



### **1. How do I get a library card?**

Customers wishing to receive a library card should fill out an application available at any Tulsa City-County Library location. Adults are required to provide photo identification and verify current residential address. Minors (17 and younger) may receive a card signed for by the parent or legal guardian or apply for a Unaccompanied Minor card to be mailed to the parent/legal guardians home address. The card is free to any resident of Tulsa County or residing in our service area. Persons who work, go to school or pay property taxes within Tulsa County are also eligible for a free card. Additionally you may [register for a card online](#). Online registrants must visit a library to activate new library cards.

### **2. How do I get a library card if I do not live, go to school, work or pay property tax in Tulsa County**

Customers may pay \$50.00 per year for full access to Tulsa-City County Library services. The \$50.00 fee covers all family members in the household.

### **3. How old does my child have to be to get a library card of his or her own?**

Library cards are available for children of any age.

### **4. How long is my library card valid and how do I renew it?**

Library cards are typically valid for 2 years.

Library cards must be renewed in person. Photo identification and verification of local address are required. If your photo identification does not have your current address we will accept recently postmarked mail to the current address for verification. The library also provides a free postcard that can be mailed to the customer's current residential address to be used as verification. Other forms of address verification may be accepted. For further information please contact the Central Circulation Department at 549-7444.

### **5. How long can I keep my items?**

Books, books on tape and CD and CDs have a check out period of 14 days . DVDs , Videos and Blu-Ray media check out for 7 days.

Books, books on tape and CD and CDs may be renewed twice if there is not a hold on the item. DVDs ,Videos and Blur-ray media may be renewed once if there is not a hold on the item.

### **6. Can I return books to any Tulsa-City County Library?**

You may return borrowed materials to any [Tulsa City-County Library location](#) with the exception of the Genealogy Center.

### **7. Can I return books after the library closes?**

Night drops are available at all branch libraries with the exception of the Genealogy Center.

## 8. Renewing by: phone/in person/online

**By Phone:** Call our renewal line at **918-549-7444**. The circulation staff will be happy to assist you during normal working hours. After hours calls will be answered by our automated renewal system. Please have your card number ready.

**In Person:** Renewals may be made in person at any [Tulsa City-County Library location](#). Have your library card or photo ID ready as staff will need to verify your information to complete the renewal process. You may also renew your item at the public kiosks located at all of the Tulsa City-County Library branches. You will need to provide your name and library card number to log in and renew.

**Online:** Library materials may be renewed online with your name and library card number. To renew a book online visit the TCCL homepage click on [my account](#) enter your name and library card number. Click renew all items or click the box to the left of individual items and click renew selected.

## 9. Why can I sometimes not renew items

There are certain circumstances that will prevent an item from being renewed:

- There are outstanding fines on your card greater than \$10.00
- The material is long overdue
- Your card has expired
- There is a request for the item by another library customer.

Renewal dates are from the date renewed-not the date the material is due.

## 10. Overdue and Lost Materials

Fines for books , CDs and books on tape/CD are \$.05 cents per day with a \$1.00 maximum.

Fines for Video, CD or Blu-Ray media is \$.50 cents per day with a \$5.00 maximum.

Standard replacement costs are as follows:

Audio Recordings/CDs	\$21.00
Circulating Books	\$21.00
Circulating Books Children's	\$17.00
Mass Market Paperbacks	\$7.00
CD-ROMs	\$30.00
Videos/DVDS	\$25.00

Actual replacement costs may vary.

## 11. How many books and other materials can I check out?

Item limits by type are as follows (for most card types)

Books	50 items
Video/DVD	5 items
CDs	10 items

The total number of items checked out may not exceed 50 items

**10. Will I be notified regarding books that I requested.**

Our automated notification system will alert you when items are ready for pickup. Different alert options are available when setting up your account. Please make sure your information is up to date.

If you request your notification to be sent by email you must ensure that your provider is not blocking the address that we use to send notifications.

**11. How can I keep track of everything I have checked out, or everything my kids have checked out?**

You may register to receive notices via [Library Elf](#) This service is free .