

## **Loan Periods**

- Most SLO County Library materials are loaned free for 21 days.
- DVD's are loaned for 21 days.
- The owning library determines loan periods for materials borrowed from other libraries. □  
"Library Use Only" materials must be used in the Library.

## **Renewals:**

Three renewals are allowed on most items provided the item is not an Interlibrary Loan or on hold for another customer.

Renewals can be done in person at any library branch, over the phone, or through [your online account](#).

You may renew items over the phone by calling 1-800-354-9660 or 805-546-0499. You will need to have your library card barcode number and the barcodes of all the items you want to renew.

## **Returning Materials**

Most materials may be returned to any Black Gold library. All SLO County Library branches have book drops for use when branches are closed.

## **Fines & Fees:**

- Fines are assessed on a daily basis for overdue materials.
- Fees are charged for lost or damaged materials, and for certain special services.
- Fine and fee rates vary by type of materials and may vary for items borrowed from other Black Gold libraries.
- The SLO County Board of Supervisors approves fines and fees for SLO County libraries.
- Borrowing privileges may be suspended when fines/fees are owed.
- Patrons with outstanding balances of \$40.00 or more are referred to an outside collection agency.

## **Requests**

Requests may be made for materials not available in your local branch. Customers are encouraged to ask library staff for assistance in finding materials.

## **Requests for Materials from Black Gold Libraries:**

If a desired item owned by a Black Gold member library is checked out or otherwise not available, a "Request" may be placed on the automated system. When a copy becomes available, it will be delivered to the library of your choice and you will be notified.

Customers may place their own requests using computer catalogs in the Library or via the Online Catalog.

## **Requests for Materials from Other Libraries:**

If the customer wants an item not owned by a Black Gold member library, a request may be processed via the Interlibrary Loan Department. Ask the staff at any branch for the required forms. Copies of articles in magazines or journals may be requested in the same way. A \$7.00 fee is charged for each request. The library providing the material may also charge additional fees