

Making the Most of Your Library Card

Welcome to the Orange County Library System. Here's how to get the **most** from your card and your library.

Let's Get Started!

Some important things to remember about using your card:

- For the first 2 weeks while we complete the verification process, your card will be in a temporary status which offers you many services including the opportunity to check out up to four items.
- Notify the Library immediately (407.835.7323) if your card is lost or misplaced so it can be deactivated. **Caution:** you will be responsible for items/fines/fees that accumulate on your card until the loss is reported. Replacement cards are available at any of our locations for \$3.
- Please remember that your card may not be used by anyone other than you.
- If your home address, phone number, or e-mail address changes please notify the Library immediately by calling us, visiting any location, or by submitting the information online at www.ocls.info by logging in through "Log in to My Account". If you have requested materials and they are delivered to the incorrect address you will remain responsible.

Now Get a PIN!

Your PIN is a gateway to convenient Internet and telephone services that are available 24/7. With a PIN you can:

- Check your account and renew materials.
- Place requests for home delivery.
- Book a meeting room online.
- Register for a computer class or program online.
- Use eBooks online and download audiobooks.
- Access our renewal phone line at 407.316.0021.
- Access our Virtual Library featuring more than 60 reference databases (most available from your home or office), 60+ virtual galleries, language instruction, homework help, and more.

To set your PIN, go to "Log in to My Account" at www.ocls.info and enter your last name and card number. Submit this information. If you do not have a PIN you will be asked to enter one.

What Can I Do With My Card?

- Check out bestsellers and popular movies on DVD
- Check out audiobooks on cassette or compact disc
- Sign up to use a computer to access the Internet or use a variety of Microsoft applications
- Attend a class or program
- Register for free WiFi access so you can have wireless Internet connection on your own device.
- Download audiobooks, view streaming videos, and access other electronic materials
- Book a meeting room
- Call Questline (407.835.7323) to ask a question, get help with your account, or find out more about our services.

What are the borrowing periods?

Videos and DVDs check out for one week. Everything else is checked out for three weeks. You'll get an itemized receipt with each checkout.

How do I renew materials?

Most circulating materials are eligible to be renewed up to three times. If someone else is waiting, if you've already renewed it three times, or if the item is a game, you'll need to return it or incur fines. To renew materials, visit "Log in to My Account" at www.ocls.info, or try our Renewal Line, 407.316.0021.

Where can I return materials?

Materials may be returned to any Orange County Library System location, regardless from which OCLS location they were checked out. You may request a check-in receipt at any location when you return items during open hours at the service desk or at the Drive-Up Window. Items returned to the afterhours book drop, found at every location, are checked in the next day that location is open.

What happens if I return something late or damaged?

Fines for overdue materials are 25 cents per item per day with the exception of DVDs and games which are \$1 per item per day.

Return your materials prior to the due date or before closing on the due date to avoid overdue fines. If an item is returned damaged or with a missing part, you may be charged the replacement cost of the item and a \$5 handling fee. Delinquent accounts may be referred to a collection agency.

Why can't I use my card?

In order to use your card, your account must be in good standing. Your account must have a zero balance to sign up for a computer session, register for a computer class, reserve a meeting room, access our wireless network, or initiate an interlibrary loan request. If you have questions about the status of your card, please contact us.

Where can I pay my fines?

You may pay fines at any Library location or online by credit card (Visa or MasterCard) through "Log in to My Account" at www.ocls.info.

Thank you for using the Orange County Library System. We look forward to serving you.