# Your Account

## Accessing Your *My Account*

You are responsible for all materials checked out on your account and should regularly check your *My Account* through our website or app to see items checked out, to renew materials, place and cancel holds, or to change your PIN. You can login to your My Account using your library card number without spaces and your PIN. From there, click on each header (Account Summary, Account Activity, etc.) for different options.

## Courtesy Notifications

It is best to regularly check your account via the My Account link on our website. Additionally, you will receive courtesy notifications by email, and text if you opted in.

You may opt in to receive email and text notifications by logging into your *My Account*, visiting the library or calling the Circulation Desk at 248-698-4942 ext. 2.

## Renewing Your Library Card

Library cards for White Lake Township residents are valid for three years from the date of application. You must renew your card in person with your scannable physical or digital library card, a valid picture ID, and proof of White Lake Township residency.

If your account is blocked due to lost items, too many overdue items, or fines in excess of $5.00, your account will need to be unblocked before your card is renewed. Your account can be cleared by returning overdue items and paying any fine or fee over $5.00.

For a child's card, the registered parent listed on the account must present their driver's license and the child's library card for renewal. All fees must be paid in full on the child's card prior to renewal.

## Michigan Library Privacy Act

Michigan law protects the confidentiality of library users' records. The records of library materials you request or borrow cannot be disclosed to anyone without your written consent, unless ordered by a court of law. In the case of a minor, parental access is granted if you have co-signed the library card. Refer to our website to view our Public Policies.

# Renewals and Fees

## Auto-Renewal of Materials

White Lake Township Library has auto-renewal set up for all WLTL renewable materials. Items on your account will automatically renew 3 days before an item's due date if:

- It is an item that is eligible for renewals
- The item does not have holds
- The item has not reached its limit of 2 renewals
- Your account does not have blocks preventing renewals

The renewal period is added at the end of the original loan period. You will ONLY receive a due date reminder notification if the item did NOT successfully renew. If you have already returned the item, disregard the notice. MeLCat items have a limit of 1 renewal.

## WLTL Materials Loan Periods

- Most books/audiobooks - 3 weeks
- New books - 2 weeks
- Hotspots - 2 weeks
- BluRays, DVDs, Video Games, Magazines - 1 week
- Most Special Collections - 1 week

## Late Materials Fines

- Overdue book/audiobook - $0.10 per day per item
- Overdue DVD/BluRay (not marked new) - $0.10 per day
- Overdue video game - $1.00 per item per day
- Overdue New DVD/BluRay - $1.00 per item per day
- Overdue Hotspot - $1.00 per item per day
- Lost/Severely damaged item (White Lake Item ONLY) - cost of item plus $5.00 processing fee.
  (Please bring damaged items to Circulation desk)

There is a fine limit of $5.00 for each White Lake Library card. If your fines are $5.00 or more, you will not be able to check out books, place holds, or use the public computers until the fines are paid to below the limit. Fines can be paid in cash or by credit card at the circulation desk. (Fines must be $1.00 or more to pay with card). Fines of $5.00 or more can also be paid through your online account by credit card.

## Damaged or Lost Materials

Before checking out items, we encourage you to check for damage or missing pieces and to notify the Circulation Desk so we can make a note that it occurred before you borrowed the item. You are responsible for all materials checked out on your card and for any damage that occurs during your loan. The Library will notify you of charges for lost or damaged items.

The Library will refund payments for lost books if the book is returned within one (1) year after fees have been paid.



WHITE LAKE
TOWNSHIP LIBRARY

# Your New Library Card

Your library card lets you borrow items from the White Lake Township Library as well as over 70 other libraries in The Library Network. It also gives you access to your online account and a variety of informational databases.

Download our mobile app to use an electronic copy of your card!

## Connect

**11005 Elizabeth Lake Road**
**White Lake, MI 48386**
**248-698-4942**
**whitelakelibrary.org**

## Hours

Monday-Thursday 10 a.m. - 8 p.m.
Friday & Saturday 10 a.m. - 5 p.m.

