

## FEES AND FINES

BOOKS, CDs, CHILDREN'S AND TEEN'S AUDIOBOOKS,  
SHEET MUSIC, CD-ROMs, \*MAGAZINES

Checkout Fee ..... no fee  
Loan Period ..... three weeks  
Overdue Fines ..... \$.25 per day per item  
Maximum per item ..... \$8.00 (\*magazines \$4.00)

## ADULT AUDIOBOOKS

Checkout Fee ..... \$1.00  
Loan Period ..... three weeks  
Overdue Fines ..... \$.25 per day per item  
Maximum per item ..... \$8.00

## DVDs & VIDEOS

Checkout Fee ..... \$1.00  
Loan Period ..... one week  
Overdue Fines ..... \$.50 per day per item  
Maximum per item ..... \$8.00

### There is a limit of fifty items per borrower.

This includes a limit of twenty CDs and ten DVDs or videos. Some types of borrower cards are restricted to fewer items.

## EQUIPMENT FOR PUBLIC USE

### PUBLIC COMPUTERS AND PRINTERS

### COPIERS

### MICROFICHE AND MICROFILM READERS AND PRINTERS

(available only at Central Library)

### FREE WIRELESS INTERNET ACCESS

## MEETING ROOMS

Each library has a meeting room available for use by groups and organizations that meet library guidelines. Study rooms for individuals or small groups are available at most locations. Contact the Business Office for details by calling (515)283.4152 and then pressing 4.



## SIX CONVENIENT LOCATIONS

**Central Library**  
1000 Grand Avenue 50309

**Forest Avenue Library**  
1326 Forest Avenue 50314

**North Side Library**  
3516 Fifth Avenue 50313

**East Side Library**  
2559 Hubbell Avenue 50317

**Franklin Avenue Library/MHM**  
(temporary location) Merle Hay Mall  
3800 Merle Hay Rd., Suite 210

**South Side Library**  
1111 Porter Avenue 50315

For current hours call (515) 283.4152 and  
press 1 or visit our web site at: [www.dmpl.org](http://www.dmpl.org).



**FIND US ON FACEBOOK®  
FOLLOW US ON TWITTER®**

The Des Moines Public Library has joined the world of social networking. Now you can find all kinds of information on upcoming events, new things happening at the library, and even your favorite books, movies, music, and more. Available on your computer and your mobile devices too. View photos from various library events. Become a fan of the DMPL today!

## LIKE MORE INFORMATION?

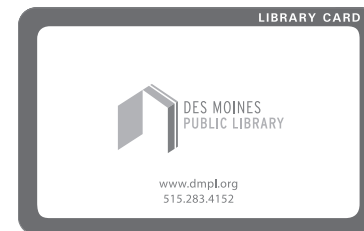
Sign up to receive e-mail notifications of library services and programs at [www.dmpl.org](http://www.dmpl.org).

Information in this brochure is subject to change by the action of the Board of Trustees of the Des Moines Public Library.



**DES MOINES  
PUBLIC LIBRARY**

# Policies Services



## LIBRARY CARDS

Library cards are issued free to residents of the Des Moines metropolitan area. The Des Moines Public Library participates in the State of Iowa Open Access Program.

To obtain a card, a borrower must provide proof of current name and address and a photo ID. A valid Des Moines Public Library card is necessary to check out materials and to use an Internet or word processing computer.

Children without photo IDs can get a card when a parent or guardian with a picture ID is present. Parents can decide whether or not a child can borrow videos and DVDs.

Promptly report a lost or stolen card. There is a \$1 fee to replace a lost card. If a borrower has overdue items or late charges, borrowing privileges may be restricted. Library cards are honored at all six locations of the Des Moines Public Library. Certain types of cards may have borrowing restrictions.

## LOCATING LIBRARY MATERIALS

Browse the library's collection via our web catalog which can be used to identify the location and availability of materials. This system is easy to use and allows searches by title, author, subject, or keyword.

Away from the library, visit our web site [www.dmpl.org](http://www.dmpl.org) to browse through the library's collection. Log in using your library card bar code number and your PIN (personal identification number). Through our web site, you can reserve your own materials, research online using our electronic databases, and check your record for due dates and overdue items.

## PRINTED INFORMATION

**BOOKS** - A great collection of books is available from best sellers and classic fiction to large print titles, children's books, homework resources, and other nonfiction.

**MAGAZINES** - Hundreds of titles including popular magazines for all ages as well as some journals and professional publications.

**NEWSPAPERS** - Newspapers from around the country and in other languages at some locations.

**GOVERNMENT DOCUMENTS** - Available at the Central Library and via links on our online catalog.

**INTERLIBRARY LOANS** - Books not found in the library's collection can be obtained through the Interlibrary Loan service for a fee of \$1.25 per request. Only for residents of Des Moines, Windsor Heights, and rural Polk County.

