

# Carlow County Library

## 1. Membership

### How do I get a library card?

A library card application may be completed at any branch or the Central Library. Adults must show name and address identification and children 14 years and under will need a parent's signature to complete the application process. All applications for library cards must be made in person. If you register in person, you are given a library card immediately. Protect your card. Cardholders are responsible for all materials checked out on their library card. Address and phone number changes must be reported immediately by coming to the library with proof of new address. Report all lost or stolen cards immediately.

### 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

### How much does it cost?

For working adults the membership charge is 10euro per annum. Membership is free for those on social welfare, disability benefit or old age pension. Membership is also free for third level students and for all those under the age of eighteen.

### How long is my library card valid?

All Carlow Public Library cards are valid for one year, after which time they must be renewed.

## Replacing Your Card

If you lose your library card, report it immediately to the nearest Carlow Public library. You are responsible for materials borrowed on your card. Parents and guardians are responsible for materials checked out on their child's card. Your library card opens the door to a world of information. Free access to the Internet, books, magazines, videos and DVDs, children's programs, community events, job-hunting assistance and much, much more.

## **2. Borrowing**

You may borrow books, magazines, audiocassettes, videocassettes, records, compact discs, and many other kinds of materials. All items can be checked out for 21 days.

### **How many items can I borrow?**

Adults can borrow 6 items from all our libraries and children can borrow 4.

### **How long can I borrow things from the library?**

At the moment items can be borrowed for three weeks. If needed for longer the items can be renewed for a further three weeks.

### **Can I borrow periodicals/magazines/newspapers?**

Newspapers are kept in the library for reference only and cannot be borrowed. The same applies to most periodicals and the latest editions of most magazines. However, remember that the library holds a large collection of current and back dated newspapers, periodicals and magazines, which can be read at any time in the library.

### **Can I borrow things from reference libraries?**

The reference collections exist to provide access to a wide range of information, through many sources. The only way that we can be sure to be able to provide that level of information access is if we retain the sources in the library at all times. It is for this reason that we do not allow any items to be borrowed from the reference libraries.

### **How can I find out if the library owns a particular book and where it is located?**

Whether you need to find a specific book title, books by a particular author, or subject-related books, you'll find it in the online catalogue. It can be accessed in the Library (at designated terminals) or through the Library Home Page at [www.carlowise.ie](http://www.carlowise.ie) or [www.carlow.ie](http://www.carlow.ie). There are two Online Public Access Catalogues (OPACs) in each of our libraries. If you are unsure as to how to operate this facility feel free to ask a member of staff who will be more than happy to help you with your enquiries.

### **Can I return items after the library is closed?**

There is no facility for returning your books after opening hours. However, remember that the library is open late on Tuesday and Thursday nights and again on Saturday mornings.

### **Should I always bring my library card?**

We would encourage people to try and remember to bring your membership card with you on all visits to the library. However, if you do forget your card go to the desk and we will be more than happy to help you.

### **3. Library Materials**

#### **Where do you keep the Reference books?**

The Library's Reference Collection is located in the Reference section on the main floor opposite the entrance. It includes encyclopedias, dictionaries, and other reference material.

#### **Do you have books in the Irish language?**

Carlow Library has a very Irish conscious policy and we do provide a large collection of books and other materials in the Irish language.

#### **Do you have books in foreign Languages?**

The foreign language section of the library is growing continually and any requests in this area will be considered.

#### **Do you have cds and talking books?**

Carlow library has a good collection of audio books, which serve as a great resource for all our members and especially our visually impaired members. The music collection has recently been expanded and includes jazz, pop, rock, Irish and classical.

#### **Do you provide services for people with disabilities?**

Carlow library is compliant with all disability legislation and adheres to any special requirements of its members.

#### **Do you have government documents/publications?**

All government acts are received each year by subscription and all major government reports are acquired as they are published.

#### **Do you have annual reports for companies?**

The library holds a large collection of annual reports and these are updated on a yearly basis.