INSPIRATION *through* INFORMATION

# Your Card

## Your Library Card PIN

Your new library card is set with a default PIN that is the last four digits of your phone number. You may change it to something personalized after you log in to your *My Account*. If the account has no associated phone number, the pin is 9999.

If you forget your PIN you may visit **https://melstage.tln.lib.mi.us/PinRequest.html.** Enter your library card number, and your PIN will be sent to the email address on your account. Alternatively, you can come to the Library in person, present your driver's license or library card and a staff member can reset it for you. You may also call the Circulation Desk at 248-698-4942 ext. 2 with your library card number available, and a staff member can assist you over the phone.

## Card Privileges

- Card valid for 3 years
- Charge Limit: 100 items
- Holds Limit: 15 items
- Overdue Items Limit: 9 Items
- $5.00 or more in fees suspends service
- 1 or more lost items suspends service

## Digital Cards and the Library App

A valid scannable library card is required for most services in the Library. You can either present the physical wallet or keychain version you received at registration or show the digital version through our app.
Add your card to the WLTL app:

- Download the Library app from the App Store or Google Play by scanning the QR code above, or by visiting https://tlcgoapp.net/WhiteLakeTownshipLibrary
- Select *Sign In* from the app menu.
- Login using your library card number and PIN, or by scanning the barcode on your physical library card.
- Your app will display *My Barcode* below the search bar when you have signed in. You can use this digital barcode the same way as your physical library card.

You may also enable push notifications so we can alert you about weather and holiday closures or about other important Library updates.

- When signed in, select *Preferences* from the app menu.
- Toggle Library News to the on position and allow the app to send push notifications.
- A small bell icon will appear beside the search bar when notifications are enabled.

# Checkout and Holds

## More than Just WLTL

White Lake Township Library is a member of The Library Network (TLN) and participates in the Michigan Electronic Library Catalog (MeLCat) program. Both programs broaden the number of titles you can borrow beyond our local holdings. There are more than 70 TLN libraries in SE Michigan where you may use your White Lake Library card.

The Library Network
Libraries working together.

MeL
Michigan eLibrary

## Self Check Stations

There are three self-check stations located in the Library. Scan your library card and check items out using the computer. Place item on pad and wait for the green checkmark on the monitor. If the item does not check out on the scanner, or if it is a new DVD/BluRay, please bring it to the Circulation Desk for additional assistance.

## Placing a Hold

Put materials on hold through our app, by using the online catalog, or by calling the Reference Desk at 248-698-4942 (ext. 3 for youth and teen services, ext. 4 for adult services). Library card and PIN are required.

When an item becomes available, you will receive an email, text, or an automated telephone call indicating the item is available for pick up. Items are held for a maximum of 7 days. In accordance with privacy laws, the library card used to request the hold must be used to check out the item.

## Picking Up Your Hold

Holds are located next to the Adult Information desk on the Self-Service Holds shelf and are arranged alphabetically by the patron's last name. Holds must be checked out prior to leaving the Library.

You may also call the library at 248-698-4942 ext. 2 to schedule a hold pickup at the drive-up window.

# Pickup and Return

## Drive-Up Window

Our Drive-Up Window is located beside our 24-hour drive-up return slots. Just drive up, press the button to ring for service, and a staff member will come to assist you.

The drive-up window will accept holds for pickup, fine payments, and returns of specialty or non-standard items, when appropriate, for patron convenience, provided the transaction does not impede service flow.

For fast, convenient holds pickup service, please call ahead at least one (1) hour in advance to have your available hold moved to the drive-up window for pick-up.

All other transactions and any account inquiries or issues must be addressed inside the Library.

## Returning Materials

During open hours, Library materials may be returned in the drop off slots in the lobby or directly at the Circulation Desk if the item is damaged or was considered 'lost'. Most materials may be returned at our 24-hour drive-up return slots at any time.

Please note that during Library holidays and other scheduled closures, as well as for weather-related Library closures, fines will not accrue on days the Library is not open.

## Returning Special Items

Special request items from MeLCat must be returned or renewed ONLY at White Lake Township Library (the library from which they were checked out).

Any damaged items must be returned to the Circulation Desk so that fines and fees can be assessed.