## MULTIMEDIA INFORMATION

**BOOKS ON TAPE, CD, and MP3** - Listen to a good book on your way to work or while you exercise.

**DOWNLOADABLE MP3 BOOKS (Digital Downloads)** - Visit our web site and use your library card to download a digital book onto your own computer.

**CDs** - Full range of music CDs from rock to rap, folk music to classical.

**VIDEOS/DVDs** - Popular and classic movies, kids' videos, travel, educational documentaries, and television series.

**INTERNET** - All six library locations offer public access to the Internet. Your library card is required. Ask at the information desk for assistance.

**ONLINE RESOURCES** - The library offers many types of reference and research materials online including indexes and full-text newspaper and magazine articles, health and medical information, auto repair, and Live Homework Help®.

## EXPRESS CHECK

Check out your books and other library materials using EXPRESS CHECK. User-friendly self-check machines allow library customers to scan their materials themselves. Our helpful library staff will be happy to show you how.

## OVERDUE NOTICES

Borrowers are responsible for returning library materials on time. Library users can choose to have overdue notices delivered by mail, telephone, or e-mail. E-mail notices remind customers of materials that will soon be due.

## CENTRAL LIBRARY PICK-UP WINDOW

A pick-up window is located on the Grand Avenue side of the Central Library.

**HOURS OPEN:** Monday-Friday 4:00 PM - 6:00 PM  
Saturday 3:00 PM - 5:00 PM

Customers can choose the pick-up window location as the place to get their requested items.

To choose the pick-up window location for requested items, select Central Pick-Up Window when placing an online hold.

**Basic services are available at the window, including:**

>Check out of all items - Library card or photo ID required.

>Payment of fines and fees. (Lost and problem items and long overdue accounts must be handled at the help desk inside the library.) Cash or check only.

>Renewal of library cards and change of address, telephone number, or e-mail address.

All other customer concerns and questions will be handled inside the library at the help desk.

## RETURNS

Drive-up book drops are available twenty-four hours a day at ALL six library locations for all materials including media.

## HOLDS

Library customers may request circulating items from any of the library's six locations. This may be done in person, on the Internet at [www.dmpl.org](http://www.dmpl.org), or by dialing (515)283.4152, ext. 3.

## RENEWALS

Most library materials may be renewed twice by calling the Virtual Librarian at (515)283.4000 or through the web site, [www.dmpl.org](http://www.dmpl.org). DVDs, videos, and adult audiobooks must be renewed in person or by dialing (515)283.4152 and pushing 3 for Information Services (Mon. – Fri. 9:00 AM to 6:00 PM). An item which has been requested by another customer may not be renewed.

## LOST OR DAMAGED MATERIALS

Borrowers will be responsible for the replacement cost of lost materials and fees will be assessed for damaged items.

## TELEPHONE REFERENCE DEPARTMENT

Librarians are available Monday-Friday from 9:00 AM - 6:00 PM to provide information on almost any subject. Call (515)283.4152, ext. 3.

## BESTSELLER EXPRESS

Check out the Bestseller Express titles now available at all six locations of the Des Moines Public Library! Our librarians have selected some of the library's highest demand titles to offer as part of our new Bestseller Express program. For just \$1, these titles may be rented for seven days, Customers may check out two Bestseller Express books at a time. To increase availability, reserves on these select items are not possible.

Customers willing to wait can still follow the usual procedures to reserve the multiple copies of high demand books that the library also offers. Please ask at the Information Desk for complete details.

## EASY TELEPHONE ACCESS

Use the library's centralized telephone number for all your information needs. Call (515)283.4152 and then select from the following choices on an easy to use touch-tone menu:

**TOUCH 1 FOR:** Library hours and locations.

**TOUCH 2 FOR:** Questions about fines and overdue materials. (Mon.-Fri. 9:00 AM to 6:00 PM)

**TOUCH 3 FOR:** Program information, reference questions, general library information, or help in locating library materials. (Mon-Fri 9:00 AM - 6:00 PM)

**TOUCH 4 FOR:** The library director, administrative offices, or to book a meeting room. (Mon-Fri 9:00 AM - 5:00 PM)

**TOUCH 5 FOR:** Libby, our virtual librarian. (see below)

## LIBBY, THE VIRTUAL LIBRARIAN

**Available 24/7**

Check a due date? Renew a book? Just call our virtual librarian at (515)283.4000 and have your library card handy.

1. The Virtual Librarian will ask you to enter your library bar code information.
2. Enter your Personal Identification Number (PIN).
3. Follow the menu instructions as Libby helps you:
  - >Renew items other than DVDs, videos, and adult audiobooks up to two times.
  - >Review items you have currently checked out
  - >Review requested titles or cancel requested titles you no longer want.
  - >Review fines owed.
4. The Virtual Librarian may call you to inform you of:
  - >Requested items that are now available
  - >Overdue items