtesy, but no bills for fines and charges. Your receipt, issued when you borrow materials, indicates the return dates. Borrowers will be charged the cost of replacing lost or damaged items. The schedule of charges for lost or damaged materials is available at the Central Library and all city branches. Charges for Interlibrary Loan materials are determined by the owning library. The Central Library and city branch libraries allow the use of credit cards for payment of their fines and fees with a \$3.00 minimum.

Cards of borrowers who owe more than \$4.99 in fines or fees or who have long-overdue materials are not valid until charges are paid or materials returned. In addition, all overdue library accounts in the amount of \$50 or more will be referred to Unique Management Services, a collection agency. A service charge of \$10 is applied to each account submitted for collection.

Confidentiality

All user records are confidential. Each user’s right to privacy and unrestricted access is reaffirmed by the ALA’s Library Bill of Rights and New York State Law, Article 45, Section 4509 on confidentiality.

Information on the status of any card is available upon request to the cardholder only. Parents and legal guardians may request information about a child’s library records only if the child is present and consents to the release, or if the child is not present but provides dated written consent.