Questions you may have:

How can I find out more about my account?

What is my "PIN?"

Why did my card "expire?"

What do I need to know about checking items out?

Can I place holds on items?

Does the library protect my privacy?

How can I find out more about my account?

Having a Tippecanoe County Public Library card allows you to borrow items from the library. It also allows you to access electronic databases, downloadables, and the Internet. Please always have your library card and Personal Identification Number (PIN) with you when you call or visit the library. We also offer a variety of ways for you to access information about your account.

- In person at any of our locations
- Online with Tipcat's My Account

- Over the phone at (765)429-0123
- Via a 24/7 automated line (765)429-0204

Please allow up to 48 hours for returned materials to be checked in. If returned materials are still on your account after that time frame, contact Circulation Services 429-0123 immediately.

What is my "PIN?"

Your PIN is typically the last four digits of your phone number. If this doesn't seem to be correct, just give us a call at 429-0123 and we can correct any errors.

Why did my card "expire?"

Each year your library account privileges will expire. The library does this so we can confirm your contact information each year. To extend your account privileges for another year you can call us at 429-0123 or visit any of our locations. As soon as your information is updated, your borrowing privileges are restored for another year.

What do I need to know about checking items out?

We offer a variety of items available for checkout. This includes books, DVDs, music CDs, CD-ROMS, and audiobooks. Any cardholder may have up to **75 total items** checked out on their card at any one time. Different items will have their own limits. Most items may be checked out for two weeks and renewed twice, with three exceptions. The exceptions are: fiction DVDs are checked out for one week and can be renewed twice for one week each, downloadables which check out for two weeks and cannot be renewed, and materials borrowed from other libraries which will have a special due date.

What are the item limits?

10 Fiction DVDs

10 Talking Books

10 Music CDs

2 Youth Concept Kits

2 Youth Storytime Kits

10 Downloadables

What if I'm not done with my items?

Unless there is a hold on the item, most materials may be renewed twice, each time for two

weeks. However, fiction DVDs renew only for one week and downloadables may not be renewed at all.

If you have an item which cannot be renewed we encourage you to return the item so they may be available to other patrons. You are eligible to check the items out again after they have been on the shelf for 24 hours.

Where can I return them?

You can return items from Tippecanoe County Public Library to any of our branches or to any of the four drop boxes at Pay Less Super Markets. We have a courier who typically takes items between our branches daily. Never leave materials on top of, hanging out of or next to the drops. You are responsible for any library materials that are lost, stolen or damaged due to an improper return.

May I place a hold on items?

If the item you want is not available, you may place a hold on it at any library, over the phone, or online through TIPCAT . Please have your library card and PIN available when placing holds. When a hold becomes available, we will notify you according to the preference specified on your account. This is typically either a phone call or an email. From the time you are notified that a hold is available you will have **five days** to pick it up.

When you place the hold you may specify at which branch you would like to pick up your hold or even whether to suspend the hold. If the item was listed available in the library at the time you placed a hold, we will typically pull it for you the following day. If you are unsure about whether or not a hold has come in for you, you may call circulation services at 429-0123 or check your account online through TIPCAT .

Can I suspend holds so they will not come in during a certain time?

A suspension is only necessary for dates you will **not** be able to pick up an item, so if you are going on vacation for a few weeks, this can be a good idea to avoid missing your holds. A suspension will keep your place in line.

You should see suspension dates both when you first place the hold and again in your account on TIPCAT . Please be aware that a suspension must be placed before an item becomes available for pickup.

What if the library doesn't have what I want?

If the library does not have the item you would like, we may still be able to get it for you. The two primary ways you can get these materials are either to ask a member of our reference staff to place a request from another library for the item or to make a purchase request .

Does the library protect my privacy?

Indiana law [IC 5-14-3-4 (b)16] requires all records of your use of library materials and services be kept strictly confidential. TCPL staff will not disclose such records to any third party without a valid court order. This includes spouses or adult children. The library also accords these same rights to minors. We do however recognize that a parent or guardian is responsible for any charges accrued on a minor's card. We allow a parent or guardian to access a minor's account on the condition that they have the minor's card in hand OR on condition that the minor is present.

This commitment to confidentiality may sometimes seem inconvenient, but it ensures that your use of the library remains your business. To protect your privacy and control over materials charged to your account, please do not share your card. Report lost cards to circulation services immediately by calling 429-0123.