FAQs

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1. How do I get a Library Card?
Each resident of Highland Park may apply for a library card. Applications must be made in person at the front circulation desk. Proof of residency and photo identification is required when you apply. Library cards expire after three years but may be renewed according to the same requirements as the initial application.

2. Can I use a card from another Library if I have one? Can I use my Highland Park Library Card at another area Library?
Yes. The Library is a member of Cooperative Computer Services. Your card is good, with no further registration, at any CCS Library. In addition,The Highland Park Public Library accepts cards for borrowers of Illinois public libraries participating in the Inter-System Reciprocal Borrowing Covenant. Thses libraries will also accept your Highland Park Library Card.

3. What is a PIN number and how do I get one?
A PIN number allows you access to the "My HPPL" area of our Bibliocommons online catalog. Using the "MY HPPL" software allows you to access and review information online at the Library or via your home computer. You may inquire about library items you have checked out, and reserve or renew material. You may also create reading list and bookshelves to keep for yourself or share with other Library users. To use a "My HPPL" and obtain a Personal Identification Number (PIN), apply in person at the Circulation Desk with your library card and photo. After receiving a PIN, you will have to create a MY HPPL accountto use these features, A PIN is also necessary to use a sit-down Library computer.

4. How do I renew my materials?
Use your library card number and PIN to log-in to your account. You can renew your materials from within the MY HPPL area of our Bibliocommons online catalog.

5. How do I put a book on hold?
Click on the "place hold" next to the item listing in the Bibliocommons Catalog. You will need to log-in with your MYHPPL account information. We will notify you when the item is available for pick up. **It may take up to 48 hours for a book to be pulled from the shelf for you.** For faster service, if an item is available on the shelf, please call the Library and ask that the item be set aside for you.

6, How many items can I check out? How long can I keep them?
Please see our circulation policies.

7. Does the Library have computers to use?
The Library has both walk-up computer for short-term use as well as computers for long term use. A Library card and PIN

number are required for sit-down station. Please see our computer use policy page for more information.

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