

Renewing Materials

Within policy limits, you may renew materials online, by phone, or in person. Some materials are not renewable. Please call your library if you have specific questions about renewals.

- To renew online visit our website and click on "My Account." Review the list of items to be sure the renewal was successful.
- To renew by phone, call your library.

Reserving Materials

Requests may be made online, by phone, or in person. The amount of requests you can place at one time is dependent on the format (DVD's/ audios vs. books). Please be sure to specify the library where you wish to have the item delivered.

- To reserve online, visit www.waggin.org and find the item in the catalog, confirm availability, place request.
- To reserve by phone, call your library.

You will be notified when your reserved item is ready for pick up. Please wait until you receive the email or phone call notification before coming in to retrieve your reserved item.

Lost or Damaged Materials

Library materials that remain unreturned or lost after six weeks from the due date are billed to your account automatically. Bills include a processing fee to cover re-cataloging, labels, barcode, etc. If you find a lost item after you pay for it, you may be entitled to a refund. The library does not accept replacement items. Call your library and ask about arranging a payment plan or making partial payments on lost WAGGIN items.

Items damaged beyond repair will be billed to the customer's card and must be paid in full in order to remain in good standing.

Confidentiality

We respect your right to privacy. By law, we cannot discuss details of a library account with any individual other than the cardholder. Parents must bring their minor child with them to use or discuss the child's account. If you need to discuss your account by phone, please have your account number ready. When completing the application, you may designate another individual to pick up your reserve items or pay your fines on your behalf. This person will not have access to view the items on your account.

We promise to:

- Protect the confidentiality of your record in accordance with the law and our policies.
- Provide equal and fair access to all cardholders
- Work with you to resolve account issues in a fair manner.
- Provide and maintain a collection of materials to meet our customers' needs.

WAGGIN Libraries

- Avella Area Public Library (W)
- Bentleyville Public Library (W)
- Brownsville Free Public Library (F)
- Burgettstown Community Library (W)
- California Area Public Library (W)
- Carnegie Free Library of Connellsville (F)
- Chartiers-Houston Public Library (W)
- Citizens Library & District Center (W)
- Donora Public Library (W)
- Eva K. Bowlby Public Library (G)
- Flenniken Public Library (G)
- Frank Sarris Public Library (W)
- Fredericktown Public Library (W)
- German-Masontown Public Library (F)
- Heritage Public Library (W)
- John K. Tener Library (W)
- Marianna Community Public Library (W)
- Monongahela Area Library (W)
- Peters Township Public Library (W)
- Uniontown Public Library (F)

Welcome to WAGGIN!

Guide for New WAGGIN Cardholders



Washington, Greene,
& Fayette Counties

www.waggin.org



PETERS TOWNSHIP
PUBLIC LIBRARY
OPENING BOOKS, DOORS AND MINDS

With your WAGGIN card, you will be able to:

- Access materials and resources including books, DVDs, CDs, and unique collections including rare and historic books and photographs.
- Borrow materials from any participating library in the WAGGIN Network and have them delivered to a library near you.
- Borrow materials from libraries outside of the WAGGIN Network through the Interlibrary Loan process.
- Return library materials to any WAGGIN Network Member Library.
- Locate items in our collection at any computer with Internet capabilities. Just go to www.waggin.org/catalog to begin.
- Search online databases, download eBooks and eAudiobooks, take an online class, or check your library account online from your home, office, or school.
- Access the Internet at any library location.

Card and Account Management:

It is important that you do not lend your card to anyone. Keep your card in a safe place and monitor your account regularly. Passwords are required for online account management. Please establish a secure password and do not share with anyone.

Visit www.waggin.org/catalog and click on "My Account" to view the material checked out on your card and review due dates and fines.

When you receive your library card, you accept responsibility for all activity on the card including:

- Care and conditions of the items checked out including all parts and pieces
- Fines and fees based on library policies
- Payment for lost, unreturned, or damaged items.

Important Reminders

- Bring your card with you on each visit.
- Prepare to present identification (we may need to verify that a cardholder is using the proper account).
- Renew your account (most accounts expire every three years and must be reactivated with proper ID).
- If you lose your card or suspect that it has been stolen, report the missing card immediately to your library.
- Review your account and report any concerns in a timely manner.
- Overdue notices are provided as a courtesy. You are responsible for knowing the due dates of borrowed materials.
- Provide a current email address to receive courtesy overdue and reserve notices.
- By providing your email address, you understand that overdue and reserve notices will be sent via email.

Borrowing Policies

Your card provides access to materials and resources made available to the WAGGIN Network cardholders. Parents and guardians should supervise and discuss library usage and parental expectations with their children.

Borrowing policies can be viewed online by visiting www.waggin.org

Checkout periods are designed to maintain the Library's collections and provide equal access to all cardholders. Late fees are charged for overdue materials; please pay them as promptly as possible. You will not be able to borrow materials or use our computer services if outstanding charges total \$10 or more.

- Items not returned in six weeks from the due date will be billed to the account.
- Policies and fines vary for libraries that are outside of the WAGGIN Network.

Returning Materials

- Items may be returned to any participating public library (*not school or university library*) within Washington, Greene, and Fayette Counties and will be checked in from your account on the day received.
- Items returned to outdoor book drops after the Library is closed will be back-dated to the previous day's date.

Items returned to libraries outside of the WAGGIN Network may take longer to be received by the owning library and do not automatically clear from your account. Be sure to ask about the return policy for those libraries to ensure that you are not incorrectly charged overdue fines.