#### **Can I get motor tax, driver license and electoral register forms at the library?**

The library will provide these forms. Just ask at the main desk.

### **4. Children's Services**

#### **Do you offer programs/events for children?**

Carlow library takes a great interest in providing a well balanced service for our younger members. Author visits; colouring and writing competitions are just some of the regular events in the library.

#### **Can I leave my children in the library while I go shopping?**

Young children must have an accompanying adult with them all the time they are in the library. Staff cannot be held responsible for the safety of unaccompanied children at any time. Please do not leave your children alone in the library.

## **5. Fines**

### **How do I avoid paying fines?**

Fines can be avoided first and foremost by returning your books on time. If you would like to keep your books out for a longer period you can renew them. You may renew items over the web by accessing Your Library Record. Renewals may also be done in person at any our 3 libraries or by phone. Have the barcode numbers on your library card and the materials you want to renew ready.

### **How much are the overdue charges?**

If you have overdue materials, the library will mail you two reminder letters. If you think the letters may be in error, please bring them to your local library. If an item is overdue a fine will be posted to your record. The basic rate of overdue charges is 10 cent per week per item. You have to pay this on all books, CDs, Talking Books and Language Courses. Most library materials are loaned for 3 weeks. Fines are charged only if materials are returned late.

### **How long is a renewal?**

All materials renewed will be renewed for the length of the original loan period, so items are renewed for 3 weeks.

### **How many times can I renew?**

Most items may be renewed a maximum of three times. Items for which there are pending holds or reserves cannot be renewed.

### **What if the item I borrowed is damaged or lost?**

If an item is damaged or lost then you will be asked to pay for the item or present one of equal value.

### **Why can I sometimes not renew materials via the Web?**

There are several cases where you cannot renew items on the Web Catalog:

Renewals will be blocked if there are outstanding fees or fines on your card.

Renewals will be blocked if the material is overdue. Material should be renewed on the date due.

Renewals will be blocked if your card has expired or if your card will expire prior to the new due date.

Material with requests/reserves by other library patrons may not be renewed.

Material may not be renewed on the same day it was charged (checked out). Renewal dates are from the date renewed, not the date material is due. (We recommend renewing one day prior to the due date in case there are problems.)

## **6. Requests**

### **How can I get a book that the library does not have in stock?**

You may reserve any book, CD, or language course that either appears in our catalogue or that you have come across elsewhere. If the item you want is on our catalogue, you can reserve it by either completing a reservation card, using a library catalogue PC or at home via the Internet. If the item is not in our catalogue you must complete a request card when you visit one of our libraries. All available materials except for reference may be sent to other branches. You will be notified when the materials you requested have arrived at your branch. If the Carlow county Public Library does not own the material desired, it may be borrowed from another library system.

### **How long will it be before my request arrives?**

This depends on what you have reserved and its availability. We hope to supply items that are listed in our catalogue quickly. If you have reserved an item that is not in our catalogue we will have to try and borrow it from another library authority or buy a copy. This will take longer. If the item you have reserved is not published or released in this country there may be a slightly longer wait.

### **Will I be notified regarding the books I requested?**

You will be notified by phone or mail when your requested material is available. You can place a HOLD on an item free of charge we will notify you by a telephone, email or a postcard when it is available for pick up.

## **7. Computers**

### **Can I do word processing in the library?**

All of our libraries have computers, which are equipped with the full Microsoft Office Suite. The computers will also provide access to the Internet. These computers can be booked in advance for 50 minute sessions.

### **How much does it cost to use the Internet?**

Using the Internet and all the other computer facilities in the library is free of charge. The only things you need to pay for are print outs which are 10cent per black and white print and 20cent per colour print.

### **How long can I book the Internet for?**

To allow us to manage the demand for our Internet services, all of our computers are subject to booking systems, and time-limits apply. The time limit for anyone using the Internet or computer facilities is 50 minutes. Express PCs are also available for members and non-members as a walk in service for 20 minutes at a time.