

San Antonio Public Library user guide

Welcome to the San Antonio Public Library. We're happy to have you here! Let's get started.

Checking Out Materials

- You can check out materials, use a computer and access our digital collection with your card.
- You may have a maximum of 50 items checked out at any one time. Some items have limits below 50.
 - Books & Magazines** 50 items per card
 - DVDs** 10 per card
 - Music CDs** 10 CDs per card
 - Books on CD & Read-Alongs** 10 items per card
 - Digital Items** 25 items per card
- Forgot your card at home? You can use a photo ID.
- You're responsible for all items borrowed, so if you lose your Library card, let us know.
- You're responsible for items checked out on your children's cards.
- Renew your card every five years with a current photo ID and proof of residence.

Holds

Is the item you want already checked out or not available at your Library location? Put it on hold, and when it's available, we'll send it to the Library location of your choice. You can reserve up to 50 physical items plus 20 digital items. Holds can be placed over the phone, online, in person or via our mysapl app. We'll email you when holds are ready.

Loan Periods, Renewing & Returning

You can keep library items for 3 weeks. This includes books, audiobooks, CDs, magazines & DVDs. The only exception is Express Collection DVDs, which can be kept for 7 days.

Need more time?

Books, audiobooks, DVDs, CDs & magazines may be renewed for additional loan periods.

- Renew before the due date to avoid fines
- The item can't be renewed if it's on hold for someone else

How to renew items Renew at mysapl.org, bring the items into any Library or call 210.207.6121 (toll-free 866.432.8950). To renew items by phone or online, have your Library card account number handy.

All Library materials may be returned in the book drop at any Library (except for record albums). We'll email you courtesy reminders along the way to remind you to renew or return your items to help you avoid fines. If items become overdue, a notice will be emailed after 7 days.

Print, Copy, Fax & Scan Fees

Black & white print or copy

8.5" x 11" | 8.5" x 14" | 11" x 17"\$0.20 / side

Color print or copy

8.5" x 11" | 8.5" x 14"\$1.00 / side

11" x 17"\$2.00 / side

Fax..... \$0.20 / page

Scan..... \$0.20 / page

No refunds are available for these services.

Express Collection

Express Collections are made up of popular books and media titles that are currently in high demand. They can be checked out just like other items, but can't be placed on hold or renewed, so they're more likely to be available when you want them. Books can be checked out for 3 weeks and DVDs for 7 days.

Homebound Service

If you are unable to visit a Library due to a physical disability, you may be eligible to apply for a Homebound User card (call 210.207.2500).

Outside Bexar County

The San Antonio Public Library is a participating member of the TexShare Card Program. If you live outside of Bexar County, membership options are available for a fee.

Interlibrary Loan

The Interlibrary Loan Service (ILL) allows San Antonio Public Library cardholders to request items not available in the library catalog. ILL is a free service for patrons with a current library card. Requests are limited to print materials, audiobooks, informational films, and microfilm. A maximum of 10 Interlibrary Loan items may be requested. These count toward the 50 item limit on holds.

Lost or Damaged Items

Can't find that book? If an item is lost, you'll be charged the full replacement cost of item (plus a non-refundable processing fee of \$5.00) when an item is more than 22 days overdue. Damaged items may be charged the replacement cost plus the processing fee. For information on providing an exact replacement for a damaged item, please visit a library location or call 210.207.2500. A non-refundable \$5 processing fee will be charged.

Items & Fine Recovery Program

If your account reaches a balance of \$25.00 or more with no payment activity in 60 days, Unique Management Services will contact you to request the return of the overdue items and payment of all outstanding fines. Payment plans are an option. A service fee of \$10.00 will be charged.

Late Fines

Items for adults: books, magazines, music & audiobook CDs	\$0.35 per day per item \$10.00 max. per item
Items for children & teens: books, magazines, music & audiobook CDs	\$0.15 per day per item \$6.00 max. per item
DVDs	\$2.00 per day per item \$10.00 max. per item
Laptops	\$25.00/hr (in-library use only)
Interlibrary Loan	\$0.35 per day per item

If you owe \$15.00 or more in overdue fines, you can't check out or renew physical items, but you can still check out digital items, such as eBooks, eAudiobooks and streaming video.



mysapl.org | 210.207.2500

